

COMMUNITY SAFETY

POLICE DEPARTMENT

Department Overview

Throughout 2010 the Arlington Police Department (APD) continued to take on more challenges in an effort to meet the demands of the citizens of Arlington. The Department will continue to evolve in 2011 to meet the changing needs of our community. We continue to improve community partnerships; intelligence led policing initiatives, and refining training to maximize the effectiveness of our organization, all the while continuing our commitment to ensure the safety of all members of our community. The Department operates under a community policing philosophy that encourages citizen participation in solving problems of crime, fear of crime, and quality of life issues.

Organizationally, the Department is divided into operational and support functions. A Command staff of two captains assists Chief Frederick Ryan in strategic planning, budgeting, and operation. The captains administer the Community Services Division, the Support Services Division and the Professional Standards /Accreditation Office.

The Community Services Division is responsible for Patrol operations. This division is tasked with effectively deploying all uniformed patrol personnel, including the patrol division, community services officer, traffic unit, canine unit, bicycle unit, and animal control. The patrol division's primary responsibility is to provide quality uniformed law enforcement services to the community. Not only does the patrol division answer calls for service to the community but it also performs other specific assignments. These assignments include wide-ranging quality of life issues in Arlington. These proactive assignments

vary between enforcing traffic and parking laws, preserving the peace, protecting life and property, school safety, special event planning and grants coordination. Through the newly created Crime Analysis Unit, we are able to now track crime trends and patterns in the community. This is now resulting in patrol officers being deployed to specific locations to maximize police resources.

The Support Services Division is responsible for supporting the Community Services Division as well as overseeing the administrative functions of the entire police department. The Division is responsible for the criminal investigation bureau, training, new officer recruitment and hiring, information systems management, firearm/hackney licensing, police scheduling, departmental fleet, building maintenance, issuance of departmental records, and E-911 dispatch functions.

The Professional Standards/Accreditation Office is tasked with developing policies and procedures, working to maintain State Accreditation and Certification, investigating citizen complaints, and proactively addressing issues of professional standards and accountability within the department.

Recently, the Department concluded our second round of strategic planning with a focus on a continuance of analytical data to drive decision making as it relates to the development of valuable police resources. This strategic planning process will bring together technological tools, management practices, real-time data analysis, problem solving and intelligence-led policing that ultimately lead to *results*-crime reduction, a more efficiently run police department, and modern and innovative policing.

The APD has been challenged by further reductions in resources. The Department has historically been under funded and has been unable to proactively staff assignments to meet the needs of the community. As a result, it may necessitate a reassignment of and probable reduction in services provided by the Department. These reductions have already been realized in the criminal investigation bureau, traffic unit and patrol division. These reductions will not deter the Department from its core mission of providing quality policing to the citizens of Arlington.

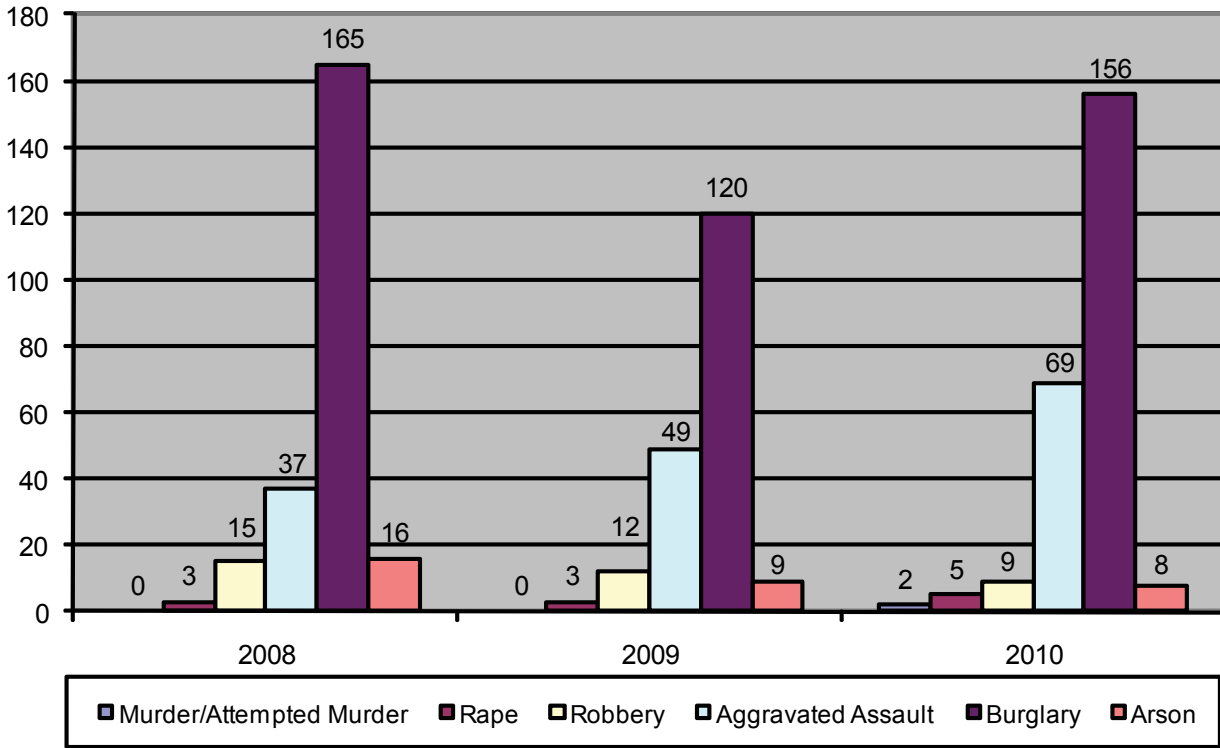
Crime

The Department collects incident information using a system called the National Incident-Based Reporting System or NIBRS. NIBRS is an improvement on summary based system known as the Uniform Crime Reporting Program, or UCR. Since 1930, the FBI has administered the UCR Program using statistics supplied by law enforcement agencies across the country. At the present time, the FBI is encouraging law enforcement agencies to transition to NIBRS, which provides a more accurate reflection of crime in a given community.



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Part "A" Crimes 2008-2010



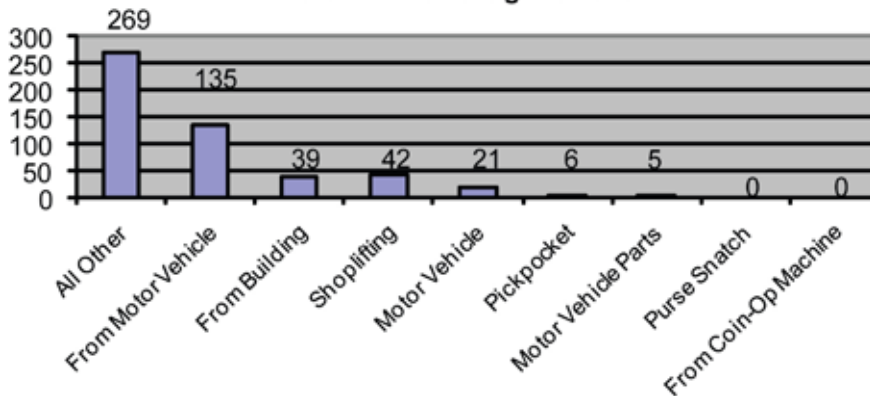
Above is a summary of Part "A" Crimes in Arlington in 2010. Part "A" Crimes are crimes designated by the Federal Bureau of Investigation (FBI) to be the most serious crimes affecting a community, they include: murder/manslaughter (and attempted murder), rape (and attempted rape), robbery, aggravated assault, burglary, larceny, arson, and motor vehicle theft. In 2010, there were a total of 766 Part "A" Crimes reported in Arlington, up 22% from 627 Part "A" Crimes in 2009.

There were two attempted murders in 2010, none occurred in 2009. During 2010, there were five reported rapes, two more than in 2009. Arlington had nine robberies in 2010, compared to twelve in 2009. Of the nine robberies committed in 2010, suspects were armed in

six incidents and unarmed in three incidents. Arlington experienced sixty-nine aggravated assaults in 2010; thirty-seven involved weapons and twenty-five involved domestic violence. Of the incidents involving weapons, twelve involved a shod foot, seven involved a knife and three involved a gun. Arlington had 156 reported burglaries in 2010, which is thirty-six more than 2009. There were twenty-one motor vehicles stolen in 2010, which is five less than 2009. Reported arson incidents in 2010 were eight, one less than reported in 2009.

In 2010 there were 517 reported larcenies, which is an increase of seventy-six more incidents than 2009.

Larcenies in Arlington 2010



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Calls for Service

The APD logged 26,732 calls. Officers filed 3,810 incident reports as compared to 3,510 in 2009, an increase of 300 (8.5%). In 2010, 293 people were arrested, a decrease of sixteen. Twenty-two people were taken into protective custody. Protective custody is a statute that allows police officers to take into custody a person who, due to ingestion of alcohol is incapacitated or a danger to himself or others. Although authority gives the police the option of taking a person to his residence or a treatment facility, the police station is often the most viable option. In 2010, 3,567 motor vehicle citations and 12,720 parking tickets were issued.

Calls for Service	2010	2009	2008	2007
Logged Calls	26,732	25,268	27,004	25,757
Police Reports	3,810	3,510	3,516	3,448
Arrests	293	309	269	279
Protective Custody	22	35	39	48
Summons	181	205	230	205
Motor Vehicle Citations	3,567	3,369	4,487	2,652

The Department continues increased traffic and parking education and enforcement to meet the growing concerns of citizens. Traffic issues continue to be one of the greatest areas of complaints to the Department. Currently, the traffic unit staff has been decreased by three positions and with the increased demand in investigative and administrative functions of the traffic unit, overall productivity has decreased.

Community Services

Patrol

Of the 26,732 calls the Community Services (Patrol) Division responded to, the majority of calls involve services other than responding to crimes. For instance, the Department responded to a total of 1,058 burglar alarms (residential, business and municipal), 963 disturbance calls, 781 reports of suspicious activity, 334 traffic complaints and 671 animal control calls. The Community Service Division also investigated 416 reports of missing persons.

Traffic Unit

During 2010 the Police Department responded to 873 motor vehicle crashes. This number represents a 7% overall increase from the 812 crashes responded to in 2009. Of that number, 145 involved hit and run crashes (12% increase), 107 were crashes with injury (14% decrease), and 610 crashes without injury (9% increase). The Traffic Unit continued to be hampered this year by a reductions in the Patrol Division that resulted

in only one officer fully assigned to the traffic unit for the year. Although the Traffic Unit continued to assist the Transportation Advisory Committee and other Town Departments to the best of their ability, many programs and initiatives including more proactive enforcement were hampered by the lack of resources to staff the Traffic Unit.

The Arlington Police Department continued to participate in traffic safety grant mobilizations. Throughout 2010 additional police patrols, hired under state grant money secured by the Traffic Unit, were directed to target aggressive drivers, drunk drivers, and seat belt violators. The APD continues to participate in multiple mobilizations, making the streets in our community safer to travel.

Community Policing

The APD is committed to the philosophy of community policing. Community Policing is a philosophy that every officer in the Department embraces. The concept of partnering with the community to solve problems of crime, fear of crime, and quality of life issues has been institutionalized in the Department. The APD continues to offer a number of community policing programs to the public designed to provide citizens with the tools, information, and skills useful in solving these problems.

In 2010 the APD attained its strategic goal of assigning a full-time police officer to the Community Services Unit, advancing the Department's community policing philosophy, expanding and creating new programs in the community, and creating a Town-wide neighborhood network. The Department partnered with the Arlington Housing Authority and open its first police sub station to better serve the community. In continuing with Town partnerships, the APD, Recreation Department, and Arlington Youth Health and Safety Coalition - a project of Health and Human Services - collaborated on the second annual summer camp for Arlington children in July. Over 100 children from Arlington participated in the program. The camp was a fun filled week of courses consisting of field trips, safety classes, games, and educational seminars geared towards children ages 6 to 11. We are hopeful to receive in-kind donations to sustain this program for many years to come. Also, the Arlington Police Department teamed with the Middlesex County Sheriff's office in providing another free summer camp for Arlington children at the Sheriff's training academy in Billerica. Arlington Officers along with Deputy Sheriffs and camp counselors provided a fun-filled week of activities.

The summer saw the continuation of the Police Department's highly successful Youth Basketball League. Arlington Police officers volunteered their time to coach and mentor Arlington youth, while providing them with a successful athletic program. Reaching out to the youth in Town has always been a goal of the Department's

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community policing efforts. The Department hopes that programs like this leave the youth with a positive image of police and a spirit of cooperation and friendship. Sergeant Ronald Kerr continues to run the Basketball league with assistance from Sergeant Daniel Kelly, Sergeant Brendan Kiernan, Officer Chad Brown, Officer Greg Flavin, Officer Bryan Gallagher, Officer Dennis Mahoney, Officer Robert Pedrini, Officer James Smith, Officer Chris Gallagher, Officer Brian Fennelly, Officer Stephen Porciello, Officer Brett Blanciforti, Officer Vitaly Volkov, Officer Neil Simard, Officer David Martin, Officer Nicholas Stotik, and Officer Michael Foley. This program expanded the reach of our youth and athletic program and provided the same opportunity as the basketball league for positive interaction between police and Arlington youth.

The Department still operates its Guardian Program, which is a collaborative effort between the Police Department, the Council on Aging, and the Housing Authority. The Guardian Program is an assurance program that offers subscribers daily well being phone calls. It is designed to accommodate elders, shut-ins, and those who require well being checks. Another program that runs throughout the year is known as RAD, which stands for Rape Aggression Defense. This is a free program offered exclusively to women that provides them with skills and self-assurance vital to surviving and escaping from physical attack.

The APD conducted over 100 child passenger car seat installations. Our certified technicians thoroughly inspected child passenger car seats for wear and effectiveness and installed them properly to assure the safest ride for our children. The APD received funding for this initiative from the state community-policing grant.

Unfortunately, with the ongoing state budget cuts, the community-policing grant has been eliminated for police agencies state-wide and most of our Department's community policing programs are scheduled for elimination in 2011. Although, we are faced with this realization it will not deter the Department from facilitating open dialogue with our resident's to address issues and challenges facing our community.

Canine

In 2010 Officer Hogan and K9 Dasty responded to over 115 calls for service. During the year, K9 Dasty was responsible for approximately 11 apprehensions of felony suspects. Two of these suspects were armed and had barricaded themselves in houses, one with firearms and the other with a knife. Both suspects gave up without incident and without any injuries to the suspect or officers. Another large part of the K9 program is Dasty's ability to locate narcotics during searches. Dasty was responsible for approximately 23 narcotic and evidence recovery incidents, including a 9mm handgun that was used in a shooting in Cambridge. K9 Dasty

made numerous large drug finds this year in Arlington, Cambridge, Woburn and Belmont and also assisted in multiple search warrants for the Middlesex County Drug Task Force, Cambridge, Somerville, and Everett Police Drug Units. Dasty and other area K9's were also responsible for many school searches in the fight to keep our children safe and drug free while in school.

One of the most rewarding parts of having K9 Dasty is being able to conduct K9 Demonstrations for area students in our schools. During the past year, Dasty conducted over twenty-six K9 Demonstrations, including Town Day in which over 400 residents attended.

In April 2010, Dasty competed in The United States Police Canine Association Drug Certification Competition. Out of forty K9 teams from three different states, Dasty finished in 2nd Place with a total score of 198.6 out of a possible 200 points and qualified for the Nationals in Narcotic Detection. He was also featured in July 2010 on national television on Animal Planet's new television show, Dogs vs. Cats, which showcased Dasty's talents. This is the second time K9 Dasty was featured on Animal Planet. K9 Dasty also became a member of NEMLEC RRT/ SWAT assisting many area departments, including missing children and suicidal persons. He also assisted NEMLEC SWAT with an active shooter incident in Wilmington.

Animal Control

The Animal Control Officer is responsible for enforcing the Town bylaws relative to animals. The officer is also responsible for inspecting and quarantining animals. The animal control officer responded to 671 animal complaints, a decrease of nineteen incidents in 2009. The animal control officer also responded to 279 dead animal calls, 531 wildlife issues, impounded 21 dogs and returned 64 dogs to their rightful owner. The officer responded to forty-one dog quarantines/bites and fifty-one cat quarantines/bites. He also issued twenty-seven citations for Town bylaw violations. The Town issued 1,622 dog licenses an increase of 132 from 2009. The officer is an active member of the Metro-West Animal Control Officer Consortium.

Animal Control	2010	2009	2008
Citations	27	11	30
Dog License	1,622	1,506	1,411
Animal Complaints	671	690	619

Support Services

In 2010 the Town of Arlington began the first step of a multi-phase capital improvement program of the Community Safety Building. The Support Services Division continues to coordinate a detailed waterproofing project on the plaza located between the Community Safety Building and the Housing Authority Cusack Property. This project will stop water infiltration and prevent

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future structural damage to the facility, while providing the foundation for future improvements in the years to come.

In 2010 the Department hired a Lead Dispatcher/Crime Analyst to supervise nine full-time public safety dispatchers and manage the Town's 9-1-1 Dispatcher Center and Public Safety Answering Point (PSAP), which logged 26,732 calls during the year.

The Lead Dispatcher/Crime Analyst also manages the Department's Crime Analysis Unit. By employing the use of a Crime Analyst, the APD has developed a data driven approach to crime and traffic incidents. Through crime analysis, the Department is able to implement geographic information systems technology to identify crime patterns and trends within the community. This information along with regional intelligence and data on known offenders, probationers, and parolees within the community has allowed the Department to respond more intelligently with the deployment of police resources.

Criminal Investigation Bureau

The Arlington Detective Bureau continued to be very busy in 2010. One of the more significant cases this summer was "Operation Trifecta," which involved a very lengthy narcotics distribution investigation. With assistance from the regional Suburban Middlesex County Drug Task Force and the Federal Drug Enforcement Administration three major illegal suppliers of the drug Oxycontin were arrested and prosecuted. This also resulted in significant asset forfeitures and significantly reduced the availability of unlawful Oxycontin in Town.

The Department's Family Services Unit has worked with the District Attorney's Office and the communities of Cambridge and Belmont to implement The Cambridge, Arlington, and Belmont, regional domestic violence High Risk Assessment and Response Team (CAB HART.) The CAB HART team has been very successful ensuring victim safety and has identified over thirty Arlington cases as high risk this year. The Team's goal is to prevent domestic violence homicides and to hold offenders accountable. Additionally, the Family Services unit continues to work closely with the local First Step Domestic Violence support group program and also handles the Sex Offender Registry Information for the APD which involves Community Notifications when a high-risk sex offender moves to Arlington, as well as periodic audits of sex offenders living in our community.

The APD had an Inspector actively working cases out of the regional Northeast Massachusetts Law Enforcement Council (NEMLEC) Cyber Crime Unit. The Inspector is receiving training and experience in digital criminal investigations while continuing to work on Arlington cases involving cyber crime, child pornography, and identity theft.

The School Resource Officer Program is in its fifth year, and continues to be a tremendous success. The

School Resource Officer has built up an excellent relationship with the High School Administration, teachers and students and remains very active in the NEMLEC School Threat Assessment and Response System (STARS) program, which the Inspector is a team leader. The Inspector has also been instrumental in the successful implementation of the Diversion Program, a program that allows an alternative to the traditional criminal justice system to youthful offenders.

Arlington Police Detectives participate in the monthly regional NEMLEC Detectives meetings and are a member of the regional Suburban Middlesex County Drug Task Force. The Task Force is a collaborative effort of the following police departments to investigate drug crimes in their communities: Arlington, Lexington, Belmont, Waltham, Watertown, Newton, Weston, and Lincoln. To date, the Task Force has successfully prosecuted hundreds of drug cases in the above communities and has successfully forfeited the assets of many drug dealers.

Records

The Records Room processes all requests for public records and police reports.

Records	2010	2009	2008
Calls	26,767	25,268	27,004
Arrests	263	309	242
Citations	3,509	3,375	4,439
Parking	12,720	14,065	14,477
Accidents	676	592	617
Hackney	49	64	49

Grant Funding

The Edinburg Center in partnership with the APD was awarded a grant from the Massachusetts Department of Mental Health. This grant supports a newly developed mental health program in Arlington. In November the APD appointed its first ever-clinical position.

The Edinburg Center has been working closely with the APD to develop and implement a police-mental health emergency services partnership. The goal of the program is to divert individuals with mental illness, substance abuse, or developmental disabilities from the criminal justice system to appropriate treatment options. The program model was collaboratively developed by members of the Arlington Police Department, Edinburg Center, Arlington Health and Human Services Department, and other stakeholders in the community.

This mental health program has stationed a mental health clinician at the APD headquarters. The MDMH will cover all costs associated with this program including the clinician's salary and benefits. The clinician will accompany police officers on calls for service and will provide an immediate evaluation on scene. In the case

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of non-violent or misdemeanor offenses, the goal of the program is to provide mental health and substance abuse services as alternatives to arrest. In addition to immediate intervention, the clinician will provide follow-up contact with individuals in an effort to focus on prevention and reduce future repeat calls. Successful engagement in treatment is the key to breaking the cycle of revolving-door police contact for citizens with mental health problems in Arlington.

Accreditation/Professional Standards

In 2008 the Massachusetts Police Accreditation Association accredited the Arlington Police Department for the first time in the Department's history. Arlington still remains one of the few police departments across the Commonwealth that holds this prestigious achievement. The achievement of this award and its continuing certification in the Association demonstrates the Department's commitment to delivering an exemplary level of police services to the community. In 2011 the Department will be challenged with maintaining its certification and achieve compliance with hundreds of national law enforcement standards as set forth by the Association.

Regional Police Initiatives

North Eastern Massachusetts Law Enforcement Council (NEMLEC)

The Arlington Police Department is a member of the North Eastern Massachusetts Law Enforcement Council (NEMLEC). The Council is a consortium of fifty-one police departments in Middlesex and Essex County as well as the Middlesex and Essex County Sheriff's Offices. The members of the organization operate pursuant to an inter-agency mutual aid and assistance agreement to share resources and personnel to enhance public safety in a fiscally responsible manner. As part of the agreement, each member commits resources from its law enforcement agency to assist other members in an effort to increase and improve their capabilities and capacities.

NEMLEC is comprised of a Regional Response Team (RRT), which includes a Tactical Unit, Special Weapons and Tactics Unit (SWAT), K-9 Unit, and School Threat Assessment and Response System (STARS), Motor Unit, Bicycle Unit, Accident Reconstruction Unit, and a Crime Scene Unit. Officers associated with the various Units receive specialized training in crowd/riot control, crisis negotiations, response to school violence, use of specialized weapons, drug interdiction, and many other areas of specialization within the law enforcement profession.

Currently, we have officers assigned to the RRT Unit, SWAT, Motor Unit, STARS, and Drug Interdiction Unit. Arlington's Police Chief is commanding officer of the Motor Unit for NEMLEC.

STARS

The School Resource Officer is assigned to Arlington High School. The officer utilizes The School Threat Assessment and Response System (STARS), a comprehensive program to prepare, assess, respond, and strive to prevent threats of violence in schools. This initiative is accomplished through mobilizing regional resources that recognize the individual uniqueness and integrity of Arlington Schools.

This multi-tiered assessment and response system is designed to provide local officials in Arlington access to specialized resources developed through a collaborative effort. Utilizing the STARS' Protocol, incidents and threats are addressed through response classifications involving varying degrees of consultation, readiness, and intervention.

Once STARS is initiated, local responses are augmented by NEMLEC's regionally coordinated resources including access to personnel and experts with specialized skills, planning and training opportunities, communications systems, equipment and advanced technologies, and protocols for program and techniques evaluation.

As with all NEMLEC programs, STARS provides a mechanism to ensure communication, coordination, and interaction between member agencies in an efficient and cost effective manner. This is done with a focus on the need to maintain control at the local level.

BAPERN

The Greater Boston Police Council (GBPC) has developed and maintained the Boston Area Police Emergency Radio Network (BAPERN) system since the early 1970's. BAPERN was originally conceived as a system to allow police departments in the greater Boston area to be able to communicate with each other while at the same time having discrete local operating frequencies. The system has been expanded and modernized over the years and today acts as a national model for public safety communications.

In addition to radio communications, the GBPC serves its member communities through its cooperative purchasing program. Most member agencies use the GBPC purchasing contracts to acquire fleet vehicles (police, DPW, etc.) and associated municipal equipment.

Arlington's Police Chief currently serves as the GBPC Central District Coordinator (metro-Boston) and is a voting member of the GBPC Executive Board.

Suburban Middlesex County Drug Task Force

Arlington is a member of the Suburban Middlesex County Drug Task Force, a resource sharing organization made up of the communities of Arlington, Lexington, Belmont, Waltham, Watertown, Newton, Weston, and Lincoln. Through this partnership Arlington has been successful at combating regional street-level sale and major distribution of narcotics cost effectively.

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Awards and Recognitions

In March 2010 the Department held its annual Employee Recognition Award's Ceremony. Officer Scott Paradis was selected Police of the Year for 2010. Officer Paradis has accomplished an outstanding performance record both as an Inspector in the Criminal Investigations Bureau and as a Police Officer in the Patrol Division. Officer Paradis has consistently displayed sound judgment and the highest quality of service as a Police Officer and creative problem solver. His personal appearance, demeanor and interaction with coworkers and members of the community reflect a high level of personal commitment and professionalism. Officer Paradis displays concern for the welfare of fellow officers and he has earned the respect of those with whom he has contact through fair and impartial treatment.



Officer Scott Paradis receives the 2010 Police of the Year from Arlington Police Chief Frederick Ryan.

The Department also awarded five Meritorious Service Ribbons and fourteen Certificate of Commendations at its ceremony. Those officers receiving ribbons were: Sergeant Daniel Kelly, Sergeant Michael Flynn, Officer Jennifer McGurl, Officer Brandon Kindle, and Officer Gregory Flavin. Those officers receiving certificates were: Captain Richard Flynn, Lieutenant Juliann Flaherty, Sergeant Michael Sheehan, Sergeant Brandon Kiernan, Inspector Bryan Gallagher, Officer Brandon Kindle, Officer Stephen Krepelka, Officer Dennis Mahoney, Officer James Kiernan, Officer Gregory Flavin, Officer Michael Hogan, Officer Nicholas Stotik, Officer Brandon Wenz and Dispatcher Courtney Giannetti.

Also awarded at the ceremony were Civilian Awards to Mr. Daniel Brosnan and Mr. Edward Woods for their lengthy service to the Town in unselfishly donating their time and expertise in assisting the police in its mission

of providing quality services to the youth of Arlington. Mr. Colin Campbell was recognized for volunteering his time as a Crime Analyst Intern. He is currently assigned to the Community Services Unit, providing his expertise in compiling the Weekly Crime Bulletin.

Retirements/Promotions/Appointments

The Arlington Police Department made two promotions. Lieutenant Robert Bongiorno was promoted to Captain and became the Operations Commander. Lieutenant Richard Flynn was promoted to Captain and became the Support Services Commander.

Five police officers transferred from other police departments in the Commonwealth to the Arlington Police Department: Officer John Kelley, Officer Rajat Sharda, Officer Edward Walsh, Officer Stephen D'Agostino, and Officer Gregory Foley.

Danielle Smith was hired as the Lead Dispatcher/Crime Analyst and Rebecca Wolfe as the APD's first mental health clinician.



ARLINGTON FIRE DEPARTMENT

Mission Statement

The Arlington Fire Department will strive for excellence in the performance of duty and service to the community and the customers it serves. The Department is committed to find better ways to protect the lives and property of its citizens from the ravages of fire and other disasters and to contribute to the physical wellness of the community through emergency medical service.

Ethics and Values

Knowing that firefighters are held to a higher standard of conduct, the firefighters of the Arlington Fire Department will make every effort to uphold those standards that are entrusted to us and to take an active role in maintaining a professional image of the Fire Service through promptness, efficiency and dedication to duty.

Communicating with the Public

The Department will serve the public with courtesy and respect, providing assistance wherever professional skills and talents are needed and be ever vigilant in

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promoting awareness of fire hazards and in educating citizens of all ages.

Fire Department Role

The Arlington Fire Department (AFD) continued its evolution from a strictly fire prevention and suppression organization to incorporate all hazards mitigation into its service to the community. A significant portion of time and training is spent on preparation for disasters, both man made and natural.

In March the Fire Department responded to and mitigated over 400 emergency calls due to heavy flooding in Town. Crews were dispatched in all apparatus to pump basements of water, assess flood plains, and remove occupants from homes damaged by the storms.

In May the MWRA instituted a “Boil Water Order” after a major water main break in Weston. The order lasted three days and Arlington’s Emergency Operations Center (EOC) was activated. Arlington’s Fire Chief, as head of the Local Emergency Management team, led emergency operations and coordinated critical activities and communication to the public working with personnel from Public Safety, Public Health, Public Works, Town Manager’s Office, and School Department to alert the public of the order, how to prepare water, and ongoing status, plus water distribution activities to vulnerable populations, schools, and a public water distribution event.”

The Fire Department also provides pre-hospital emergency medical services (EMS), building inspections on a regular basis for code enforcement and familiarization, public education projects, training, and performs a number of related tasks including annual hose testing and hydrant inspections.

Approximately 60% of the calls by the AFD are for medical emergencies. Maintaining Emergency Medical Technician status for the majority of the Department is the responsibility of the Deputy Chief. New equipment and techniques are consistently introduced requiring hours of additional training. Between the Training Officer and EMS Officer Deputy Chief, the challenge to maintain these services are done in house, minimizing the expense to the Arlington taxpayers.

Responses

During 2010 the AFD responded to 5,048 calls for assistance. Of these calls 2,937 were for medical emergencies. Medical emergencies include emergency medical responses, emergency medical assists, carbon monoxide activations, and motor vehicle accidents. Rescue 1, the AFD ambulance, transported 1,927 patients to area hospitals. Reported dollar loss for 2010 totaled \$1,999,230.

Fire Call Type	2010	2009	2008	2007
Fire	132	79	98	113
Carbon Monoxide Activations	34	145	170	154
Water Hazards	212	62	77	85
Mutual Aid	33	33	53	54
Lock Out/In	63	80	104	91
Electrical Hazards/ Down Lines	191	112	219	162
Motor Vehicle Accidents	124	121	100	100
Smoke Scares	16	99	155	144
Natural Gas Emergencies	101	96	60	75
Flammable Liquid Hazards	14	118	21	27
Hazardous Conditions	11	75	106	124
Other	611	115	246	228
Emergency Medicals	2490	2546	2,416	2,316
Medical Assists	289	320	232	354
Alarms Sounding	727	717	686	566
Total Calls for Assistance	5048	4718	4743	4593

Fire Prevention/Fire Investigation Unit (FIU)

Fire prevention continues to be a major focus of the Arlington Fire Department. The Deputy Chief oversees that inspections by our well-trained officers and firefighters have continued to make Arlington one of the most fire safe communities in the metro Boston area. Fire prevention, combined with an aggressive interior attack by its suppression teams when necessary, accounts for these positive statistics. The amount of money saved by building owners and insurance companies through prevention and aggressive firefighting are impossible to calculate, but substantial. The Fire Prevention Division of the Arlington Fire Department issued 942 permits in the year 2010 totaling \$53,690.

Fire Permits

Fire Permits	2010	2009	2008	2007
Permits	942	901	364	997
Revenue	53,690	46,000	32,787	35,051

The Fire Investigation Unit (FIU) responds to all fires within the Town and is responsible for determining their cause and origin. A thorough investigation of the cause, origin, and circumstances of how a fire occurred will often prevent similar incidents from happening again.

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The experience, knowledge, and continuous training of the members of the FIU, working in conjunction with the State Fire Marshal's Office and the Attorney Generals Office allows for numerous resources to successfully investigate and prosecute all fire related crimes. The FIU consist of a Team Coordinator, Training Coordinator, and a staff of three.

The FIU was activated 132 times this past year to investigate various incidents including, structure fires, vehicle fires, dumpster fires, and grass fires.

FIU Fire Investigations

Type	Cause	2010	2009	2008	2007
Structures	Accidental	66	12	8	8
Structures	Intentional	0	0	1	0
Open Field Grass	Intentional	25	0	10	10
Dumpster	Undetermined	26	1	1	2
Motor Vehicle	Mechanical Malfunction	8	4	12	3
Appliance	Malfunction	0	5	3	2
Personal Belongings	Intentional	0	0	2	1
Outside Structure	Intentional	7	3	4	3
High School	Bath/Hall Intentional	0	0	4	3

On September 20th AFD units were dispatched for a motor vehicle accident with one vehicle on fire at the Medford St and Mystic Valley Parkway rotary. AFD units found a taxi cab had driven through the concrete and brick bridge landing in a nearby wooded area. The taxi cab was engulfed in flames and fire was extending into



trees and shrubs in the area. The occupant of vehicle was rescued by off duty MBTA Instructor, John Bailey. Engine 1 and Ladder 1 extinguished the burning taxi and wooded area. After the fire was knocked down Engine 1 and Ladder 1 discovered another victim near the embankment at the river bed. The victim was conscious and suffering from a fractured leg. Additional AFD units responded to the scene and treated the second victim. Mr. Bailey's heroic actions saved the life of the cab driver and reduced the risks taken by Arlington Fire personnel during a very challenging and dangerous incident.

In terms of fire prevention for the Town of Arlington,

public education is a key component. Without question the most influential group of citizens reached are children. The program, *Student Awareness of Fire Education*, has been an extremely successful curriculum that has been presented to the grammar school children since 1996. The theme of Fire Prevention Week—2010, *Some Alarms: A sound you can live with*. This theme was stressed during the AFD's annual visits to the Elementary schools. The SAFE instructors also participated in Town Day by using the "Smoke House" to demonstrate to both adults and children different fire safety tips.

The Juvenile Fire Setter Intervention Program (JFIP) counseled young, potential fire setters in the dangers of playing with fire. The JFIP, partnering for the ninth consecutive year with the Germaine Lawrence School, to educate students who were identified as fire setters.

SAFE and JFIP are the only two programs that Arlington Firefighters volunteer to be trained in to protect and educate their community.

Training

The Training Officer is responsible for managing a comprehensive training program designed to meet the needs of all members of the Department. The primary focus of the Training Division is to promote training necessary to allow the firefighter to achieve specific career goals. Firefighters are constantly evaluated and tested by the division to ensure proficiency in skills and retention of knowledge. This training includes inspections, classroom sessions, practical applications and actual calls for service.

Every firefighter's career with the AFD begins at the Mass Fire Academy(MFA). The MFA's fire instructors hone their knowledge, ability and instincts during a rigorous schedule of training evolutions and a challenging curriculum. All firefighters graduate with the NFPA certification of Firefighter I/II. The final result is a group of highly trained individuals, prepared to work as Firefighters in one of 3 fire stations on one of four 24-hour shifts.

The Training Division strives to offer fire service personnel complete and progressive training required to perform the job to which they are trusted, the protection of the lives and property of the citizens of Arlington. Courses have been hosted internally, bringing in Mass. Fire Academy professionals as instructors. Private sector representatives delivered training to all members of the department. The Department EMS coordinator delivered all emergency medical service training in house.

The Training Division handles the development and delivery of all company-level drills, department-level training initiatives, as well as, new recruit indoctrination and training. The Training Section is also responsible for continuing education and re-certification of EMT's

In 2010 AFD members received regularly scheduled annual training in such areas as Cold Water / Ice Res-

COMMUNITY SAFETY

cue, CPR, Laddering, Rapid Intervention Team tactics, and the Department of Transportation's EMT refresher course. The Department conducted over 80 hours of training with the MBTA in 2010. The training involved train derailments and emergencies, bus accidents, and tunnel operations. In June the Department participated in a mass casualty drill involving a simulated train derailment near Alewife Station. The Department was able to obtain hands on training when its members were allowed access to several homes that were scheduled for demolition. Firefighters were able to practice apparatus placement, hose line advancement, forcible entry, roof ventilation, and roof operations.

EMS

The Arlington Fire Department staffs a Class 1 Rescue/Ambulance with two EMT-Basics, 24 hours a day, seven days a week. The Department currently has sixty-nine EMT's and three first responders.

EMS Staff	2010	2009	2008	2007
EMTs	69	67	65	63
First Responders	3	5	11	12

The Department EMS coordinator is responsible for all in house medical training, recertifications, medical supplies and keeping all EMT's and first responders updated with the latest information from the Office of Emergency Medical Services (OEMS), Department of Public Health. All Department EMT's have an obligation to provide pre-hospital patient care in accordance to statewide treatment protocols, Massachusetts Department of Public Health.

Ambulance Response	2010	2009	2008	2007
Advance Life	959	781	1129	819
Basic Life	968	940	660	668
Patient Refused Assistance	558	508	585	641
Runs Missed Because R1 On Other Call	575	560	490	491
Ambulance Response, Cancelled Enroute	15	77	NA	NA
Total	2,937	2,866	2,374	2,128

The Department responded to 2,937 medical emergencies. Of those emergencies, 959 were for advanced life support and 968 for basic life support in nature and transported to the appropriate facility by the

Town-operated ambulance, Rescue 1. There were 575 medical emergencies where Rescue 1 was at another emergency medical call. And 15 medical calls where Rescue 1 was dispatched, but transport was cancelled prior to arrival at emergency scene. Basic life support emergencies were transported to the Departments six-area point of entry hospitals for further medical care. 558 medical emergencies did not require transportation to area hospitals.

The Department is still exploring the possibility of upgrading our level of medical care to Advanced Life Support.

2010 Highlights

Responded to and mitigated over 400 water emergencies in a 7-day span in March 2010.

Closed Highland station for renovation and relocated apparatus and personnel to DPW yard without loss of service to community. Due to collaborative efforts by Fire Department and Public Works Department this measure saved \$250,000 of the Highland Renovation budget.

Negotiated new ambulance billing contract and implemented electronic EMS report writing and billing which resulted in cost savings revenues.

Purchased new physical fitness equipment with federal grant funds.

Participated and completed 12 week Blue Cross Blue Shield Physical Fitness Program.

Installed wireless fire alarm transmission boxes to majority of schools and Town owned buildings, reducing the cost of maintenance and equipment on Town operated fire alarm systems.

Continued dismantling Town operated fire alarm systems to reduce cost of maintenance and equipment.

With staffing at a minimum of 17 personnel, the Department operated 2 Rescues simultaneously which increased revenues contributed to Town's general fund.

Department Training Officer instructed and administered 85 training sessions to department personnel.

Department Fire Prevention Officer inspected over 1,000 properties for occupancy permits and collected \$37,700 in permit fees for Town general fund.

Department Suppression Forces and Department Fire Prevention Officer conducted 224 hours of school fire drills.

Designed and implemented a recruitment program for the Fire Department that encourages paramedics to seek employment with the town of Arlington.

Designed and implemented a recruitment program for the Fire Department that encourages women and minorities to seek employment in the fire service.

Continued communication and education of residents about emergency management plans, emergency medical services, and fire suppression and prevention objectives.

COMMUNITY SAFETY

With Town Meeting approval implemented a bylaw allowing the Town to fine frequent offenders of malicious and nuisance alarm activations.

Retirements/Promotions/Appointments

Firefighter Michael Caggiano retired on January 3. Firefighter Caggiano was appointed on September 9, 1979. Firefighter Richard Corbett retired on January 7. Firefighter Corbett was appointed on February 9, 1979. Both men dedicated themselves to the town of Arlington faithfully and honorably for over 30 years.

2011 Goals

Continue the infrastructure improvements to Fire Headquarters and work with the architect and the Permanent Town Building Committee (PTBC) for the rebuilding of the station.

Complete renovations of the Highland Station by June 2011.

Re-Occupy Highland Station with personnel and apparatus no later than July 2011.

Continue to provide ancillary programs such as the FIU, JFIP, Vial of Life, and SAFE within the limited resources and funding available.

Formulate a 5 – 10 year plan related to the reorganization and structure of Fire Department.

Continue to implement mandatory, standardized yearly training program for all firefighters.

Implement Arlington Fire Department Advanced Life Support service.

Design and purchase new fire pump apparatus to replace 1987 Seagrave Pumper.

Implement online emergency medical services training in order to comply with Office of Emergency Medical Service mandates.

Complete dismantling of cable fire alarm systems and replace with wireless radio box system.

INSPECTIONAL SERVICES

The Inspectional Services Department is responsible for enforcement of The Commonwealth of Massachusetts Building, Electrical, and Plumbing & Gas Codes, as well as all related regulations, standards and Town Bylaws. Additionally, the Inspectional Services Department implements strategic projects as assigned by the Town Manager.

2010 Accomplishments

Inspection and completion of the new CVS.

Administered and attended training seminars for the new International Energy Conservation Code, the new Massachusetts State Building Code 780 CMR 8th Edition and the Town's newly adopted Stretch Code.

Permits were issued for 17 new single-family homes, 4 new two-family homes and 2 new three-family homes.

In 2010, the Inspectional Services Department issued a total of 4,826 permits of which 1,539 were Building permits, 919 were Plumbing permits, 633 were Gas permits and 1,293 were Wiring permits. Total fees collected by the Inspectional Services Department in 2010 were \$882,768.94 with an estimated construction value of \$36,602,880



Highland Station construction