



Program Description

The Police Department has the following primary responsibilities:

- Protection of the lives and property of all citizens.
- Preservation of the peace.
- Prevention of crime and disorder.
- Identification and prosecution of violators of the law.
- Plan for and supervision of public safety at special events, parades, elections, etc.
- Response to and management of all critical incidents and emergencies.
- Support of regional and national homeland security strategies.
- Collaboration with community stakeholders to creatively address quality of life concerns and the fear of crime.
- Protection of the individual rights of all persons within the Town of Arlington.

The Police Mission:

To promote, preserve, and deliver quality services and to ensure the safety of **ALL** members of our community.

Our Values:

This mission is a commitment to quality performance from all members. It is critical that all members understand, accept, and be aligned with the responsibilities established by this mission. It provides the foundation upon which all operational decisions and organizational directives will be based. Directives include rules, regulations, operating policies, procedures, and practices.

This mission represents the commitment of this administration to the concepts of quality performance management. In other words, members are expected to work consistently in a quality manner in the daily performance of those duties, job responsibilities, and work tasks associated with this mission. Quality manner means that performance outcomes comply with the performance standards established for the Arlington Police Department and for each associated member.

Program Description (cont.)

Examples of performance standards include the oath of office, code of ethics, rules, policies, procedures, directives, general and supervisory orders, work productivity, and behavior.

Each member is required to accept the responsibility for the achievement of this mission and publicly register his or her commitment to it and to the concepts of quality service.

PROGRAM COSTS

Police	FY2018 Actual	FY2019 Budget	FY2020 Request	FY2020 Town Mtg.
Personnel Services	7,386,541	7,514,520	7,592,073	7,592,073
Expenses	697,789	700,070	713,070	713,070
Total	8,084,330	8,214,590	8,305,143	8,305,143

STAFFING

Police	FY2018 Actual	FY2019 Budget	FY2020 Request	FY2020 Town Mtg.
Chiefs	1	1	1	1
Captains	3	3	3	3
Lieutenants	6	6	6	6
Sergeants	9	9	9	9
Police Officers	49	49	49	49
Parking Control Officers	2.65	2.65	2.65	2.65
Animal Control Officer	1	1	1	1
Social Worker	0.5	0.5	0.5	0.5
Dispatchers	10	10	10	10
Clerical	4.31	4.31	4.31	4.31
Custodial	1	1	1	1
Total	87.46	87.46	87.46	87.46

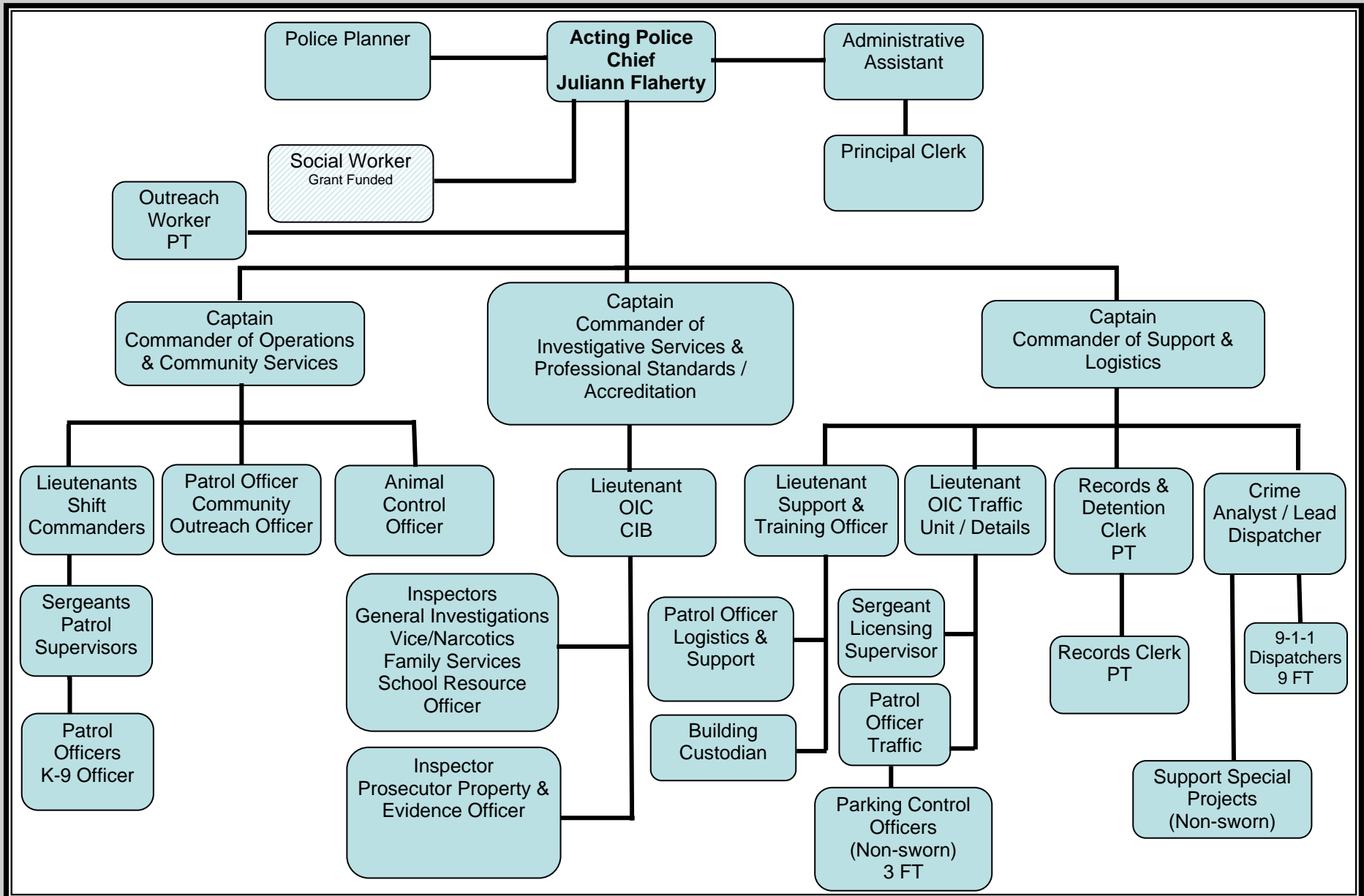


Budget Statement

The Department consists of the following divisions and work units:

- The **Support Services Division** manages information technology and records, Enhanced 9-1-1, firearms licensing, training, facilities and the fleet, and distributes weapons and all other supplies.
- The **Community Services Division (Patrol)** patrols all sectors of Town identifying and preventing criminal activity and maintains a police presence to serve as a deterrent. This function also serves as the initial investigators and first responders to all critical incidents.
- The **Professional Standards and Accreditation Unit** is responsible for preventing employee misconduct, conducting all internal investigations, and for developing and implementing departmental rules and regulations. This unit is also responsible for ensuring compliance with national standards and police accreditation.
- The **Criminal Investigation Bureau** is responsible for the follow-up investigation of all crimes, domestic violence, family services, and sex offender registry.
- The **Traffic and Parking Unit** is responsible for safety education and enforcement of all laws relating to traffic and parking within the Town. This unit also represents the Police Department on the Transportation Advisory Committee.
- The **Animal Control Officer/Animal Inspector** enforces all laws relating to control and care of animals, investigates reports of cruelty, facilitates conflict resolution pertaining to animal complaints, investigates animal bites, and quarantines animals that have bitten or have been bitten by an unknown source. This unit also provides education and assistance with domestic and wild animals.
- The **Jail Diversion Program** pairs a mental health clinician with police officers to co-respond to mental health emergencies in the community. The Jail Diversion clinician assesses non-violent individuals in crisis, refers clients to all levels of treatment, and links individuals and families to community resources.

These divisions are funded with a level service budgets.





FY2020 Objectives

The Community Services Division patrols all sectors of town, identifying and preventing criminal activity, and maintains a police presence to serve as a deterrent of crime. This division also serves as initial investigators and first responders to all critical incidents and administers all programs aimed at developing partnerships and problem solving in the community.

- Provide Professional Services to all citizens while working to minimize the fear and negative perception associated with crime.
- Meet with neighborhood groups, business owners, and property owners to address the quality of life issues that arise throughout the town.
- Enforce municipal ordinances and town by-laws aimed at controlling physical disorder such as abandoned vehicles, discarded trash, and graffiti.
- In partnership with the Arlington Housing Authority, utilize the future Life and Skills building to build relationships with residents of Menotomy Manor.
- Partner with the Human Rights Commission to enhance partnerships with all members of the community.
- Seek out and administer Community Policing grants.
- Offer programs for women in self-defense education (RAD).
- Increase police education in managing and assisting people with substance use and mental illness.
- Provide education around strengthening home security and deterring crime through target hardening strategies.

Performance / Workload Indicators

Community Services (Patrol)	FY2016 Actual	FY2017 Actual	FY2018 Actual	FY2019 Estimated
Robbery	7	7	6	8
Burglary	60	44	72	42
Rapes	6	7	6	5
Motor Vehicle Theft	17	20	9	6
Larceny				
<i>From Building</i>	35	29	30	18
<i>From Motor Vehicle</i>	88	53	86	80
<i>Of Motor Vehicle Parts</i>	11	7	4	2
<i>All others</i>	137	114	99	129
Pickpocket / Purse Snatch	3	1	4	2
Shoplifting	26	32	24	21
Assaults	128	124	107	90
Assault and Battery on a Police Officer	6	5	4	4
Criminal Arrests	163	114	131	111
Criminal Summons	103	101	86	81

Major Accomplishments for 2018

- Maintained the priorities of effective law enforcement response for all calls for service.
- Administered grants in partnership with the Select Board, Health and Human Services, Public Works, Fire, and School Departments.
- Utilized data driven approach to reduce crime, enhance roadway safety, and address quality of life issues.
- Increased the use of the bicycle fleet by patrolling the Minuteman Bikeway and recreational parks in town, allowing the department to enhance community policing efforts and engage the community.
- Developed and hosted our third Citizens Police academy. The program is designed to give community members a better understanding of law enforcement and how police officers work with the community.
- Planned and safely managed several large scale events including the Patriots Day Parade and Town Day.

Performance / Workload Indicators

Dispatch	FY2016 Actual	FY2017 Actual	FY2018 Actual	FY2019 Estimated
Calls For Service	30,036	37,792	30,587	28,977



Major Accomplishments 2018 (cont.)

- Hosted four successful Coffee with a Cop Events at local business's to engage the citizens we serve and break down barriers between officers and community members.
- Partnered with the Greater Boston Regional Critical Incident Stress Management Team to provide peer support and counseling to officers who have experienced traumatic events or affected by loss.



FY2020 Objectives

Professional Standards & Accreditation Unit is responsible for all internal investigations and for the development and implementation of departmental rules and regulations.

- Prepare for 2020 re-accreditation by the Massachusetts Police Accreditation Commission, Inc.
- Make best use of newly acquired accreditation software program in an effort to take full advantage of the effective maintenance of standards, crucial documents, training and assignments.
- Conduct administrative and professional standards reviews as needed.
- Update policies and procedures to reflect changes in Massachusetts General Laws, Municipal Law Enforcement, municipal bylaws, and as required by the Massachusetts Police Accreditation Program.
- Supervise the Community Prescription Drug Take Back Program at Arlington Police Department with the goal of developing new ways to get unwanted medications out of homes.
- Develop and cultivate an effective Employee Wellness Program.
- Focus on early intervention with the goal of eliminating absenteeism, poor work performance, and misconduct.

Major Accomplishments for 2018

- Continuous dedication to remain in compliance with the standards and mandates set forth by the Massachusetts Police Accreditation Commission (MPAC) for a fully accredited law enforcement agency.
- Unwavering commitment to the Arlington Opiate Outreach Initiative and its goal of reducing opiate overdoses and the stigma associated with addiction in our community.
- Developed new policies to proactively navigate the department through new and challenging issues that face law enforcement, our community, and personnel.
- Developed a system to more proactively monitor line of duty injury claims.
- Educated personnel in new departmental policies, procedures, and accreditation standards.
- Provided training for personnel in new departmental policies and accreditation standards.
- Assisted Massachusetts Police Accreditation Commission in assessing various departments throughout the state for certification/accreditation compliance.
- Developed a system with the goal to proactively monitoring absenteeism, poor work performance, and/or misconduct.
- Conducted comprehensive audit/inventory of all evidence and property held by the Arlington Police Department



FY2020 Objectives

Criminal Investigations Bureau is responsible for the follow up investigation of all crimes. The Bureau's goals are the protection of persons, the apprehension and successful prosecution of criminal offenders, the recovery of property, and the prevention of crime through hard work, perseverance, and the use of the most modern forensic technology.

- Identify, apprehend, and prosecute criminal offenders in accordance with Massachusetts General Laws by utilizing the formal criminal justice system and Communities for Restorative Justice, along with other various juvenile diversion programs.
- Assign an Inspector to follow-up on all criminal complaints filed by the patrol division and those complaints filed with the Department's online report writing system.
- Implementation of the Massachusetts Trial Courts Electronic Application for Criminal Complaint.
- Address controlled substance drug abuse. This included the assignment of Inspectors to both the DEA (Drug Enforcement Agency) at the Federal level, and the SMCDF (Suburban Middlesex Drug Task Force) at the local level.
- Work in partnership with Communities for Restorative Justice to offer offenders and victims of crime an alternative to the traditional criminal court through participation with C4RJ.
- Work in partnership with The Arlington Youth Health Coalition to address juvenile related issues.
- Identify and address High Risk Domestic Violence situations by working with our partners and stakeholders in the towns' FIRSTSTEP Program and our regional partners at CABHART (Cambridge Arlington Belmont High Risk Assessment Team.)

Major Accomplishments for 2018

- Handled over 1,200 criminal investigations.
- Participated in multi-jurisdictional drug task force investigations which resulted in numerous arrests and indictments. Detectives assigned participated in numerous search warrants which resulted in heroin, fentanyl, cocaine and other controlled substances being seized.
- Followed up on over 350 Missing Person Reports filed by the various adolescent group homes.
- Conducted ALICE Drills at the various public schools in town.
- Maintained the auditing and administration of the Sex Offender Registry for the Town of Arlington.
- The Family Service Inspector investigated over 120 domestic violence related incidents.
- In partnership with The Arlington Youth Health and Safety Coalition, conducted Alcohol Compliance Checks at all the restaurants and liquor store establishments holding alcohol licenses.
- Participated in the destruction of over 700 lbs. of prescription medication collected through the combined efforts of the Drug Take Back Kiosk located in the Police Station Lobby and the Drug Take Back Event.
- Complied with new Criminal Reform Act and transferred over 20 sexual assault kits to new Department of Public Safety holding

Performance / Workload Indicators

	FY2016 Actual	FY2017 Actual	FY2018 Actual	FY2019 Estimated
Licenses to Carry/FID	194	253	352	246
Missing Persons Investigations	611	452	421	214
Domestic Violence	263	241	236	211
Criminal Investigations	1,398	1,644	1,414	1251
Level 2 & 3 registered Sex Offenders monitored	16	15	15	15



FY2020 Objectives

Traffic & Parking Unit is responsible for safety education and enforcement of all laws relating to traffic and parking within the Town.

- Expand the Traffic Unit capacity by adding sworn personnel and increasing the hours of operation to cover both the day and night shifts.
- Use high-visibility enforcement to improve operator compliance and reduce motor vehicle crashes.
- Reduce the number of injuries due to motor vehicle crashes.
- Increase bicycle and pedestrian safety through education and enforcement.
- Increase parking enforcement in the business districts to ensure vehicle turnover.
- Work with and support the Town Manager's Office and The Select Board's Office work on parking, traffic, and other quality of life issues affecting the community.
- Work with the Transportation Advisory Committee (TAC) on various transportation related projects.
- Continue to collect traffic data, including vehicle speeds, volume, and/or classification as requested.
- Maintain collaborations with outside agencies such as MassDOT (Safe Routes to Schools, Highway Safety Division, etc.), and AAA.
- Conduct community outreach on all traffic related matters.
- Update electronic ticket writing equipment to accommodate new technologies including pay by plate, pay by space, and pay by phone.

Major Accomplishments for 2018

- Participated in #JUSTDRIVE campaign by MASSDOT Highway Safety Division, including an appearance in a televised PSA across New England and on various billboards across the Commonwealth.
- Conducted multiple traffic counts in various locations in Town.
- Assisted with reopening Gibbs School and the implementation of new traffic management plans to facilitate school crossings, drop off, and pick up.
- Instructed class on Traffic Safety at the Citizens Police Academy.
- Partnered with AAA on projects such as the School Safety Patrol and testifying at the State House in support of various traffic-related legislative bills.
- Assisted the Select Board with special alcohol licensing.

Performance / Workload Indicators

Traffic	FY2016 Actual	FY2017 Actual	FY2018 Actual	FY2019 Estimated
Hackney Licenses Issued New	33	15	14	8
Parking Violators	13,875	18,174	18,191	1,398
Moving Violations	2,413	3,105	2,323	1,580



FY2020 Objectives

The Animal Control Officer/Animal Inspector enforces all laws relating to control and care of animals, investigates reports of cruelty, facilitates conflict resolution pertaining to animal complaints, investigates animal bites, quarantines animals that have bitten or have been bitten by an unknown source, and provides education and assistance with domestic and wild animals.

- Host rabies vaccination clinics and move to a more easily accessible day and time of the week for residents.
- Work with departments throughout Arlington to promote animal health and safety through educational programs, social media posts and word of mouth.
- Work with school and young age groups to offer education programs with a goal of creating ongoing long-term learning and kindness for animals.
- Develop an improved system to report lost and found pets.
- Assess the needs of low income and elderly pet owners for rabies vaccines and/or spay/neuter services. Provide vouchers for no cost spay/neuter services under the Commonwealth's Massachusetts Animal Fund.
- Work closely with the Parks Department and Board of Health in areas of canine control, hoarding, zoonotic disease and rabies control.

Major Accomplishments for 2018

- Held multiple low cost rabies vaccination clinics for both residents and non-residents. Worked with local veterinarians, the Arlington Board of Health, and volunteers from various organizations.
- Supplied appropriate residents access to assistance programs for low cost or free spay/neuter.
- Completed multiple interviews with local media outlets to educate the public on the safety and behavior of domestic and wild animals.
- Contributed animal related postings to the Animal Control social media channels to increase awareness, educate and assist in reuniting lost pets with their owners.

Performance / Workload Indicators

	FY2016 Actual	FY2017 Actual	FY2018 Actual	FY2019 Estimated
Animal Control				
Animal Complaints	531	550	527	402
Humans Bitten/Scratched by Dogs	10	17	17	5



FY2020 Objectives

- Develop a comprehensive response to the Arlington homeless population through outreach initiatives and other collaborative interventions.
- Provide technical assistance to other law enforcement agencies and departments per request through PAARI and the Mental Health Learning Site status as needed.
- Respond with patrol officers to provide crisis intervention and evaluations to Arlington residents in emergency situations. Assist officers with residents who are in need of urgent mental health services.
- Interpose new part time outreach worker tasked with working with the homeless population in Arlington.
- Work cooperatively and expand services and relationships with The Arlington Health and Human Services Department, Arlington Council on Aging, Arlington Youth Counseling Center, Arlington Youth Health and Safety Coalition, Arlington Public Schools, Arlington Fire Department, the Department of Children and Families, Arlington Housing Authority, Advocates Psychiatric Emergency Services, and the Cambridge Court Clinicians.
- Provide training to outside agencies in First Aid Mental Health.
- Respond to the Arlington Public Schools to provide crisis assessment, crisis counseling, outside referral and involuntary commitments to hospitals emergency departments as needed.
- Identify and provide alternatives to arrest and criminal prosecution for persons suffering from mental health and substance abuse issues.
- Coordinate the Opiate Outreach Initiative through our two-pronged approach of:
 - Follow up with persons who have overdosed in the community and provide outreach to known substance users identified by patrol officers, the Criminal Investigative Bureau, and Drug Task Force.
 - Continue to host Arlington ACTS (Addiction Community Training and Support) monthly meetings and special events.

Major Accomplishments for 2018

- Was chosen to become one of ten national Law Enforcement Mental Health Learning Sites.
- One Mind Campaign Pledge fulfilled (all sworn officers trained in Mental Health First Aid).
- Hired a part time Arlington Police Department Outreach Worker.
- Created a sub-committee with the DMH Jail Diversion Grant/Programs to better capture outreach and follow up data.
- Created specific quantifiable measures of outreach/co-response outcomes for Arlington Outreach data.
- Developed a training curriculum for group homes working with The Arlington Police Department.
- Co-founder of the Arlington Human Networks Group, which are stakeholders that meet monthly to discuss at risk individuals and better assist with connecting them to the appropriate resources.
 - Decreased the number of overall opiate overdoses through outreach, training, and increasing resident and family engagement.



FY2020 Objectives

- Recruit, hire and train three new police officers in accordance with MPTC standards.
- Expand emergency dispatch technology and training using grant funding and resources.
- Partner with Middlesex County Sherriff's Office to provide advanced firearms training through digital scenarios and simulations.
- Strengthen work zone safety partnerships with ADPW and engineers office for continued accident and injury free work zone safety sites.
- Develop and coordinate Active Shooter training for all department members.
- Implement ICAT (Integrating Communication, Assessment and Tactics) which takes the essential building blocks of critical thinking, crisis intervention, communications, and tactics and puts them together in an integrated approach.
- Expand social media with more followers by targeting community members, business owners, and school departments (focusing on town events, town sporting events, and school events) and by posting more real time pictures.
- Upgrade radio consoles, portables and infrastructure based on radio engineer consultant study using appropriated capital funds.
- Test and implement Inforce 911, a school safety and threat alert and notification software solution.
- Implement Text to 911 in accordance with Massachusetts 911 mandates which enables callers to text short messages to the 911 call center.

Major Accomplishments for 2018

- Hired and trained two fulltime police officers
- Processed 11 Hackney Licenses, 64 Solicitors Licenses, and 167 Firearms Licenses.
- Trained all sworn personnel in Mental Health First Aid in partnership with The One Mind Campaign.
- Trained officers in specialized law enforcement training including Crisis Intervention, Procedural Justice, Explosive Assessment Threat, Legalization of Adult Use Marijuana, and Extreme Risk Protection Orders.
- Recruited, hired and trained two new Public Safety Dispatchers to replace dispatchers who have separated from the department.
- Partnered with Arlington High School to offer an intern program to senior students who are interested in the criminal justice and law enforcement field. The program gives students opportunity to earn school credits while learning all aspects of how the Arlington Police Department functions.
- Transitioned to State 911 Departments Wireless Direct Program which reduces the amount of time to prompt emergency response.
- Designated Liaison to the newly established Arlington Rainbow Commission to facilitate an overall open relationship between the LBGTQIA+ Community and the Arlington Police Department.
- Partnered with outside agencies to strengthen our commitment to the implementation of the concepts of 21st century policing including practicing procedural justice, building police legitimacy, and transparency.
- Purchased tourniquets for all personnel to use in the event of life threatening medical situations.
- Purchased and distributed high visibility traffic vest to all personnel for use in the field to increase officer safety and reduce officer related injuries.



Program Description

The Arlington Fire Department's primary functions are the prevention of fire, preservation of life and property, and the overall wellness of the community. These functions are achieved through code enforcement and inspections. Being an all-hazards service, the department will respond to and mitigate any emergency to which our customers request our assistance. Planning for local emergencies, whether natural (i.e., hurricanes) or manmade (i.e., terrorist events), has become an integral component of this department's yearly mandate. The Fire Department is dedicated to the health of our community. Our FF/EMT's respond with both an ambulance and the closest fire apparatus to assess and mitigate all medical emergencies. Community education, such as the Student Awareness of Fire Education Program (SAFE), and the Juvenile Firesetters Intervention Program (JFIP) helps us contribute to the wellness of our customers.

The Department is broken down into two Divisions, Suppression and Operations. Suppression or line personnel are the 73 firefighters and officers tasked with responding to emergency calls, public education, inspections of property, drills, training, pre-fire planning and the daily maintenance of the Department buildings, apparatus, and equipment. The Operations Division is made up of the three Fire Officers assigned to day shifts and mainly oversees Fire Prevention, Training, and EMS. The Fire Prevention Deputy oversees building inspections, code compliance, permitting, school safety, public education, and interaction with public vendors, contractors and citizens. The Training Captain is responsible for all Departmental training both internal and external. He oversees and coordinates company training and certifications. He is also responsible for all apparatus, protective gear, and equipment inventory. He serves as the Keeper of Records for the Department. The EMS Captain is responsible for training, maintaining, and certifying all Department Emergency Medical

STAFFING

Fire	FY2018 Actual	FY2019 Budget	FY2020 Request	FY2020 Town Mtg.
Chiefs	1	1	1	1
Deputy Chiefs	5	5	5	5
Captains	7	7	7	7
Lieutenants	15	15	15	15
Firefighters	50	50	50	50
Professional/Technical	2	2	2	2
Clerical	1	1	1	1
Total	81	81	81	81

Budget Statement

The Fire department is currently staffed at 77 personnel. It is budgeted for 81 personnel. In FY20 there will be 74 personnel assigned to suppression duty, 3 assigned to staff duty, 2 mechanics, 1 administrative assistant, and 1 Chief of Department. We anticipate 4 retirements in FY20.

FY2020 Objectives

- Continue to provide programs such as the Fire Investigation Unit, Junior Firesetter Intervention Program, Vial of Life, and Student Awareness Fire Education, S.A.F.E. Expand the S.A.F.E. program to educate middle school students on the dangers of vaping, alcohol, and drugs. Use S.A.F.E. funding for more programs for seniors.
- Follow through with Fire and Life Safety Inspections, with the goal of reaching 100% of occupancies in Town with the exception of 1-4 family homes. Ensure that the process continues on an annual basis.
- Purchase new portable and mobile radio system to replace aging radios and to be compliant with new FCC regulations.

PROGRAM COSTS

Fire	FY2018 Actual	FY2019 Budget	FY2020 Request	FY2020 Town Mtg.
Personnel Services	6,869,129	7,182,061	7,450,346	7,450,346
Expenses	372,759	415,800	415,800	415,800
Total	7,241,888	7,597,861	7,866,146	7,866,146



FY2020 Objectives (cont.)

- Train with the Arlington Police Department, local and State agencies, and private partners to implement an ASHER, Active Shooter/Hostile Event Response, coordinated incident plan. Purchase body armor equipment for Fire/EMS first responders to be used in an ASHER incident.
- Increase the use of newly purchased tablets to improve inspections, pre-fire planning, and responses electronically on the street.
- Research and secure alternative sources of funding to continue Smoke/CO Detector program for Seniors.

Major Accomplishments for 2018

- Trained and certified over 70 public citizens, and School and Town employees in CPR, AED, Tourniquet, and Narcan training programs.
- Continued to move inspections, fire prevention, hydrant operations (shoveling and testing) and fire pre-plans onto a digital format.
- Inspected all housing in town, with the exception of 1-4 families units, for fire and life safety hazards. Reached 85% inspection rate.
- Collaborated with Council on Aging and used a State grant to provide eligible seniors with installed smoke detectors and carbon monoxide detectors in their homes. 752 detectors were installed in 198 homes affecting over 300 residents.
- Involved in planning and supporting of Town events including: Town Day, Town Night fireworks display, Veterans Day parade, and Memorial Day ceremonies.
- Took delivery of a 2017 Pierce 100 foot aerial tower ladder to replace the 1994 Pierce Ladder 1. New Tower is equipped with new electric Jaws of Life and modern firefighting equipment.
- Took delivery of a 2018 E-One Pumper to replace the 2001 Pierce Engine 4. The new pumper is equipped with a state of the art Thermal Imaging Camera and other modern firefighting equipment.
- Took delivery of new water rescue equipment: an inflatable Zodiac boat, trailer, Mustang cold water rescue suits, and an ice rescue sled.
- Ongoing training and implementation of new procedures and medications for responses to opioid overdoses and fentanyl usage.

Performance / Workload Indicators

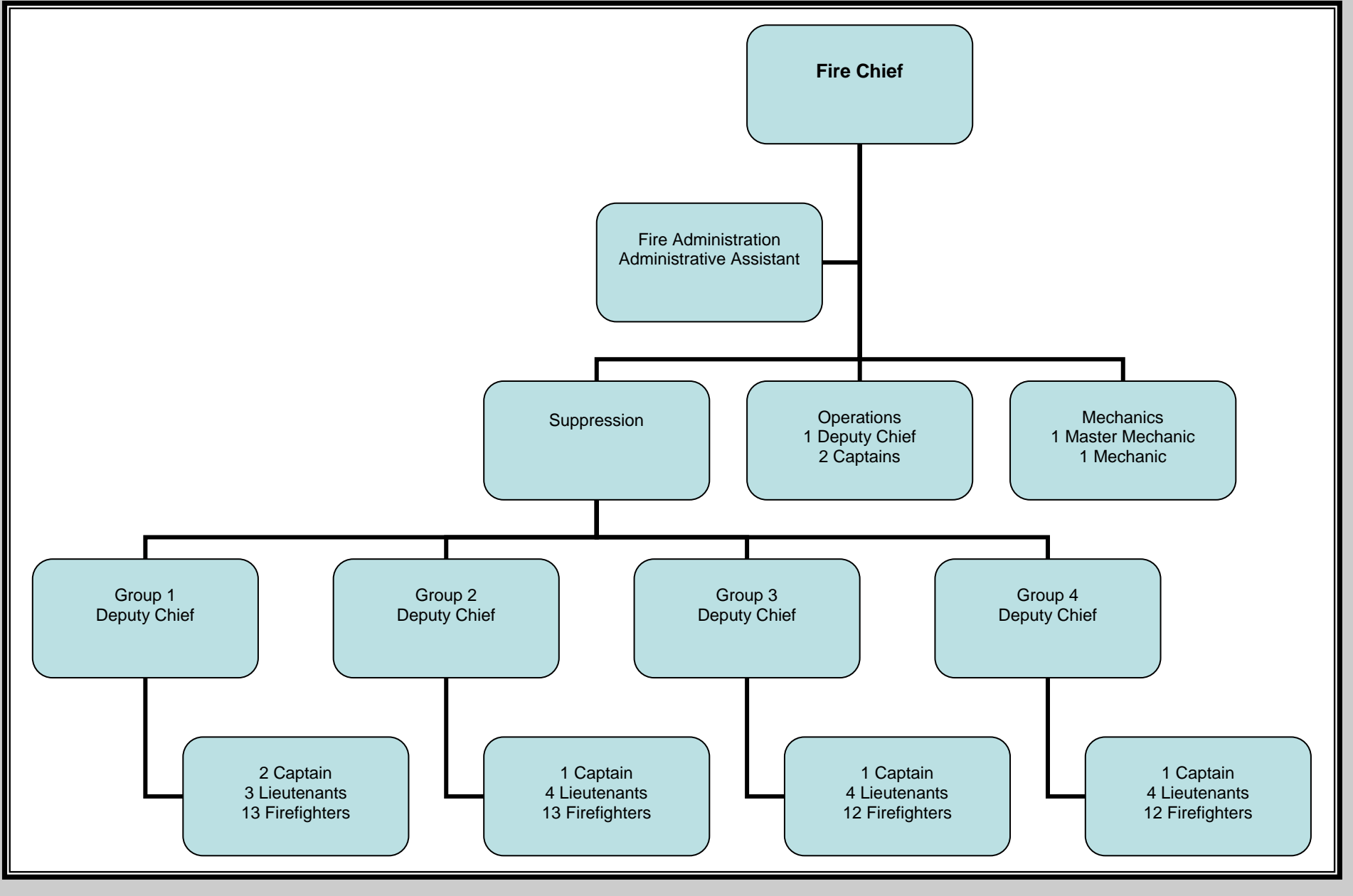
Fire Department	FY2016 Actual	FY2017 Actual	FY2018 Actual	FY2019 Estimated
Emergency Calls	4,927	5,214	5,562	5,500
Rescue Response	2,768	3,174	3,408	3,400
Overlapping Calls	1,232	1,366	1,643	1,600
Private Ambulance ALS/BLS	2,358	1,278	1,318	1,300
Average Response Times	3m 15s	3m 15s	3m 17sec	3m 15sec
Average Time Rescue Calls	33m 45s	37m 15s	31m 53s	31:00:00
Fire Calls	114	92	109	100
Average Total Time Fire Calls	35m 50s	36m 57s	30m 12s	32m 00s
Dollar Loss Property	7.12 million	13.3 million	2.3million	3 million
SAFE Students Taught	2,894	3,871	3,888	3,900
JFIP Students Counseled	5	11	0	1

Performance / Workload Indicators

Fire Prevention	FY2016 Actual	FY2017 Actual	FY2018 Actual	FY2019 Estimated
Hours of School Fire Drills	30	30	50	50
Hours of Fire Protection Syst. Inspt.	437	776	746	750
Hours Strategic/Tactical Ops Plan.	33	34	34	34
Permits Issued	1,076	957	903	950
Permits Issued Revenue	\$70,850	\$50,250	\$46,750	\$50,000

Performance / Workload Indicators

Fire Training	FY2016 Actual	FY2017 Actual	FY2018 Actual	FY2019 Estimated
Training Sessions	216	252	167	200
Training Hours	1,068	1,260	835	1,000
Total Attendees	2,085	3,453	1,522	2,000





Program Description

The Inspectional Services Department is responsible for enforcement of the Commonwealth of Massachusetts's Building, Electrical, and Plumbing and 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.

Budget Statement

This is a level services budget.

Major Accomplishments for 2018

- Added a Local Inspector to help with the continued rise in activity, including last year's favorable action further regulating construction projects, coupled with joint enforcement of our Vacant Storefront Maintenance Registry.
- Inspection and issuance of Certificate of Occupancy for newly renovated Hardy School.
- Permit and inspect Central School renovations.
- Issued permits for 3 new single-family and 1 new two-family home permits.
- Assisted the ZBA with appeals processes.
- Assisted in zoning recodification and work group startups.
- Enforcement of the new "Good Neighbor" agreement per Town bylaws for certain residential construction projects.
- Worked with the Town's Engineering Department with Storm Water management bylaw and the Tree Warden with the Town's tree bylaws.
- Issued Occupancy Permit for Medicinal Marijuana.
- Received and processed 69 public record requests.
- Gave mutual aid to Andover, Lawrence, and North Andover after gas line break emergency.

PROGRAM COSTS

Inspectional Services	FY2018 Actual	FY2019 Budget	FY2020 Request	FY2020 Town Mtg.
Personnel Services	439,669	495,231	505,042	505,042
Expenses	9,746	11,200	15,200	15,200
Total	449,415	506,431	520,242	520,242

STAFFING

Inspectional Services	FY2018 Actual	FY2019 Budget	FY2020 Request	FY2020 Town Mtg.
Managerial	1	1	1	1
Clerical	1	1	1	1
Professional/Technical	4	4	4	4
Total	6	6	6	6

Performance / Workload Indicators

Inspectional Services	FY2016 Actual	FY2017 Actual	FY2018 Actual	FY2019 Estimated
Building	3,023	2,404	2681	3,000
Plumbing	931	849	954	1,000
Gas	707	638	708	800
Wiring	1,426	1,210	1,281	1,300
Revenues	\$ 1,701,909	\$ 1,357,309	\$ 1,831,800	\$ 1,800,000

FY2020 Objectives

- Assist Zoning Board of Appeals.
- Commence Zoning Bylaw recodification.
- Continue to administer the Vacant Storefront Registry Program with the Planning and Community Development Department.
- Communicate with contractors and homeowners regarding the new "Good Neighbor" bylaw requirements.
- Received and processed 150 public record requests. (105% increase.)

