



Program Description

The Police Department has the following primary responsibilities:

- Protection of the lives & property of all citizens.
- Preserve the peace.
- Prevention of crime and disorder.
- Identify and prosecute violators of the law.
- Plan for and supervise public safety at special events, parades, elections, etc.
- Respond to and manage all critical incidents and emergencies.
- Support regional and national homeland security strategies.
- Collaborating with community stakeholders to creatively address quality of life concerns and the fear of crime.
- The 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. 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

	FY2011 Actual	FY2012 Budget	FY2013 Request	FY2013 Fin Com
Police				
Personal Services	5,011,350	5,331,143	5,363,479	
Expenses	540,079	564,500	576,900	
Total	5,551,429	5,895,643	5,940,379	

STAFFING

	FY2011 Actual	FY2012 Budget	FY2013 Request	FY2013 Fin Com
Police				
Captains	3	3	3	
Lieutenants	8	6	6	
Sergeants	9	9	9	
Police Officers	43	47	47	
Parking Control Officers	2.25	2.2	1.5	
Animal Control Officer	1	1	1	
Clerical/Custodial	1.71	1.31	3.31	
Total	67.96	69.51	70.81	

PROGRAM COSTS

	FY2011 Actual	FY2012 Budget	FY2013 Request	FY2013 Fin Com
Community Safety Administration				
Personal Services	385,611	402,300	406,343	
Expenses				
Total	385,611	402,300	406,343	

STAFFING

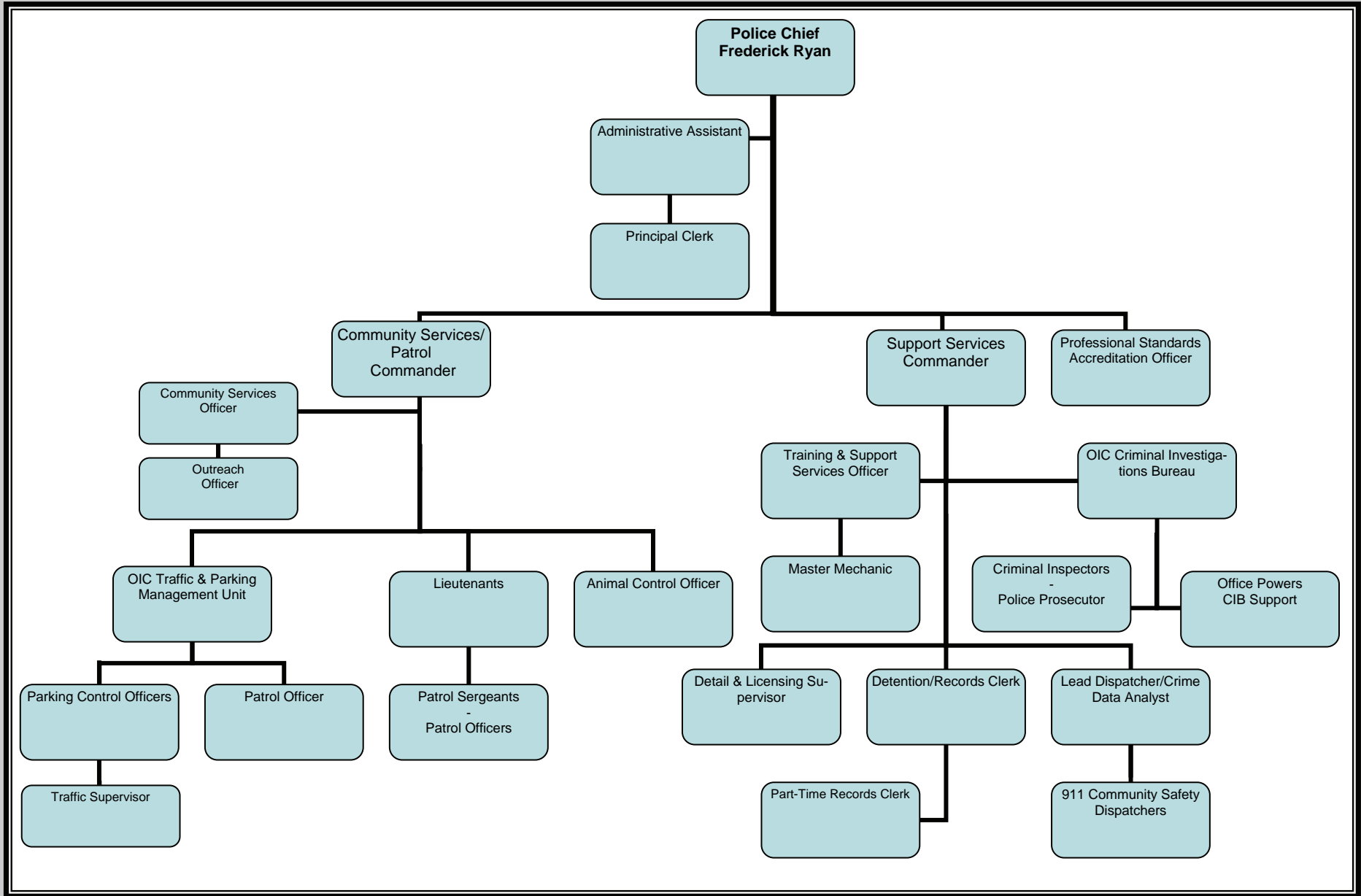
	FY2011 Actual	FY2012 Budget	FY2013 Request	FY2013 Fin Com
Community Safety Administration				
Managerial	2	2	2	
Clerical	3	3	3	
Professional/Technical				
Total	5	5	5	



Budget Statement

The Department consists of the following divisions and work units:

- Support Services Division maintains information technology & records, oversees training, maintains facilities, maintains the fleet, and distributes weapons and supplies.
- The Community Services Division (Patrol) patrols all sectors of town looking for criminal activity and maintains a police presence to serve as a deterrent. This function also serves as the initial investigators and first response to all critical incidents.
- Professional Standards & Accreditation unit is responsible for all internal investigations and for the development and implementation of departmental rules & regulations.
- The Criminal Investigation Bureau is responsible for the follow up investigation of all crimes, administration of gun licensing function, and sex offender registry.
- The Community Policing/Services Unit is responsible for administering all programs aimed at developing partnerships in the community.
- The Traffic and Parking Unit is responsible for safety education and enforcement of all laws relating to traffic and parking within the Town.
- Animal Control Officer enforces all laws relating to control of animals, investigates animal bites, quarantines offending pets, and delivers pet safety programs.
- The Jail Diversion Program pairs a mental health clinician with a police officer to co-respond to mental health emergencies in the community. The Jail Diversion clinician assesses non-violent individuals in crisis and refers to all levels of treatment and links individuals and families to community resources.





FY2013 Objectives

Community Services (Patrol) Division patrols all sectors of Town looking for criminal activity and maintains a police presence to serve as a deterrent. This function also serves as the initial investigators and first response to all critical incidents.

- Promote, preserve and deliver quality services and to ensure the safety of all members of the community.
- Maintain staffing levels to provide proactive quality policing services to the community.
- Implement COMSTAT (Computer Statistics) program to ensure uniform accountability throughout the Community Services Division.
- Improve and expand the use of crime analysis and data driven policing to effectively deploy resources.
- Improve a directed enforcement program by fully implementing a structured program that will include all uniformed officers. This will include supervisory follow up, citizen feedback, and evaluation.
- Enhance productive partnerships with other town departments.
- Maintain a strong partnership with local, state, and federal law enforcement agencies.

Major Accomplishments for 2011

- Maintained CrimeReports.com to inform citizens of crime data.
- Hired four police officers to fill existing vacancies.
- Through the Crime Analysis Unit, expanded the use of data driven policing to effectively deploy valuable resources.
- Implemented a five-year strategic plan.
- Deployed personnel strategically so as to provide uniformed police patrol 24 hours per day, 365 days per year.
- Sought out and administered grants, working in partnership with the Board of Selectmen, Health and Human Resources, Public Works, Fire, School, and the local emergency planning committee.
- Expanded our partnerships and efforts to regionalize efforts with local, federal and state law enforcement agencies.
- Successfully implemented the Jail Diversion program and administered associated grant.

Performance / Workload Indicators

<i>Patrol Division</i>	FY2010 Actual	FY2011 Actual	FY2012 Estimated	FY2013 Estimated
Robbery	14	3	6	8
Burglary	148	122	159	143
Rapes	1	3	6	3
Motor Vehicle Theft	33	24	42	33
Larceny				
<i>From Building</i>	27	72	75	58
<i>From Motor Vehicle</i>	75	196	168	146
<i>Of Motor Vehicle Parts</i>	5	5	6	5
<i>From Coin Op Machines</i>	-	-	-	-
<i>All others</i>	264	214	198	225
Pickpocket / Purse Snatch	4	6	3	4
Shoplifting	44	42	18	35
Assaults	223	191	135	183
Assault and Battery on a Police Officer	4	5	6	5
Criminal Arrests	331	228	234	264
Criminal Summons	215	191	195	200



FY2013 Objectives

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

- Implement an early intervention system for the prevention of officer misconduct, thereby minimizing the need for supervisors to react to poor performance and/or misconduct.
- Develop standardized forms to improve the efficiency of Internal Affairs investigations.
- Update policies as required by the 5th Edition Standards as set forth by the Commission on Accreditation for Law Enforcement Agencies, Inc.

Major Accomplishments for 2011

- Became recertified in March as an accredited law enforcement agency by the Massachusetts Police Accreditation Program.
- Remained in compliance with the mandates set forth by the Massachusetts Police Accreditation Program.
- Trained personnel in new departmental policies and accreditation standards.
- Conducted internal investigations as needed.



FY2013 Objectives

Criminal Investigations Bureau is responsible for the follow up investigation of all crimes.

The Bureau's goals lie in the protection of persons, the apprehension and successful prosecution of criminals, the recovery of property and the prevention of crime through hard work and perseverance, and the use of the most modern forensic technology.

- Continue to work closer with the Patrol Division to educate on the importance of the initial report and to encourage a commitment to solving crimes at the initial stage.
- Institute a cross-training program where members of the Patrol Division will serve a finite term in the Criminal Investigation Bureau to gain knowledge that will assist them in being better investigators at the initial report of the crime. This assignment will also assist in evaluating personnel for permanent assignment to the Criminal Investigation Bureau.
- Enhance the supervisory use of the detective case management system to analyze closure rates, effectiveness of individual investigators, and to identify training or other needs so as to improve the efficiency of the work unit.
- Educate all personnel enabling the ability to be proactive in cyber crime investigations and utilize the tools available to apprehend and convict perpetrators of crime.
- Train patrol officers to download evidence and photographs when taking the preliminary crime reports.
- Place a major emphasis on the training and use of successful forensic applications in the identification and apprehension of criminals through latent fingerprint and DNA technology.
- Continue our commitment to the Regional Drug Task Force, Regional School Safety "S.T.A.R.S." program, and the High Risk Domestic Violence Team.
- Assign an investigator to a multi-jurisdictional Drug Enforcement Agency Task Force with the goal of inhibiting the trafficking of controlled substances in Arlington.

Performance / Workload Indicators

	FY2010 Actual	FY2011 Actual	FY2012 Estimated	FY2013 Estimated
Firearms Licensing:				
Licenses to Carry/FID	92	195	148	148
Gun Locks Distributed to Community Members	45	50	36	36
Missing Persons Investigations	395	357	376	376
Domestic Violence	268	273	271	271
Criminal Investigations Level 2 & 3 registered Sex Offenders monitored	1,827	2,130	1,979	1,979
	17	17	17	17

Major Accomplishments for 2011

- The Criminal Investigation Bureau investigated over 2000 reports of criminal activity. They continued to partner with other NEMLEC agencies during major multi-jurisdictional investigations including the arrest of local pawn shop owner who had used his store to conduct criminal activity.
- The Department's Family Service Unit worked with CABHART (Cambridge, Arlington, and Belmont High Risk Assessment Response Team) to identify high risk domestic violence victims and plan for safety and services. They also took part in The National Family Domestic Violence Apprehension Detail along with several surrounding communities to apprehend domestic violence offenders with outstanding arrest warrants.
- The Family Service Unit investigated over 340 domestic violence related incidents and continued its partnership with First Step to provide support and services to domestic violence victims.



Major Accomplishments for 2011 (cont.)

- The School Resource Officer, while working in collaboration with the school department, successfully implemented an Active School Shooter Training Program and trained 60 Arlington Police Officers through classroom instruction and school simulated shooting exercises.
- The Detective Bureau assigned an Inspector to the NEMLEC Cyber Crime Unit in Medford MA where he investigated several high profile cases including child pornography, sexual assaults, and computer crimes. While assigned to this unit, he was trained in cybercrime investigation and prevention.
- The Detective Bureau continued to assign an Inspector to the Suburban Middlesex Drug Task Force and were successful in making several arrests and seizures including a case involving the seizure of 46 pounds of marijuana and a case involving heroin trafficking.



FY2013 Objectives

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

- Increase staffing of the unit to ensure traffic enforcement remains a primary function of the department.
- Recruit and hire parking enforcement officers to fill current vacancies.
- Purchase a Variable Message Board for sole use by the department.
- Continue to actively participate as a member of the Transportation Advisory Committee.
- Work with and support the Town Manager's Office, The Board of Selectmen's Office, or any other department seeking assistance with parking, traffic, and other quality of life issues affecting the community.
- Conduct traffic studies (as needed) utilizing the department's traffic counting equipment.
- Work in conjunction with the School Department and their Human Resource staff to oversee the Traffic Supervisors and address safety issues around the elementary schools.
- Maintain a direct line of communication between the Engineering Department and Public Works to facilitate the replacement of old, worn or missing signs.
- Continue to seek out, apply for, and participate in available traffic enforcement grant opportunities from the Executive Office of Public Safety and Security (EOPSS).
- Utilize the Web QA more effectively to respond directly to citizen's concerns regarding traffic issues.

Major Accomplishments for 2011

- Conducted targeted enforcement at high volume/high complaint areas in various neighborhoods.
- Hired a Parking Control Officer to target evening and Saturday violators.
- Purchased a new mobile speed trailer.
- Implemented a neighborhood "Speedwatch" program where citizens can request the deployment of the department's speed monitor to educate residents concerning vehicle speeds in their respective neighborhoods.
- Continued to partner with the School Department and the Traffic Supervisors to oversee and coordinate pedestrian safety initiatives at the elementary schools.
- Began using the Web QA as a form of communication with members of the community with traffic and parking concerns.
- Developed a direct line of communication with the Engineering Department and Public Works to help facilitate the replacement of old, worn, or missing signs.
- Continued to support and be an active member of the Traffic Advisory Committee by attending monthly meetings, providing current traffic, parking, and crash data, and providing recommendations for improvements to the Board of Selectmen.
- Secured \$6,000.00 grant from EOPSS to provide extra patrols in three mobilizations: "Click It or Ticket," "Drunk Driving, Over The Limit, Under Arrest," and "Drive Sober or Get Pulled Over."
- Secured a \$7,500.00 grant from EOPSS to provide extra patrols in their Pedestrian, Bicycle, and Moped Type Safety mobilization.
- Continued to work with the Town Manager's Office and Selectmen's Office involving traffic, parking, and other quality of life issues affecting the community.
- Continued to work closely with other town departments to coordinate barricade/signage positioning for numerous special events, block parties and general traffic safety around construction sites.

Performance / Workload Indicators

	FY2010 Actual	FY2011 Actual	FY2012 Estimated	FY2013 Estimated
Traffic				
Hackney Licenses Issued				
New	48	40	87	58
Parking Violators New	12,496	13,301	14,568	13,455
Moving Violations	2,986	3,996	4,402	3,795



FY2013 Objectives

Community Policing/Services Unit is responsible for administering all programs aimed at developing partnerships in the community.

- Provide crime deterrent and target hardening services and programs to the citizens and businesses within our community. Included in this endeavor are programs consisting of informative lectures, crime reduction programs, and outreach initiatives.
- Provide professional services to the 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.
- Offer home and business assessments for security risks and loss prevention measures.
- Build upon the partnership with the Arlington Housing Authority and the Menotomy Manor Neighborhood Association.
- Perform assessments on municipal buildings and meet with Department Heads to develop a plan to secure these building and protect property.

Performance / Workload Indicators				
<i>Community Programs</i>	FY2010 Actual	FY2011 Actual	FY2012 Estimated	FY2013 Estimated
Neighborhood Meetings	14	20	25	25
RAD Program Graduates	-	-	20	30
Citizen Police Academy Graduates	30	-	30	35
Summer Youth Camp (HRC)	100	120	125	125
Child Passenger Safety Seat Inspections	266	N/A	N/A	N/A

Major Accomplishments for 2011

- Continued partnership with the Germaine Lawrence School and all other group homes in town.
- Attended over twenty-five (25) crime prevention/neighborhood meetings.
- Monitored Q.E.D for cases requiring follow-up.
- Investigated forty-five (45) graffiti related incidents and followed through with By-Law violations when necessary.
- Investigated all cases of Missing Persons.
- Offered free RAD program to female high school students.



FY2013 Objectives

Animal Control Officer enforces all laws relating to control of animals, investigates animal bites, quarantines offending pets, and delivers pet safety programs.

- Keep an area specific log for violations and other issues pertaining to wildlife to determine hot spots and/or trends.
- Continue to increase visibility, which will result in the voluntary compliance by residents to properly License their canines.
- Work with the Town Clerks Office, Recreation Department, and other stakeholders in regards to the implementation of the new Canine by-law.
- Maintain the relationships with local feline organizations to assist with the issues of roadside death of felines and abandoned felines.
- Explore opportunities to regionalize the dog kennel function.

Performance / Workload Indicators

	FY2010 Actual	FY2011 Actual	FY2012 Estimated	FY2013 Estimated
Animal Complaints	333	600	467	467
Humans Bitten/Scratched by Dogs	23	19	21	21

Major Accomplishments for 2011

- Maintained and enhanced working partnerships with other Animal Control Officers in surrounding cities and towns.
- Increased licensing of canines by 90, to a total of 1699 as of October 2011.
- Worked with the recreation department on off-leash areas in the parks.
- Continued presence in the parks and recreation areas in Town.
- Utilized Northeast Animal Shelter in Salem, MA to assist with abandoned kittens.
- Identified Norfolk County Humane Society for Felines. Relocated 12 felines from Harold Street to this Rescue.
- Identified Whiskers of Hope a Local Feline Rescue that provides shelter and adoption.
- Inspected 1st Chicken Harborage authorized by the Board Of Health.
- Worked with the Fire Department to provided shelter for 3 canines and 3 felines displaced by a Fire. The 1st opportunity to test out the natural disaster plan regarding domestic pets.
- Worked with New Horizons Elderly Assisted Living in the procurement of a resident canine.



FY2013 Objectives

Jail Diversion Program/Hoarding Response

- Continue to co-respond with patrol officers to provide crisis intervention and evaluations to Arlington residents in crisis situations.
- Work cooperatively and expand relationships with The Arlington Health and Human Services Department, Arlington Council on Aging, Arlington Youth Counseling Center, Arlington Health and Safety Coalition, Arlington Public Schools, Arlington Fire Department, The Department of Children and Families and the Arlington Housing Authority.
- Establish and build relationships with the 42 group homes in Arlington.
- Monitor QED for cases needing follow-up that may not have been flagged or referred.
- Provide training to outside agencies on the use of the JDP.
- Maintain partnership with the Community Outreach Officer to assist in sorting out conflicts between residents in Arlington.
- Provide mental health training to the officers at the APD.
- Be available to assist officers with walk-in clients who are in need of urgent mental health services.
- Respond to the Arlington Public Schools to provide crisis assessment, crisis counseling, outside referral and involuntary commitments to hospitals as needed.
- Provide involuntary commitments in the community as needed.
- Secure operating funds to operate the Hoarding Response Team. The Response Team is not financed by the JDP DMH grant. Separate funding must be provided to ensure the Team continues with its mission to support residents throughout the clean out process, provide needed referrals and to ensure future health and safety compliance.
- Provide alternatives to arrest for police officers managing persons suffering from mental health issues.

Major Accomplishments for 2011

- Using grant funds, deployed a Community Based Mental Clinician to support town staff (police, fire, schools, public health, etc.) in managing cases involving mental health.
- Provided one-on-one mental health assessment training to officers as we co-responded on cases.
- Processed cases with police officers following routine and non-traditional cases.
- Provided weekly mental health information and tips through the bulletin system read by all police officers.
- Attended roll call to continue to build relationships and ensure officers will remember to call clinician when needed.
- Attended weekly staff meeting lead by the Police Chief to keep updated on events and issues in the department and community.
- JDP built strong relationships with the public school nurses, guidance counselors, SRO, principals, Asst. principals, truancy officer and Juvenile Diversion Program director. The JDP clinician has also participated in the Restorative Justice Program.
- The JDP was given difficult cases by Senior Services social worker, The Health Department and Arlington Housing Authority. The JDP clinician was able to resolve these situations.
- The JDP partnered with Arlington Health and Human Service Department and formed a first ever Hoarding response Team. Experts in the field trained the Hoarding Response Team and the team has already worked with 16 separate residences since beginning in June.
- On November 30th 2011, the JDP clinician and the APD will be awarded the 'Shining Star' award by the Edinburg Center at an awards ceremony/celebration for outstanding programs and individuals that went above and beyond what was expected.
- The JDP clinician built solid relationships with both the School Resource Officer and Community Outreach Officer. These collaborations based on mutual respect and trust have proven invaluable when working together to help our community.
- On average the JDP clinician manages 35 cases per month.



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 this 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 any medical emergency. 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.

Budget Statement

The budget for FY 2013 is a level service budget. The fire department is currently staffed at 71 personnel. It is budgeted for 76 personnel. There are 74 personnel assigned to suppression duty and 2 assigned to staff duty. The Chief of Department is listed in the Community Safety Administration budget. The department anticipates 2 to 4 retirements by end of FY 2012. Three personnel have spent a significant portion of FY 2012 on job related injury leave. These injuries have impacted the department significantly in terms of staffing and budget.

Overtime will continue to be an issue. Statistics show that to stay within the \$345,000 budgeted for overtime this department must maintain its maximum budgeted manpower (76 personnel or 18.5 firefighters/group and two on staff). This becomes extremely difficult with the hiring process to replace retirees taking up to six months followed by three months of recruit training.

Performance Indicators show a decrease in emergency calls of 3% from FY 2010 to FY 2011. It is estimated that the number of total emergency calls will increase 5% from FY 2011 to FY 2012 and 2% from FY 2012 to FY 2013. Performance Indicators show an increase in Rescue calls of 5% from FY 2010 to FY 2011. It is estimated that the number of total Rescue calls will increase 12% from FY 2011 to FY 2012 and 9% from FY 2012 to FY 2013.

FY2013 Objectives

- Formulate a 5 – 10 year plan related to the reorganization and structure of Fire Department. Increasing demand for Fire Prevention, Training, Inspections and Education has strained the current staff. With minimal personnel on line it is difficult to increase staff without negatively affecting the line personnel.
- Assess the benefit of an Arlington Fire Department Advanced Life Support service and the cost analysis of manning a second Rescue ambulance.
- Design and purchase new fire pump apparatus to replace the 1992 Pierce Pumper.
- Replace sections of 4" LDH that were purchased in the 1988
- Upgrade and reprogram radios in accordance with new FCC regulations on narrowbanding effective 12/30/2012.
- Transfer fire department records from paper to electronic.
- Start architectural plans and design of Fire Headquarters Station.
- Complete dismantling of cable fire alarm systems and replace with wireless radio box system.

PROGRAM COSTS

	FY2011 Actual	FY2012 Budget	FY2013 Request	FY2013 Fin Com
Fire				
Personal Services	5,194,031	5,160,570	5,217,748	
Expenses	330,889	374,501	393,051	
Total	5,524,920	5,535,071	5,610,799	-

STAFFING

	FY2011 Actual	FY2012 Budget	FY2013 Request	FY2013 Fin Com
Fire				
Deputy Chiefs	5	5	5	
Captains	6	6	6	
Lieutenants	15	15	15	
Firefighters	49	50	50	
Total	75	76	76	



Major Accomplishments for 2011

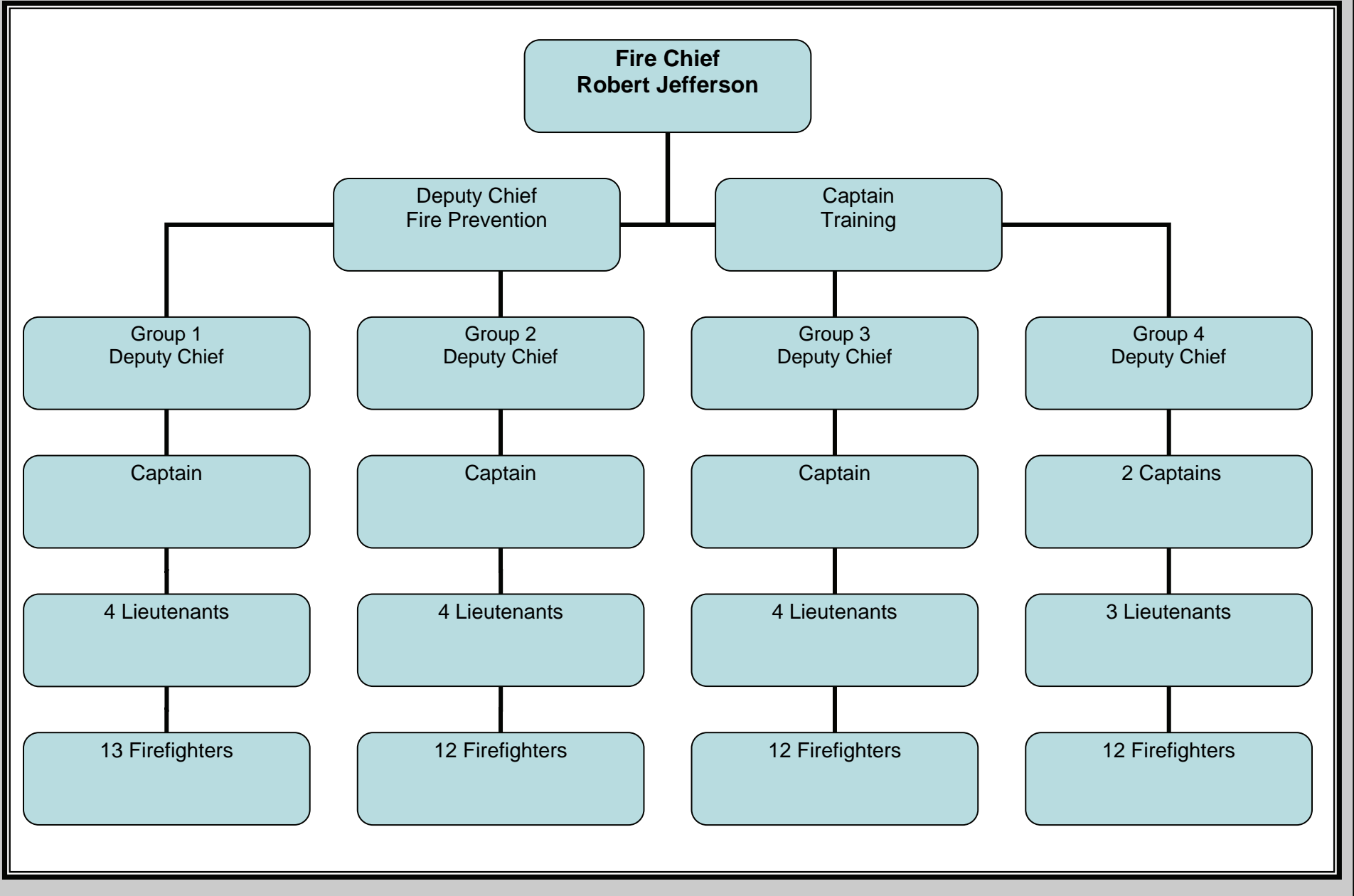
- Installed wireless fire alarm transmission boxes to all of schools and town owned buildings reducing the cost of maintenance and equipment on town operated fire alarm systems.
- Continued dismantling of town operated fire alarm systems to reduce cost of maintenance and equipment.
- Upgraded the departments extrication tools with Federal grant money
- With staffing at a minimum of 17 personnel department operated 2 Rescues simultaneously which increased revenues contributed to town's general fund.
- Department Training Officer instructed and administered 127 training sessions to department personnel.
- Department Fire Prevention Officer inspected over 800 properties for occupancy permits and collected \$49,200 in permit fees for town general fund.
- Department Suppression Forces and Department Fire Prevention Officer conducted 224 hours of school fire drills.
- Reopened Highland Station July 2011
- Continued communication and education of residents about emergency management plans, emergency medical services, and fire suppression and prevention objectives.
- With Town Meeting approval implemented by-law allowing town to fine frequent offenders of malicious and nuisance alarm activations.
- EMS report writing has transitioned from paper to electronic.
- Through a FEMA grant the fire department upgraded the radio tower and antennae to increase our ability to communicate with MEMA and Metro Fire.

Performance / Workload Indicators				
<i>Fire Department</i>	FY2010 Actual	FY2011 Actual	FY2012 Estimated	FY2013 Estimated
Emergency Calls	5,036	4,857	5,089	5,210
Rescue Response	2,911	3,045	3,399	3,719
Private Ambulance ALS/BLS	953	1,530	1,697	1,927
Average Response Times*	3:11	3:30	3:55	3:55
Average Time Rescue Calls*	24:55	24:55	24:55	24:55
Fire Calls	94	135	133	143
Average Total Time Fire Calls*	33:50	33:50	33:50	33:50
Dollar Loss Property	1.8million	1.2 million	1.55 million	1.65 million
SAFE Students Taught	2,700	2,733	2,783	2,823
JFIP Students Counseled	14	11	10	9

*minutes

Performance / Workload Indicators				
<i>Fire Prevention</i>	FY2010 Actual	FY2011 Actual	FY2012 Estimated	FY2013 Estimated
Hours of School Fire Drills	224	224	224	224
Hours of Fire Protection Syst. Inspt.	57	156	197	252
Hours Strategic/Tactical Ops Plan.	12	247	35	49
Permits Issued	1055	883	928	919
Permits Issued Revenue	\$37,766	\$48,295	\$55,315	\$63,213

Performance / Workload Indicators				
<i>Fire Training</i>	FY2010 Actual	FY2011 Actual	FY2012 Estimated	FY2013 Estimated
Training Sessions	85	127	155	187
Training Hours	236	679	865	1,115
Total Attendees	1,236	2,865	3,592	4,545





Program Description

The support services encompass the Apparatus Maintenance Division and combined emergency dispatch. The master mechanic and the motor equipment repairman are responsible for servicing and maintaining all police and fire department vehicles and apparatus. The mechanics install and repair mobile and portable radios. The mechanics repair and help maintain tools in the fire department inventory, especially mechanical tools. The mechanics respond to working fires to assist in filling Self Contained Breathing Apparatus (SCBA) and repairing mechanical problems that may occur on the fire ground. They are consulted on any fire apparatus purchases.

Community safety dispatch is responsible for the communications for all police, fire, and emergency medical services (i.e. 9-1-1). The combined dispatch encompasses one lead dispatcher and nine emergency dispatchers. They are responsible for taking all emergency calls and dispatching the appropriate apparatus to that emergency. The dispatchers also take routine calls, such as streetlights and traffic lights out, and report them to the appropriate contractor.

Budget Statement

The FY2013 Community Safety Support budget request seeks no major changes from the prior fiscal year. There is a \$9,074 increase in Personnel Fixed Costs.

FY2013 Objectives

- Manage the implementation of the long-range plan for renovation of the Community Safety Building.
- Expand 9-1-1 Dispatch technology and training using alternative funding and grant resources.
- Continue to work with the Municipal Police Training Committee on distance/on-line learning focusing on work quality.
- Develop a tracking program through QED for all property including lost and found and prisoner property.
- Continue to partner with the courts to expand on the Community Service Program.
- Expand RMS ability to track officer training records within QED.
- Develop new Hackney License and Inspection program.
- Continue to partner with the Middlesex County Sheriff's Office to provide firearms training through computer scenarios and simulations.
- Expand on new Reverse 911 self-registration program to increase database.
- Continue to develop a leadership development program to develop leaders at every level and obtain the goals and objectives of the organization.
- Build a crime analysis database in Microsoft Access that allows for the analysis of incidents, arrests, and accidents.
- Update our current mapping system, CrimelInfo, so incidents can be geocoded in a more accurate manner.
- Continue to develop new technology to enhance our abilities and efficiency of the Police Department.
- Acquire and implement Digital Headquarters software to streamline police information sharing and implement electronic roll call briefings.

STAFFING

	FY2011 Actual	FY2012 Budget	FY2013 Request	FY2013 Fin Com
Support Services				
Managerial				
Clerical				
Professional/Technical				
Dispatchers	10	10	10	
Mechanics	2	2	2	
Total	12	12	12	

PROGRAM COSTS

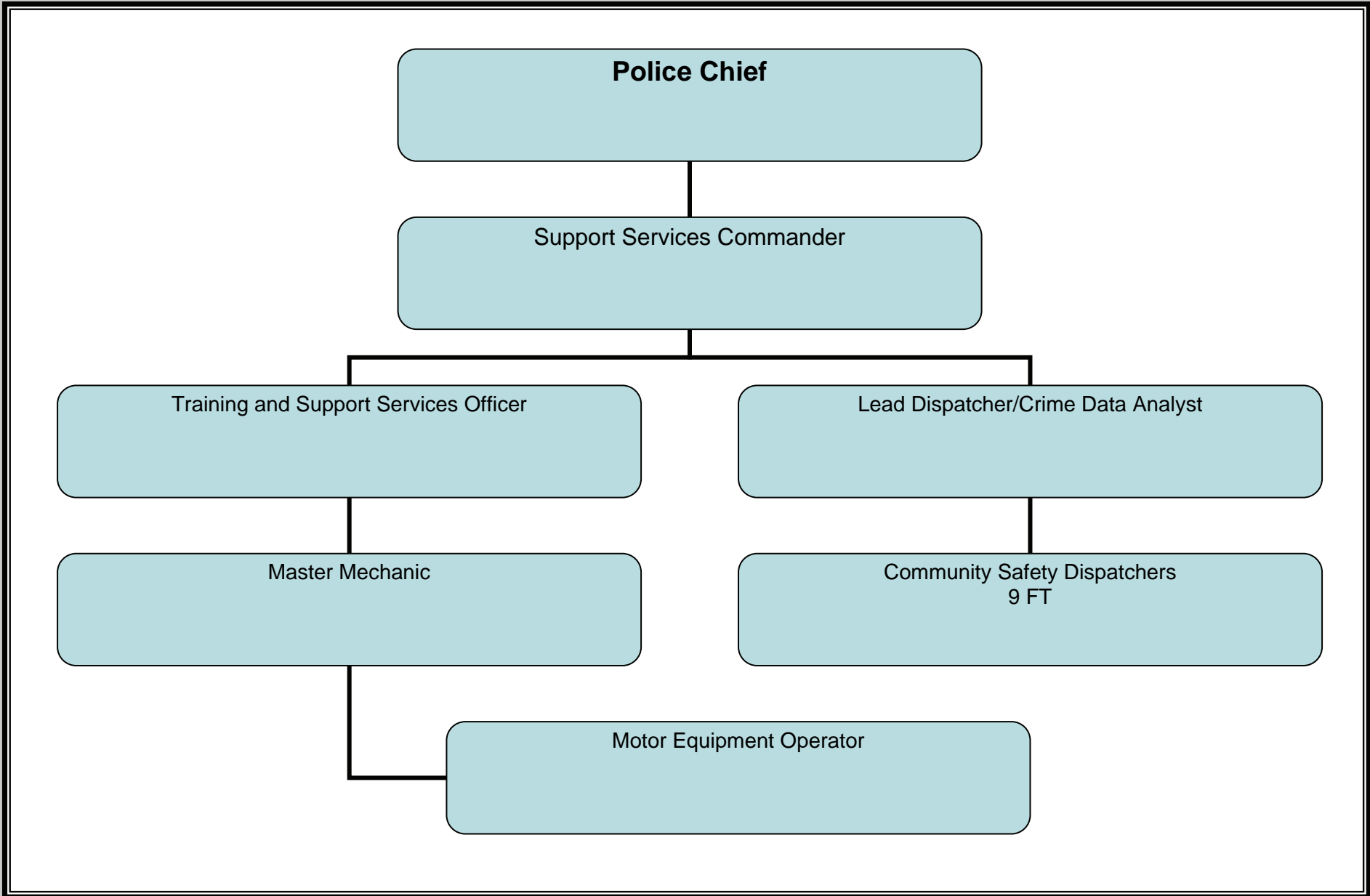
	FY2011 Actual	FY2012 Budget	FY2013 Request	FY2013 Fin Com
Support Services				
Personal Services	727,900	702,645	711,719	
Expenses	15,509	23,900	23,900	
Total	743,409	726,545	735,619	-



Major Accomplishments for 2011

- Continued to train officers through distance learning and roll call training.
- Converted all prosecution records and associated tasks into existing QED Web Partner.
- Successfully moved ExtraDuty software from the desktop to a secure server.
- Upgraded to ProQA software to automate EMD protocols.
- Added AQUA Auditing to our system to ensure that all EMD protocols are followed.
- Maintained all relevant Departmental records in accordance with the Massachusetts Police Accreditation Program and MGL.

Performance / Workload Indicators				
	FY2010	FY2011	FY2012	FY2013
<i>Dispatch</i>	Actual	Actual	Estimated	Estimated
Calls For Service	25,906	26,253	26,080	26,080





Program Description

The Inspectional Services Department (ISD) provides administrative and technical information, oversight and support to residents, contractors, business owners, merchants and interdepartmental agencies. Its primary responsibility is the enforcement of The Commonwealth of Massachusetts Building, Electrical, and Plumbing & Gas Codes, Commonwealth of Massachusetts Zoning Enabling Act MGL Ch. 40A, the Town of Arlington's Zoning Bylaw as well as all related regulations, standards and Town Bylaws.

Budget Statement

The Inspectional Services Department anticipates a FY2013 budget increase of \$40,627 due to work related to the Symmes Urban Renewal Project. With the adoption of last years new International Building Codes with Massachusetts Amendments, State Energy Code, the Local Option Stretch Energy Code and this years addition of a Commonwealth of Massachusetts Sheetmetal Code and licensing; training of inspectors, contractor's and homeowners remain a priority.

STAFFING

Inspectional Services	FY2011 Actual	FY2012 Budget	FY2013 Request	FY2013 Fin Com
Managerial	1	1	1	
Clerical	1	1	1	
Professional/Technical	3	3	3	
Total	5	5	5	

PROGRAM COSTS

Inspectional Services	FY2011 Actual	FY2012 Budget	FY2013 Request	FY2013 Fin Com
Personal Services	352,286	367,473	408,100	
Expenses	10,975	12,000	12,000	
Total	363,260	379,473	420,100	

FY2013 Objectives

- The Inspectional Services Department strives to maintain it's high level of job performance and customer service. Managing a FY 2011 case load of 4,188 permits with a construction value in excess of \$37,000,000 and permit revenues of \$839,830 has been a challenge for a staff of four inspectors and one and a half positions of administrative staff. Thus far, current trending indicates FY2012 having further increases above an estimated 5,000 permits being issued ,construction value increasing to \$49,200,000 and permit revenues eclipsing the \$1,600,000 plateau, all of which continuing well into FY2013 .
- The Inspectional Services Department has transitioned to The 2009 International Building Codes with the 780 CMR Commonwealth of Massachusetts State Building Code amendments, The 2009 International Energy Code, and our locally adopted Stretch Energy Code. Adoption of the Stretch Code assisted the Town Arlington in being designated Green Community status, thus allowing significant grant monies being awarded. All of which demands constant training and education of staff and customers.
- During FY2013, adoption of the 2012 International Building and Energy Codes is anticipated while continued oversight of the 30 Mill Street residential development, construction of the new Thompson School, and commencement of the long awaited Symmes Hospital Site Project are a few of the projects that we look forward to administering.



Major Accomplishments for 2011

- Assisted the Town Manager's Office with planning the current LED streetlight replacement project.
- Administered the plan review, permit issuance and preliminary field inspections of the 30 Mill Street Project and demolition of the Old Thompson School
- Played an active role in the Arlington 360 project's plan review and permit issuance.

Performance / Workload Indicators				
	FY2010 Actual	FY2011 Actual	FY2012 Estimated	FY2013 Estimated
Building	1799	1,688	1984	1700
Plumbing	845	815	991	825
Gas	1167	606	779	700
Wiring	1167	1,079	1119	1100
Revenues	854,460	839,830	1,576,708	1,385,000

