



Program Description

The Police Department has the following primary responsibilities:

- Protection of the lives and 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.
- Collaborate 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.

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	FY2013 Actual	FY2014 Budget	FY2015 Request	FY2015 Fin Com
Personnel Services	5,674,834	6,599,872	6,850,912	
Expenses	652,946	599,450	653,650	
Total	6,327,780	7,199,322	7,504,562	

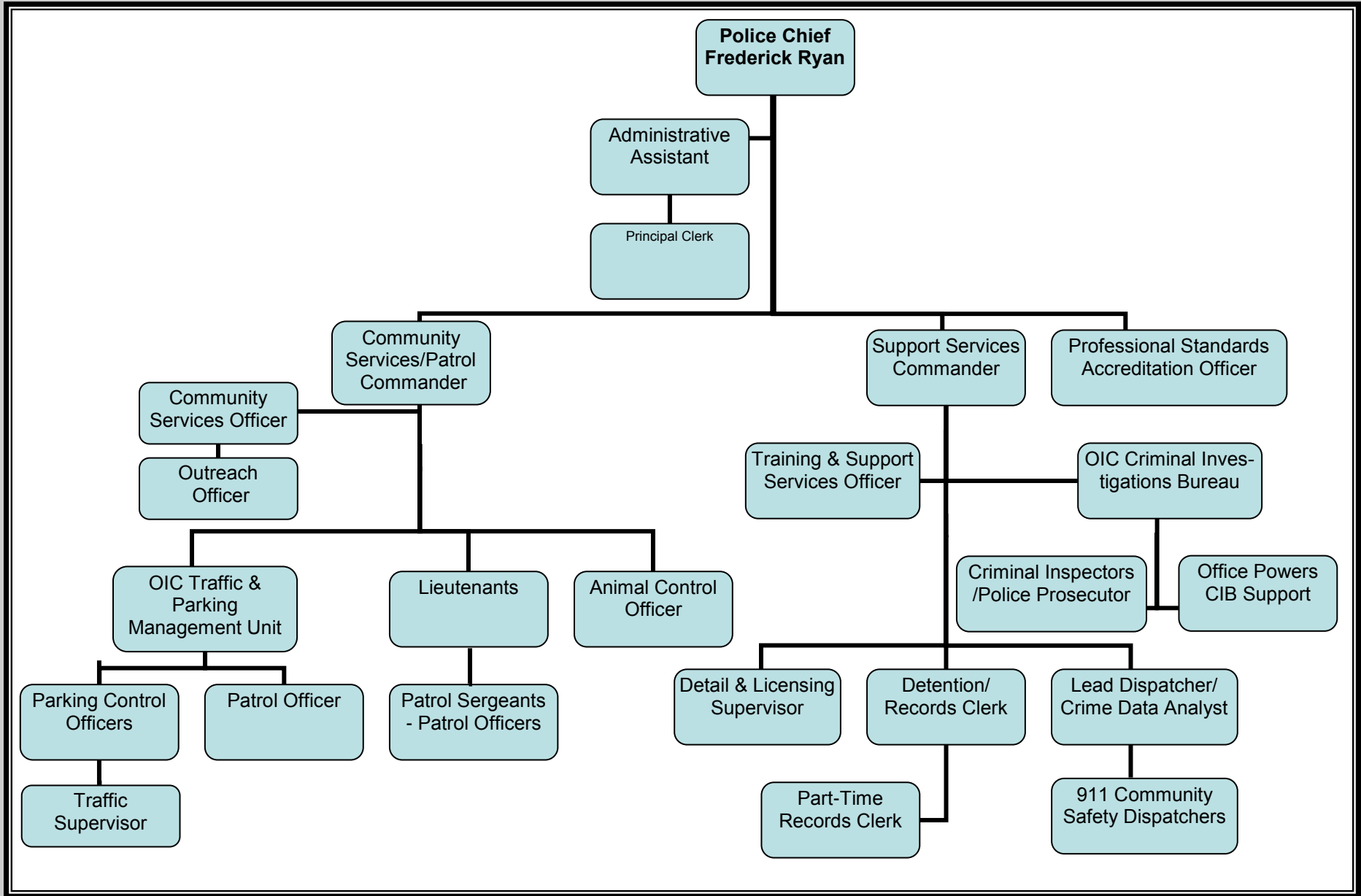
STAFFING				
Police	FY2013 Actual	FY2014 Budget	FY2015 Request	FY2015 Fin Com
Chiefs		1	1	
Captains	3	3	3	
Lieutenants	8	6	6	
Sergeants	9	9	9	
Police Officers	47	49	49	
Parking Control Officers	2.2	2.35	2.35	
Animal Control Officer	1	1	1	
Dispatchers	-	10	10	
Clerical	-	4.31	4.31	
Custodial	1.71	1	1	
Total	71.91	86.66	86.66	



Budget Statement

The Department consists of the following divisions and work units:

- The **Support Services Division** manages information technology & 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 the development and implementation of 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 **Community Policing/Services Unit** is responsible for administering all programs aimed at developing partnerships and problem solving 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. This unit also represents the Police Department on the Transportation Advisory Committee.
- The **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 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.





FY2015 Objectives

- Promote, preserve and deliver quality police services and to ensure the safety of all members of the community.
- Expand upon community partnerships and engage in effective problem solving with the ongoing goal of excellent customer service.
- Use innovative and intelligence-led data driven policing to reduce crime, fear of crime, and increase quality of life for residents.
- Maintain staffing levels to provide proactive quality policing services to the community.
- Fully implement the COMSTAT (Computer Statistics) program to ensure uniform accountability throughout the Community Services Division.
- Expand upon the use of crime analysis and data driven policing to effectively deploy resources.
- Improve upon our 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.
- Carry out the policy of the Arlington Police Department to develop the leadership skills and competencies of members at every level of the organization. Work with the Leadership Steering Committee to publish a Leadership Development Framework document that will be the organizational leadership roadmap to the future.

Major Accomplishments for 2013

- Maintained CrimeReports.com to inform citizens of crime data.
- Expanded the use of data driven policing to effectively deploy valuable resources.
- 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 Department, School, and the local emergency planning committee.
- Expanded our partnerships and efforts to regionalize efforts with local, federal, and state law enforcement agencies.

Major Accomplishments for 2013 (cont.)

- Deployed personnel to Boston and Watertown to assist in the stabilization of the City of Boston and the apprehension of suspects in Watertown after a Terrorist Attack, while still maintaining the safety of the citizens of the Town of Arlington.
- Expanded upon the Jail Diversion program and administered the grant that funds the program.
- Implemented Uniformity of Radio Transmissions to improve public safety services to our community and to safely reduce our response times.

Performance / Workload Indicators

<i>Patrol Division</i>	FY2012 Actual	FY2013 Actual	FY2014 Estimated	FY2015 Estimated
Robbery	12	6	15	9
Burglary	146	108	195	143
Rapes	4	5	9	5
Motor Vehicle Theft	28	15	36	26
Larceny				
<i>From Building</i>	80	79	60	73
<i>From Motor Vehicle</i>	140	148	261	186
<i>Of Motor Vehicle Parts</i>	3	7	5	5
<i>From Coin Op Machines</i>	-	-	-	-
<i>All others</i>	157	123	195	172
Pickpocket / Purse Snatch	7	2	9	6
Shoplifting	37	33	27	35
Assaults	160	168	156	169
Assault and Battery on a Police Officer	7	9	3	6
Criminal Arrests	219	219	258	231
Criminal Summons	173	191	183	185

Performance / Workload Indicators

<i>Dispatch</i>	FY2012 Actual	FY2013 Actual	FY2014 Estimated	FY2015 Estimated
Calls For Service	27,860	32,002	32,910	29,991



FY2015 Objectives

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

- Prepare for the Massachusetts Police Accreditation Commissions on-site assessment in May 2014 which provides an independent and objective review of the agency's programs and practices.
- Develop standardized forms to improve the efficiency of Internal Affairs investigations.
- Update policies as required by the 5th Edition set forth by the Commission on Accreditation for Law Enforcement Agencies, Inc.

Major Accomplishments for 2013

- 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.



FY2015 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.

- Work with our regional partners and stakeholders to address high risk domestic violence through our partnership with CABHART (Cambridge, Arlington, Belmont High Risk Assessment Response Team), and the town's FIRSTSTEP Program.
- Address controlled substance drug issues by assigning Inspectors to the regional Suburban Middlesex Drug Task Force and the Federal Drug Enforcement Agency.
- Have the SRO (School Resource Officer) work in partnership with the Arlington Public Schools. The SRO will continue to address Community Based Justice for juvenile offenders through our partnership with the Middlesex District Attorney's Office and the schools; and continue to work in collaboration with Arlington Youth Health Safety Coalition to address juvenile issues, and to assist with the juvenile offender Diversion Program.
- The School Resource Officer will work with the schools and stakeholders to obtain training about ALICE (Alert-Lockdown-Inform-Counter-Evacuate), and possible implementation of the program in our school system.
- Assign an Inspector as our Police Prosecutor to handle all arrests, probable cause hearings, and act as a liaison with the Massachusetts's Trial Courts and the Middlesex District Attorney's Office.
- Obtain training for the Inspectors to be able to utilize the most current technology to assist in the apprehension of criminals.
- Expand the use of the Detective Case Management System to assign investigations, and to allow for the supervisory follow-ups to monitor the effectiveness of the investigations.
- Implement restorative justice practices through our partnership with C4RJ (Communities for Restorative Justice) as an alternative to the traditional criminal justice system.

Performance / Workload Indicators

	FY2012 Actual	FY2013 Actual	FY2014 Estimated	FY2015 Estimated
Firearms Licensing:				
Licenses to Carry/FID	184	239	180	194
Missing Persons Investigations	379	314	258	231
Domestic Violence	332	347	381	345
Criminal Investigations	1,731	1,555	1,815	1,772
Level 2 & 3 registered Sex Offenders monitored	24	19	19	20

Major Accomplishments for 2013

- The Criminal Investigation Bureau investigated over 1,500 reports of criminal activity.
- Investigated and managed several high profile and sensitive criminal investigations including allegations of child abuse at the Arlington Boys and Girls Club in the late 1970s to 1980. This investigation resulted in the arrest and indictment of a former swim coach.
- Planned and executed numerous search and arrest warrants.
- Participated in a multi-jurisdictional drug task force resulting in numerous arrest and indictments. Detectives assigned to both Regional and New England Region Drug Task Forces.
- Administered the Town of Arlington Sex Offender Registry.
- The Department's Family Service Unit worked with CABHART (Cambridge, Arlington and Belmont High Risk Assessment Response Team) along with the town's FIRSTSTEP to identify high risk domestic violence victims and plan for safety and services.
- 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 200 domestic violence related incidents and continued its partnership with FIRSTSTEP to provide support and services to domestic violence victims.
- Participated in inter-agency Task Forces to combat residential house-breaks.



Major Accomplishments for 2013 (cont.)

- Assisted with both the Town and State Officials to perform inspections of local massage parlors.
- Successfully sent two Inspectors to Arson Investigation at the State Fire Marshall's Office where they completed training to become certified Arson Investigators.



FY2015 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.
- 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, and 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 Resources 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.
- 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 2013

- Conducted targeted enforcement at high volume/high complaint areas in various neighborhoods.
- Hired a Parking Control Officer to target evening and Saturday violators.
- 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 a \$6,000 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 \$5,000 grant from EOPSS to provide extra patrols in their Pedestrian, Bicycle, and Moped Type Safety mobilization.
- Coordinated with the Town Manager’s Office and Selectmen’s Office on issues involving traffic, parking, and other quality of life issues affecting the community.
- Worked closely with and supported other town departments to coordinate barricade/signage positioning for numerous special events, block parties, and general traffic safety around construction sites.

Performance / Workload Indicators

	FY2012 Actual	FY2013 Actual	FY2014 Estimated	FY2015 Estimated
<i>Traffic</i>				
Hackney Licenses Issued New	70	68	63	60
Parking Violators	15,159	14,445	14,892	14,449
Moving Violations	3,976	3,610	4,284	3,967



FY2015 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 buildings and protect property.

Performance / Workload Indicators

<i>Community Programs</i>	FY2012 Actual	FY2013 Actual	FY2014 Estimated	FY2015 Estimated
Neighborhood Meetings	20	35	35	35
Summer Youth Camp (HRC)	130	135	135	135

Major Accomplishments for 2013

- Continued partnership with the Germaine Lawrence School and all other youth villages in Town.
- Attended crime prevention/neighborhood meetings.
- Monitored database for cases requiring follow-up.
- Investigated 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.



FY2015 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.

- Ensure that the Town of Arlington is in full compliance with all new and existing animal control laws. This includes euthanasia, management of wildlife and strays, disaster plan, protocols for response and record keeping, and becoming certified through an approved facility.
- Meet all requirements for the Animal Inspector duties as outlined and required by the Department of Agriculture. This includes issuing quarantines, inspecting chicken coops, and infectious disease investigations.
- Maintain logs of wild animal sightings. Inform residents of frequent or increased sightings, illness, or rabies incidents, and provide education and suggestions for how to deter interactions with them as needed.
- Provide assistance for injured animals both domestic and wild. Assess the needs of the animal and arrange for the proper outcome. Develop relationships with wildlife rehabilitation facilities and strengthen relationships with local veterinary offices.
- Engage the community more to help with compliance of the by-laws, responsible pet ownership, and education about dog behavior and wildlife control.
- Work with the Town Clerk’s office to increase licensing and collect late fees. Develop an online licensing system to facilitate the process for residents. Work with the community to educate on the importance of licensing and make a plan for organizing annual rabies vaccine clinics in conjunction with licensing.
- Maintain and enhance partnerships with other Animal Control Officers and Animal Welfare groups for mutual assistance and placement of unclaimed/unwanted animals.

Performance / Workload Indicators

	FY2012 Actual	FY2013 Actual	FY2014 Estimated	FY2015 Estimated
Animal Complaints	555	969	855	752
Humans Bitten/Scratched by Dogs	29	11	12	20

FY2015 Objectives (cont.)

- Assess the needs of low income and elderly pet owners. Apply for grants to secure funding to begin to provide some of the needed services.
- Work more closely with the Parks Department to gain better compliance with off-leash rules and expectations.
- Work closely with the Board of Health in areas of hoarding and rabies control.

Major Accomplishments for 2013

- Maintained and enhanced partnerships with other Animal Control Officers and Animal Welfare groups for mutual assistance and placement of unclaimed/unwanted animals.
- Worked with Recreation Department on off-leash compliance in parks. Continued presence in parks and recreation areas in Town.
- Contracted with vendor for boarding and care of stray dogs. This includes medical care and they will rabies vaccinate, microchip, and spay/neuter when required.
- Increased licensing of canines.



FY2015 Objectives

- Co-respond with patrol officers to provide crisis intervention and evaluations to Arlington residents in crisis situations. Be available to assist officers with walk-in clients who are in need of urgent mental health services.
- 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.
- Build relationships with the 43+ group homes in Arlington.
- Monitor police reports and follow up with cases that have been flagged requesting clinician follow up as well as those not flagged that would benefit from support or referrals.
- Provide training to outside agencies on the use of the JDP.
- Partner with the Community Outreach Police Officer to assist in sorting out conflicts between residents in Arlington.
- The Edinburg Center will provide Mental Health First Aid training to the officers at the APD. This is an eight hour training course.
- Respond to the Arlington Public Schools to provide crisis assessment, crisis counseling, outside referral, and involuntary commitments to hospitals as needed.
- Provide involuntary commitments to local emergency rooms for further evaluation as needed in the community.
- Seek alternative operating funds to assist the Hoarding Response Team, which has no funding source. 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.
- Identify and provide alternatives to arrest and criminal prosecution for persons suffering from mental health issues.
- The JDP clinician will continue to use the involuntary commitment process when appropriate to assist individuals in need of substance abuse treatment.

Major Accomplishments for 2013

- Using DMH grant funds, the Police Department based mental health clinician continued to support town staff (police, fire, schools, public health, etc.) in managing cases involving mental health issues.
- Provided one-on-one mental health assessment training to officers.
- Processed cases with police officers following routine and non-traditional cases to ensure use of best practices.
- Provided mental health information and tips through the bulletin system read by all police officers.
- Attended police roll call to continue to build relationships and ensure officers remember to call clinician when needed and when appropriate.
- JDP continued to build strong relationships with the public school nurses, guidance counselors, SRO, principals, asst. principals, and the truancy officer/Juvenile Diversion Program director. The JDP clinician also participated in and referred cases to the Restorative Justice Program.
- The Hoarding Response Team has worked with 25+ homes/families. The team was able to help a resident be chosen to be on the TLC cable show Hoarders: Buried Alive, which aired in April 2013. The network paid for the clean out and repairs of the condemned home – without this help the resident would have lost her home. The work of the team was highlighted in a television segment on WCVB news.
- The JDP clinician assisted in approximately 440 cases in 2013.
- The Jail Diversion clinician arranged training by the Autism and Law Enforcement Education Coalition (ALEC) for Arlington first responders. This training teaches best practices when encountering children on the autism spectrum.
- The clinician delivered the Mindstorm presentation to the Arlington police officers. This powerful training presentation simulates what it feels like to experience hallucinations and educates officers on effective de-escalation strategies when encountering persons in crisis.
- The Cambridge Court Mental Health Clinician came to speak to officers about the involuntary commitment process.
- The JDP clinician and police commanding officers gave a presentation to the City of Newton's police department and all Newton stakeholders about the APD JDP program.



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 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 residents.

Budget Statement

The budget for FY2015 increases by one staff position. This is necessary due to the overwhelming demand on the EMS Division. For years the EMS Division has been operated by having line personnel oversee the certification and training of all Department EMTs. With the new regulations and certifications, it is impractical to not have a full time dedicated staff person for this function.

The Fire Department is currently staffed at 74 personnel. There are currently two vacancies within the Department. It is budgeted for 81 personnel. In FY2015 there will be 74 personnel assigned to suppression duty, 3 assigned to staff duty, 2 mechanics, 1 administrative assistant, and 1 Chief of Department.

Budget Statement (cont.)

Overtime will continue to be an issue. Statistics show that to stay within the \$437,630 budgeted for overtime this department must maintain its maximum budgeted staffing (76 personnel or 18.5 firefighters/group and two on staff). This lag time requires increased overtime to maintain the 15 firefighter minimum staffing.

Performance Indicators show an increase in emergency calls of 4.6% from FY 2012 to FY 2013 and a .04 % increase from FY 2013 to FY 2014. Performance Indicators show a decrease in Rescue calls of 13% from FY 2012 to FY 2013 and a 19% increase from FY 2013 to FY 2014. It is estimated that the number of total Rescue calls will increase 2.9% from FY 2014 to FY 2015.

PROGRAM COSTS

	FY2013 Actual	FY2014 Budget	FY2015 Request	FY2015 Fin Com
Police				
Personnel Services	5,674,834	6,599,872	6,850,912	
Expenses	652,946	599,450	653,650	
Total	6,327,780	7,199,322	7,504,562	

STAFFING

Fire	FY2013 Actual	FY2014 Budget	FY2015 Request	FY2015 Fin Com
Chiefs		1	1	
Deputy Chiefs	5	5	5	
Captains	6	6	7	
Lieutenants	15	15	15	
Firefighters	50	50	50	
Professional/Technical		2	2	
Clerical		1	1	
Total	76	80	81	



FY2015 Objectives

- Continue to provide ancillary programs such as the FIU, JFIP, Vial of Life, and SAFE within the limited resources and funding available.
- Implement a 5 – 10 year plan related to the reorganization and structure of the Fire Department.
- Continue to implement mandatory, standardized yearly training program for all firefighters.
- Assign a full time EMS staff officer and assess the benefit of an Arlington Fire Department Advanced Life Support, ALS, service and put together a comprehensive plan to implement ALS in the Department.
- Relocate all Fire personnel from Fire Headquarters during construction of HQ.
- Start and complete the full interior remodel of Fire Headquarters Station and relocate all Fire Department staff back to Fire Headquarters.
- Identify fire personnel for specialized training and enroll those personnel in appropriate courses at the Mass Firefighting Academy at Stow.

Major Accomplishments for 2013

- Successfully awarded a grant from the Massachusetts Department of Fire Services to include Fire Safety Education for our seniors similar to our student program.
- Department Fire Prevention Officer inspected over 260 properties and collected \$66,005 in permit fees for Town General Fund.
- Department Suppression Forces and Fire Prevention Officer conducted over 130 school fire drills and school safety inspections.
- Replaced a 1992 pumper with a 2013 E-ONE pumper as Engine 2.
- Replaced the 2006 back-up ambulance with a 2013 Horton Ambulance as Rescue 1.
- Replaced all Department Automatic External Defibrillators, AED, through Capital funding.
- Organized and participated in a charity hockey game against the Arlington Police to raise money for Autism Speaks Organization.
- Awarded a grant from the Federal government to replace our Self Contained Breathing Apparatus, SCBA. The grant saved the Town \$160,000 that was scheduled to be spent from Capital funding.

Performance / Workload Indicators

<i>Fire Department</i>	FY2012 Actual	FY2013 Actual	FY2014 Estimated	FY2015 Estimated
Emergency Calls	4,561	4,771	4,792	4,804
Rescue Response	2,797	2,433	2,902	2,988
Overlapping Calls	1,080	1,269	1,081	1,084
Private Ambulance ALS/BLS	1,555	1,815	2,016	2,218
Average Response Times*	3m 10s	4m 5s	3m 40s	3m 40s
Average Time Rescue Calls*	31m 1s	33m 15s	33m 20s	35m 5s
Fire Calls	134	95	121	125
Average Total Time Fire Calls*	31m 54s	26m 13s	27m 45s	26m 30s
Dollar Loss Property	3.19 million	3.24 million	3.57 million	4.04 million
SAFE Students Taught	2,677	2,679	2,717	2,727
JFIP Students Counseled	15	8	9	8

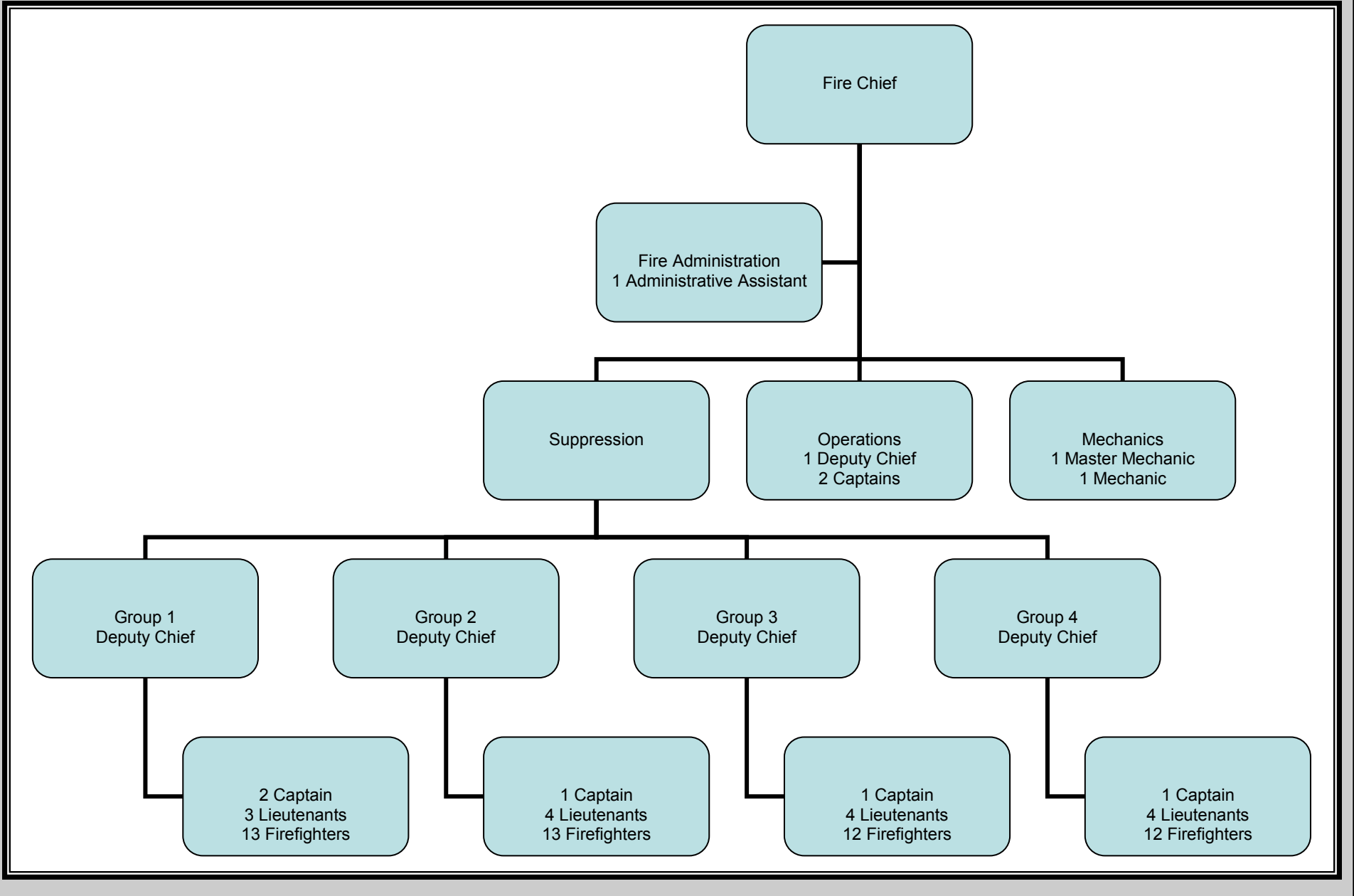
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Performance / Workload Indicators

<i>Fire Prevention</i>	FY2012 Actual	FY2013 Actual	FY2014 Estimated	FY2015 Estimated
Hours of School Fire Drills	5h 25m	5h 20m	5h 30m	5h 40m
	170	264	319	382
Hours of Fire Protection Syst. Inspt.				
Hours Strategic/Tactical Ops Plan.	25	23	23	22
Permits Issued	961	1,004	1,055	1,107
Permits Issued Revenue	\$72,104	\$66,005	\$81,738	\$91,873

Performance / Workload Indicators

<i>Fire Training</i>	FY2012 Actual	FY2013 Actual	FY2014 Estimated	FY2015 Estimated
Training Sessions	150	178	177	188
Training Hours	482	790	657	652
Total Attendees	1,975	1,966	2,147	2,147





Program Description

The Inspectional Services Department provides administrative and technical information, oversight and support to residents, contractors, business owners, merchants, and interdepartmental agencies. Its primary responsibility is the enforcement of Commonwealth of Massachusetts Building, Electrical, and Plumbing & Gas Codes, as well as all regulations, standards, and Town Bylaws.

Budget Statement

The Inspectional Services Department anticipates no significant budgetary increases for FY2015. Being approximately nearly completed with the Town of Arlington's unprecedented building expansion, the Inspectors and staff have diligently performed their duties of code enforcement and project safety.

Customer service, training of inspections staff, and providing assistance to residents and contractors remain the department's leading responsibilities.

FY2015 Objectives

With Arlington's vast residential base, single and two-family additions and renovations have always been, and we anticipate they will continue to be, the vast majority of Inspectional Services workload. We look forward to continuing with the Town's Master Plan efforts and assisting with its effective implementation.

PROGRAM COSTS

Inspectional Services	FY2013 Actual	FY2014 Budget	FY2015 Request	FY2015 Fin Com
Personnel Services	393,761	391,096	404,455	
Expenses	9,448	12,000	12,000	
Total	403,209	403,096	416,455	

STAFFING

Inspectional Services	FY2013 Actual	FY2014 Budget	FY2015 Request	FY2015 Fin Com
Managerial	1	1	1	
Clerical	1	1	1	
Professional/Technical	3	3	3	
Total	5	5	5	

Performance / Workload Indicators

Inspectional Services	FY2012 Actual	FY2013 Actual	FY2014 Estimated	FY2015 Estimated
Building	2,850	2,799	2,200	2,250
Plumbing	964	1,273	822	875
Gas	815	1,015	775	810
Wiring	1,131	1,505	1,126	1,220
Revenues	\$ 1,724,973	\$ 1,628,831	\$ 1,100,000	\$ 1,250,000

Major Accomplishments for 2013

Major accomplishments for 2013 were the completion of the new Thompson School, issuance of final occupancy of the Alta Brigham's square development, temporary occupancy of the Arlington 360 apartment and condominium complex, and the ongoing inspection and review of the Brightview Assisted Living complex.

