

COMMUNITY SAFETY

POLICE DEPARTMENT

Department Overview

The Arlington Police Department (APD) continues to evolve to meet the changing needs of the Arlington community. The Department continues to implement new technologies to improve service delivery and refine training to maximize organizational effectiveness, while maintaining our commitment to ensure the safety of all members of the community. The Department operates under a community policing philosophy that encourages citizen participation in solving problems of crime, fear of crime, and quality of life issues.

Organizationally the Department is divided into operational and support functions. A Command staff of 3 captains assists the Chief in strategic planning, budgeting, and operations. The captains administer the Community Services Division, the Support Services Division, and the Professional Standards/Accreditation Office.

The Community Services Division is responsible for Patrol operations. This Division is tasked with effectively deploying all uniformed patrol personnel, including the patrol division, community services officer, traffic unit, canine unit, bicycle unit, and animal control. The Division's primary responsibility is to provide quality uniformed law enforcement services to the community. Not only does the Division answer calls for service to the community, but it also performs other specific assignments. These assignments include a wide-range of quality of life issues in Town. These proactive assignments vary between enforcing traffic and parking laws, preserving the peace, protecting life and property, school safety, special event planning, and grants coordination. Through the analysis of crime trends and partnerships with the community, patrol officers are deployed to specific locations to maximize police resources.

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

The Professional Standards/Accreditation Office is tasked with developing policies and procedures administering the Accreditation/Certification process, investigating citizen complaints, and proactively addressing issues of professional standards and accountability so as to prevent employee misconduct and liability.

Recently, the Department began a strategic planning initiative with a focus on the use of historical data to drive decision making as it relates to the deployment of valuable police resources. This strategic planning process will bring together technological assets, manage-

ment practices, real-time data analysis, problem solving, and intelligence-led policing that ultimately leads to positive results in terms of crime reduction, a more efficiently managed police department, and modern and innovative policing.

Like all Town departments, the Police Department has been challenged by the recent down-turn in the economy and reductions in resources. The Department has been unable to proactively staff assignments to meet the needs of the community. As a result, it may necessitate a reassignment of, and probable reduction in, services provided by the Department. These reductions have already been realized in the criminal investigation bureau, traffic unit, and patrol division. These reductions will not deter the Department from its core mission of providing quality policing to the citizens of Arlington.

Crime

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

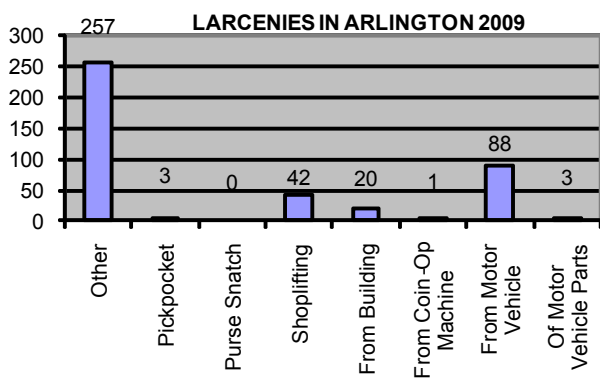
The following is a summary of Part "A" Crimes. Part "A" Crimes are designations made by the Federal Bureau of Investigation (FBI) to be the most serious affecting a community. They include: murder/manslaughter (and attempted), rape, robbery, aggravated assault, burglary, larceny, arson, and motor vehicle theft. In 2009 there were a total of 627 Part "A" Crimes reported in Town, down 20.13% from 785 Part "A" Crimes in 2008.

Part A Crime Type	2008	2009	Change
Murder/Manslaughter	0	0	0%
Rape (includes attempted)	3	3	0%
Robbery	15	11	-27%
Aggravated Assault	37	47	+27.02%
Burglary	165	117	-29.1%
Larcenies (all other)	271	257	-5.17%
Pickpocket	3	3	0%
Purse Snatch	0	0	0%
Shoplifting	37	42	+13.51%
Larceny from Building	23	20	-13.15%
Larceny From Coin-Op Machine	0	1	+100%
Larceny From Motor Vehicle	177	88	-51.39%
Larceny of Motor Vehicle Parts	2	3	+50%
Motor Vehicle Theft	36	26	-28%
Arson	16	9	-43.75%
Totals	785	627	-20.13%

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There were no murders in Arlington in 2009, the same amount reported in 2008. During 2009 there were three reported rapes, the same amount reported in 2008. Arlington had eleven robberies in 2009 compared to fifteen in 2008. In 2009 one of the robberies was while the suspect(s) were masked, four were armed robberies and seven were unarmed robberies. Arlington experienced forty-seven reported aggravated assaults in 2009. Thirty-six involved weapons, nineteen involved domestic violence. Of the incidents involving weapons, seven involved a knife, five involved a shod foot, four involved a phone, and one involved a gun. Arlington had 117 reported burglaries in 2009, which is forty-eight less than 2008. There were twenty-six motor vehicles stolen in 2009, which were ten less than 2008. Reported arson incidents in 2008 were nine, seven less than reported in 2008. Most of the arson incidents were outdoor brush fires.

In 2009 there were 414 reported larcenies, which were 111 less than reported in 2008. The chart below details the different type of larceny offenses that occurred.



Calls for Service

The Police Department responded to 25,268 calls for service. Officers filed 3,510 incident reports as compared to 3,516 in 2008 a decrease of six (1%). In 2009, 309 people were arrested, an increase of forty. Thirty-five people were taken into protective custody. Protective custody is a statute that allows police officers to take into custody a person who, due to ingestion of alcohol is incapacitated or a danger to himself or others. Although authority gives the police the option of taking a person to his residence or a treatment facility, the police station is often the most viable option. In 2009, 3,369 motor vehicle citations and 14065 parking tickets were issued. The Department continues increased traffic and parking education and enforcement to meet the growing concerns of citizens. Traffic issues continue to be one of the greatest areas of complaints to the Department. Currently, the traffic unit staff has been decreased by three positions, and with the increased demand in investigative and administrative functions of the traffic unit, overall productivity has decreased.

Calls For Service	2009	2008	2007	2006
Emergency Calls	25,268	27,004	25,757	26,821
Police Reports	3,510	3,516	3,448	3,534
Arrests	309	269	279	323
Protective Custody	35	39	48	36
Summons	205	230	205	121
Motor Vehicle Citations	3,369	4,487	2,652	2,946

Community Services

Patrol

The Community Services (Patrol) Division responded to 25,268 calls for service during 2009. The majority of the calls involve services other than responding to crimes. For instance, the Department responded to a total of 961 burglar alarms (residential, business and municipal), 1,153 disturbance calls, 821 reports of suspicious activity, 182 traffic complaints and 247 animal control calls during 2009. The Community Services Division also investigated 310 reports of missing persons.

Traffic Unit

During 2009 the Police Department responded to 812 motor vehicle crashes. This number represents a 5% overall reduction from the 854 crashes responded to in 2008. Of that number, 127 involved hit and run crashes (6% decrease), 124 were crashes with injury (8% increase), and 555 crashes without injury (8% decrease). The Traffic Unit was hampered this year by a force reduction in the patrol division that resulted in only one officer fully assigned to the Traffic Unit for the majority of the year. This contributed to the 25% decrease in motor vehicle citations in 2009 from 2008. Many programs and initiatives, including more proactive enforcement, were also hampered by the lack of resources to staff the Traffic Unit.

The Department also participates in traffic safety grant mobilizations. Throughout the year additional police patrols hired under state grant money are directed to target aggressive drivers, drunk drivers, and seat belt violators. The APD participated in dozens of mobilizations, which helped make the streets of our community safer to travel.

Community Policing

The APD is committed to the philosophy of community policing. The concept of partnering with the community to solve problems of crime, fear of crime, and quality of life issues has been institutionalized and embraced by every officer in the Department. During 2009 the Department offered a number of new community policing programs to the public, designed to provide citizens with tools, information, and skills useful in solving those problems.

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In 2009 the APD took its first steps in advancing the community policing philosophy to create a Town-wide neighborhood network to extend these programs into the community. In February Officer James Smith and the Department opened a satellite office at the Council on Aging and began forming partnerships with not only seniors in the community but also other citizens, religious organizations, and business groups. In 2010 the Department will partner with the Arlington Housing Authority and open its first police sub-station in East Arlington to better serve that neighborhood.



HRC Summer Camp

In continuing with Town partnerships, the APD, Recreation Department and Arlington Youth Health and Safety Coalition, a project of Health and Human Services, collaborated on the first ever free HRC (Health, Recreation, Cops) summer camp for Arlington children in July. The camp was a fun-filled week of courses consisting of field trips, safety classes, games and educational seminars geared towards children ages 6 to 11 in Arlington. The Department hopes to receive in-kind donations to sustain this program for many years to come. Also, the APD teamed up with the Middlesex County Sheriff's office in providing another free summer camp for Arlington children at the Sheriff's training academy in Billerica. Personnel from both organizations acted as camp counselors to provide a fun and enriching week of activities.

The summer saw the continuation of the Department's highly successful Youth Basketball League. Officers volunteered their time to coach and mentor youth in Town while providing them with a successful athletic program. Reaching out to youth in Town has always been a goal of the Department's community policing efforts. The APD hopes that programs like this leave the youth with a positive image of police and a spirit of cooperation and friendship. This program expanded the reach of our youth and athletic program, and provided the same opportunity as the basketball league for positive interaction between police and Arlington youth.

Also during the summer the APD, in partnership with the Middlesex Sheriff's Department, and the Arlington Boys and Girls Club, conducted a new program

called "Badges for Baseball." "Badges for Baseball" brings law enforcement together with youth serving organizations to help bridge the gap between officers and youths. Officers use the game of "Quickball" to reach the children. "Quickball" is an innovative program designed by the Cal Ripken Sr. Foundation. "Quickball" is a fast paced, indoor game of baseball. The program is designed so children, regardless of degree of skill level, can play together as a team.

The Department still operates its "Guardian Program," which is a collaborative effort between the Police Department, the Council on Aging, and the Housing Authority. The "Guardian Program" is an assurance program that offers subscribers daily well being phone calls. It is designed to accommodate elders, shut-ins, and those who require well-being checks. Another program that runs throughout the year is RAD (Rape Aggression Defense). This is a free program offered exclusively to women that provides them with skills and self-assurance vital to surviving and escaping from physical attack. The Department will continue with its Summer Shape up Program, Citizens Police Academy, Public Safety Day, and partner with community groups in Town to facilitate open dialogue to address issues and challenges that affect them. The Community Services Unit is also available to conduct tours of the police station and speaking engagements for groups or organizations within Town.

Canine

In 2009 Officer Hogan responded to approximately 70 calls for service and K9 Dasty was responsible for five felony arrests. One of the incidents involved a domestic dispute in which the suspect threatened he was going to kill the responding officers. The K9 Team was deployed and the suspect was taken into custody without incident or injury. In another, a suspect stated he was going to kill staff and himself and any officer that responded. He stated his plan was to die by a method known as "suicide by cop." The K9 Team was deployed. The suspect complied and was taken into custody without injury. Another large part of the K9 program is Dasty's ability to locate narcotics during searches. Dasty was also responsible for over 20 narcotic and evidence recovery incidents. Dasty's searches included the execution of a search in Arlington which resulted in locating a large amount of marijuana, cocaine, and \$1,600. He also assisted in the Middlesex County Drug Task Force and other area police drug investigators in numerous search warrants. In one car stop Dasty located 67 grams of cocaine, 9 grams of crack cocaine, \$3,147 cash, and located an electronic drug compartment hidden in a car. A total of over \$14,000 was seized and large amounts of narcotics were taken off the streets of our community by our K9 team. Dasty and other area K9's were also responsible for many school searches in the fight to keep our children safe while in school.

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One of the most rewarding parts of having K9 Dasty is being able to conduct K9 Demonstrations for area students. During the past year, Dasty conducted over twenty K9 demonstrations, including Town Day and Public Safety Day held in June of 2009 at Arlington High School. In April and May, K9 Dasty competed in two drug certification competitions held by the United States Police Canine Association Drug Certification Competition. Out of thirty-nine teams from three states, Officer Hogan and K9 Dasty finished in first place. They were also awarded the Police K9 of the Quarter for Region 4 by the United States Police Canine Courier, and were featured in two national canine magazines.

Animal Control

The Animal Control Officer is responsible for enforcing the Town's Bylaws relative to animals and for inspecting and quarantining animals. The animal control officer responded to 690 animal complaints, an increase of 71 over 2008. The Animal Control officer also responded to 248 dead animal calls, 586 wild life issues, and impounded 27 dogs while returning 74 dogs to their rightful owner. The officer responded to 40 dog quarantines/bites and 36 cat quarantine/bites. He also issued eleven citations for violations. The Town issued 1,506 dog licenses, an increase of 95 from 2008. The officer is an active member of the Metro-West Animal Control Officer Consortium.

Animal Control	2009	2008	2007
Citations	11	30	47
Dog License	1,506	1,411	1,223
Animal Complaints	690	619	570

Support Services

Criminal Investigation Bureau

The Arlington Detective Bureau was very busy in 2009. One of the more significant cases began with an investigation that commenced at the end of June. An Arlington senior citizen became a victim of a Jamaican Lottery Scam. The victim lost more than \$100,000 during this complex scheme. A lengthy investigation culminated with Inspector Krepelka and Inspector Sheehan flying out to Kansas in late August, and placing the suspect under arrest.

Numerous narcotic investigations began and concluded successfully during 2009. In August, Inspector Connerney and the regional drug task force, following an undercover operation, arrested two Asian males and seized close to 700 ecstasy tablets.

In April Inspector Connerney and the Middlesex Regional Drug Task Force put a stop to two significant drug operations. One arrest was made in the Stop & Shop parking lot. The suspect was arrested for selling heroin in a school zone. The suspect's vehicle was also seized. The other arrest followed a lengthy and complex

investigation, where a female suspect was charged for selling narcotic controlled substances in a private club in Arlington.

Along with regular undercover alcohol compliance checks of licensed establishments, the Detective Bureau conducted several undercover stakeouts of all the massage parlors located in Arlington. The main targets of these undercover operations were signs of possible human trafficking and/or prostitution. When information did not develop that way, Inspector Connerney contacted the Inspector with the State of Massachusetts and they conducted compliance checks of every massage parlor, which resulted in over \$10,000 in fines for various administrative and licensing violations.

Inspector Kelley, the Department's Family Services Officer, has been working with the District Attorney's Office in a collaborative effort with other agencies to move forward with a High Risk Assessment Team for Domestic Violence victims. A grant was awarded to Arlington, Belmont, and Cambridge to help fund the program. Inspector Kelley continues to work closely with the local First Step domestic violence support group program. In conjunction with the First Step Program and Lt. Flaherty, Inspector Kelley conducted Domestic Violence roll call trainings for all Arlington Officers.

The School Resource Officer Program is in its fourth year, and has been a tremendous success due to the efforts of Inspector Gallagher and the Administration within the School Department. While school was in recess in early August, Inspector Gallagher solved four housebreaks during the course of one morning, three residences in Drake Village and a break-in to a home on Mass. Ave. He arrested a suspect in Drake Village and elicited a confession from the suspect and subsequently recovered the pawned jewelry that had been stolen from the Mass. Ave. residents.

Arlington Detectives participate in the monthly North Eastern Massachusetts Law Enforcement Council (NEMLEC) Detectives meetings, and are members of the Suburban Middlesex County Drug Task Force. The Task Force is a collaborative effort of the following police departments to curtail narcotics in their communities: Arlington, Lexington, Belmont, Waltham, Watertown, Newton, Weston, and Lincoln. To date, the Task Force has successfully prosecuted hundreds of drugs cases in the above local communities and confiscated thousands of dollars in cash and forfeitures.

There were 98 Firearms Permits issued in 2009, which generated \$8,675 in fees. The Town of Arlington received one-third, or \$2,892 dollars.

Records

The following chart outlines activity in the Records Room for 2009. In addition, the Records Room processes all requests for public records and police reports.

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Month	Calls	Arrests	Citations	Parking	Accidents	Hackney
Jan.	2,298	17	378	1,625	70	4
Feb.	2,068	14	408	1,516	31	6
March	2,165	23	375	1,416	52	9
April	2,192	24	407	1,121	42	7
May	2,191	21	335	1,227	42	7
June	2,078	24	276	1,264	47	3
July	2,360	25	215	978	44	3
Aug.	2,099	33	223	1,108	43	2
Sept.	2,089	17	258	1,108	56	8
Oct.	1,981	18	190	1,033	62	3
Nov.	1,875	24	170	783	49	5
Dec.	1,934	21	140	886	54	7
Total	25,330	261	3,375	14,065	592	64

Accreditation/Professional Standards

In 2008 the Arlington Police Department was accredited for the first time by the Massachusetts Police Accreditation Association. Overall, Arlington remains one of few police departments across the Commonwealth that holds this prestigious award. The achievement of this award and its continuing certification in the Association demonstrates the Department's commitment to delivering an exemplary level of police services to the community. In 2009 the Department achieved compliance with 151 national law enforcement standards to maintain its certification.

Regional Police Initiatives

North Eastern Massachusetts Law Enforcement Council (NEMLEC)

The Arlington Police Department is a member of the North Eastern Massachusetts Law Enforcement Council (NEMLEC). The Council is a consortium of 51 Police Departments in Middlesex and Essex County, as well as the Middlesex and Essex County Sheriff's Offices. The members of the organization operate pursuant to an inter-agency mutual aid and assistance agreement to share resources and personnel to enhance public safety in a fiscally responsible manner. As part of the agreement, each member commits resources from its law enforcement agency to assist other members in an effort to increase and improve their capabilities and capacities.

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

use of specialized weapons, drug interdiction, and many other areas of specialization within the law enforcement profession.

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

STARS

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

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

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

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

BAPERN

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

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

Chief Frederick Ryan currently serves as the GBPC Central District Coordinator (metro-Boston) and is a voting member of the GBPC Executive Board.

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

Awards and Recognitions

In March 2009 the Department held its annual Employee Recognition Awards Ceremony. Inspector Bryan Gallagher was selected as the Police Officer of the year for 2009. Inspector Gallagher has an outstanding performance record in both his role as the School Resource Officer for Arlington High School and as an Inspector with the Criminal Investigations Bureau. Inspector Gallagher has consistently displayed sound judgment and the highest quality of service as a Police Officer and creative problem solver. His personal appearance, demeanor, and interaction with coworkers and members of the community reflect a high level of personal commitment and professionalism. Inspector Gallagher brings a tremendous amount of excitement and energy to his job and was responsible for solving two of the most significant cases the Department dealt with in 2008. Inspector Gallagher displays deep concern for the welfare of his fellow officers and has truly earned the respect of those with whom he has contact, through his fair and impartial treatment. Inspector Gallagher's long-term performance reflects initiative and knowledge of the law. His high level of confidence and command presence serves as an image for others to emulate and his courteousness continually earns public praise. Inspector Gallagher along with his School Resource Officer duties is a certified Rape Investigator, Arson Investigator, member of the NEMLEC STARS Team, and the Department's PACE Team. He also represents the Department as a member of the Honor Guard.

The Department also awarded one Medal of Honor, eight Meritorious Service Ribbons and twenty-one Certificate of Commendations at its ceremony. The officer receiving the Medal of Honor was Officer Michael



Inspector Bryan Gallagher and Chief Frederick Ryan

Hogan, only the second recipient of the award in the Department's history. Other Officers receiving ribbons were: Captain John Serson, Lieutenant James Curran, Inspector Gina Bassett, Inspector Stephen Krepelka, Officer Joe Dunn, Officer Michael Hogan, Officer Brandon Kindle, and Officer Robert Pedrini.

Civilian Awards presented at the ceremony went to Mr. Ed Consilvio, Mr. John Consilvio, and Ms. Marcia Consilvio for their lengthy service to the Town in donating their time and expertise in coordinating the police youth basketball program, and for assisting the police in its mission of providing quality activities to the youth of Arlington. Mr. Kenneth Peura and Mr. Christopher Ellsworth for courage and heroism for their assistance in coming to the aid of an officer-in-trouble call. Mr. John Scheft for donating his time and expertise to both the Police Department and the Arlington Youth Health and Safety Coalition. The Coalition is a project which was developed by the schools, Health Department, and Police Department in response to a highly publicized substance abuse related youth tragedy. In Mr. Scheft's role as a member, he has offered guidance, knowledge and his expertise in developing the framework for the Coalition. Mr. Scheft also provided assistance in the Diverision Program, which is a project of the Coalition.

Retirements/Promotions/ Appointments

During the past year, the APD had eight police officers retire: Captain Richard Kennefick, Professional Standards with thirty-two years of service, Captain Thomas Diozzi, Support Services Commander with thirty-two years of service, Captain John Serson, Community Services Commander with thirty-two years of service, Lieutenant Paul Dooley, Day Shift Commander with thirty-two years of service, Lieutenant James Moran, Criminal Investigations Bureau with thirty two-years of service, Lieutenant Kenneth Hughes, Community Services Officer with twenty-six years of service, Officer Donald Brown, Patrol Officer with thirty-four years of service, and Officer Dennis Corbett, Patrol Officer with thirty-four years of service.

The APD made four promotions. Sergeant James Curran was promoted to Lieutenant and became the Criminal Investigations Bureau Commander. Sergeant Juliann Flaherty was promoted to Lieutenant and became the Training and Support Services Officer. Inspector Michael Sheehan was promoted to Sergeant and assigned as a day supervisor. Officer Michael Flynn was promoted to Sergeant and assigned as a night supervisor.

Two recruits were appointed to the Department. Scott Urquhart and Matthew Riley completed twenty five weeks of rigorous training at the MBTA Transit Police Academy. After the recruits completed their basic training, they were given the oath of office thus becoming duly sworn members of the Arlington Police Department.



ARLINGTON FIRE DEPARTMENT

Mission Statement

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

Ethics and Values

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

Communicating with the Public

The Department will serve the public with courtesy and respect, providing assistance wherever professional skills and talents are needed, and be ever vigilant in promoting awareness of fire hazards and in educating citizens of all ages.

Department Overview

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

In 2009 the Arlington Fire Department and the Local Emergency Planning Committee (LEPC) worked in unison with the Arlington Board of Health (BOH) to monitor and assess the H1N1 flu crisis. In late spring the spread of this flu was being seen in Arlington and the greater Boston Area. In the fall of 2009 the BOH began offering local flu clinics utilizing the Incident Command System, a nationally used command and reporting system, to notify the state and federal governments of the flu's impact on Arlington. Medical personnel from the BOH staffed the clinics with assistance from the Arling-

ton Fire Department and the LEPC. All public school students and staff, public works employees, and public safety personnel were vaccinated by December.

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

Over 60% of the calls by the fire department are for medical emergencies. Maintaining Emergency Medical Technician (EMT) status for the majority of the department is the responsibility of Deputy Chief Kevin Shaw. New equipment and techniques are consistently introduced, requiring hours of additional training. Between training officer Captain James Bailey and EMS officer Deputy Chief Shaw, the challenge to maintain these services are done in-house, minimizing the expense to Arlington taxpayers.

During 2009 the Department responded to 4,718 calls for assistance. Of these calls 2,866 were for medical emergencies. Reported dollar loss of property due to fire incidents for 2009 totaled \$338,400

Response Type	2009	2008	2007	2006
Fire	79	98	113	111
Carbon Monoxide Activations	145	170	154	83
Water Hazards	62	77	85	75
Mutual Aid	33	53	54	67
Lock Out/In	80	104	91	93
Electrical Hazards/ Down Lines	112	219	162	151
Motor Vehicle Accidents	121	100	100	107
Smoke Scares	99	155	144	26
Natural Gas Emergencies	96	60	75	131
Flammable Liquid Hazards	118	21	27	30
Hazardous Conditions	75	106	124	157
Other	115	246	228	170
Emergency Medicals	2546	2,416	2,316	2,189
Medical Assists	320	232	354	398
Alarms Sounding	717	686	566	610
Total Calls for Assistance	4718	4,743	4,593	4,398

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Fire Prevention/Fire Investigation Unit (FIU)

Fire prevention continues to be a major focus of the Arlington Fire Department. The Unit ensures that inspections by our well-trained officers and firefighters have continued to make Arlington one of the most fire safe communities in the metro Boston area. Fire prevention, combined with an aggressive interior attack by its suppression teams when necessary, accounts for these positive statistics. The amount of money saved by building owners and insurance companies through prevention and aggressive firefighting are impossible to calculate, but contributes greatly to the quality of life in Town. The Fire Prevention Division of the Arlington Fire Department issued 901 permits in the year 2009 totaling \$46,000.

Permits	2009	2008	2007	2006
Permits	901	364	997	1062
Revenue	\$46,000	\$32,787	\$35,051	\$30,957

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

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

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

In October the AFD responded to a reported house fire on Summer Street. Quick assessment and tactical implementation resulted in members of the Department rescuing one incapacitated civilian, two dogs, and treating two police officers that gained entry to the smoke charged apartment.



In terms of fire prevention for the Town, public education is a key component. Without question the most influential group of citizens reached are children. The program, Student Awareness of Fire Education, has been an extremely successful curriculum that has been presented to the grammar school children since 1996. The theme of Fire Prevention Week 2009 was "Stay Fire Smart, Don't Get Burned!" This theme stressed the importance of lighter / match safety for kids and stressed to the homeowner / occupant to take the time to identify and correct any fire hazards in their dwelling.

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

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

Training

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

Every firefighter's career with the Arlington Fire Dept. begins at the Mass Fire Academy (MFA). The MFA's fire instructors hone their knowledge, ability, and instincts during a rigorous schedule of training evolutions and a challenging curriculum. All firefighters gradu-

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

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ate with the NFPA certification of Firefighter I/II. The final result is a group of highly trained individuals, prepared to work as Firefighters in one of three fire stations on one of four 24-hour shifts. This year Firefighter Sean Mul-lane graduated from the MFA.

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

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

In 2009 AFD members received regularly scheduled annual training in such areas as Cold Water / Ice Rescue, CPR, Laddering, Rapid Intervention Team tactics, and the Department of Transportation's EMT refresher course. Instructors, as part of the MFA's Impact series, came to Arlington and instructed members on gas emergencies. All members received certification for completing the MIAA Emergency Vehicle Operators Course. This program was scenario-based and provided each member with the driving skills necessary to operate in an emergency situation. The successful completion of this course allowed the Town to lower its insurance premiums. The Department was able to obtain additional hands on training when its members were allowed access to three homes that were scheduled for demolition. Firefighters were able to practice apparatus placement, hose line advancement, forcible entry, roof ventilation, and roof operations. Cambridge Savings Bank donated the use of the Brigham's Ice Cream Plant on Mill Street for one week of search and rescue training. The plants' complex layout challenged the firefighters to operate in a large, compartmentalized environment with limited visibility and limited access to resources.

EMS

The Arlington Fire Department staffs a Class 1 Rescue/Ambulance with two EMT-Basics, 24 hours a day, seven days a week. The Department currently has sixty-seven EMT's and five first responders. One of those first responders has successfully completed EMT school and is in the process of being licensed by the Department of Public Health.

EMS Staff	2009	2008	2007	2006
EMTs	67	65	63	61
First Responders	5	11	12	13

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

The Department responded to 2,866 medical emergencies. Of those emergencies, 781 were for advanced life support and 940 for Basic Life Support in nature and transported to the appropriate facility by the Town -operated ambulance, Rescue 1. There were 560 medical emergencies where Rescue 1, was at another emergency medical call and 77 medical calls where Rescue 1 was dispatched, but transport was cancelled prior to arrival at emergency scene. Basic Life Support emergencies were transported to the Department's six-area point of entry hospitals for further medical care. 508 medical emergencies did not require transportation to area hospitals.

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

Ambulance Responses	2009	2008	2007
Advance Life	781	1129	819
Basic Life	940	660	668
Patient Refused Assistance	508	585	641
Runs Missed Because R1 On Other Call	560	490	491
Ambulance Response, Cancelled Enroute	77	NA	NA
Total	2866	2374	2128

2009 Highlights

- A Seagrave Quint was delivered in August, designated as Engine 3 and assigned to Park Circle Station.
- A 2008 Osage Ford E-450 ambulance was delivered in October, designated as Rescue 1 and assigned to Highland Station.
- Through Capital Funding, purchased and implemented 2 power saws for line companies to use during fire-ground operations.
- Purchased and implemented new lighter, more flexible fire hose and nozzles for high rise building operations, and forcible entry tools to replace older, heavier equipment.
- Continued the dismantling of outdated landline fire alarm systems to update to a new wireless system and reduce maintenance and

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equipment costs.

- Installed 4 wireless fire alarm systems in 4 local schools to increase alarm warning efficiency and reduce cost.

New Hires/Promotions/Retirements

In 2009 Sean K. Mullane was appointed to the Arlington Fire Department. He completed the 12- week recruit firefighter program at the MFA. Lieutenant Paul McPhail was promoted to the rank of Captain. Firefighters Jay Henebury, Eric Doucette, and Paul Houser were promoted to the rank of Lieutenant. Firefighter Paul Doherty retired in February, Lieutenant Michael Walsh retired in March, and Captain Richard Weisman retired in April. All three dedicated over 29 years of service to the Arlington Fire Department. Lieutenant John Ferrante, appointed in 1973, retired in June with over 36 years of service to the Arlington Fire Department. Firefighter Martin Conroy, a USMC communications specialist, returned from Al Anbar Province, Iraq in May.

2010 Goals

- Start renovations of the Highland Fire Station. Temporarily relocate Engine 2 to the Public Works yard and Rescue 1 to Fire Headquarters.
- Start renovation of the exterior of Fire Headquarters.
- Implement electronic report writing for EMS and renegotiate the fees for both Advanced Life Support service and medical billing patient transfers.
- Purchase more fuel-efficient vehicles for Fire Department staff.
- Continue the replacement of municipal fire alarm boxes with new wireless municipal boxes.
- Continue to provide ancillary programs such as the FIU, JFIP, Vial of Life, and SAFE within the limited resources and funding available.
- Continue to implement mandatory, standardized yearly training program for all firefighters.
- Implement emergency medical service for the Town of Arlington, including the feasibility of running a second ambulance and implementing Fire Department Advanced Life Support units.
- Continued communication and education of residents about emergency management plans, emergency medical services, and fire suppression and prevention objectives.

INSPECTIONAL SERVICES

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

2009 Highlights

- New CVS permit review and issuance.
- Implemented updated 780 CMR Mass State Building Code and its amendments.
- Reviewed and permitted solar photovoltaic installations.
- Increase in LEED certified construction meeting Green Building standards.
- Permits were issued for 17 new single-family homes, 4 new two-family homes and 2 new three-family homes.
- In 2009, the Department issued a total of 4,826 permits of which 1,585 were Building permits, 747 were Plumbing permits, 627 were Gas permits and 1,150 were Wiring permits. Total fees collected by the Department in 2009 were \$773,329.73 with an estimated construction value of \$32,394,941.