

# COMMUNITY SAFETY

## POLICE DEPARTMENT

### Department Overview

During 2011 the Arlington Police Department (APD) continued to take on more challenges in an effort to meet the demands of the residents of Arlington. The Department will continue to evolve in 2012 to meet the changing needs of our community. We continue to improve community partnerships, intelligence led policing initiatives, and refining training to maximize the effectiveness of our organization, all the while continuing our commitment to ensure the safety of all members of our community. The Department operates under a community policing philosophy that encourages resident participation in solving problems of crime, fear of crime, and quality of life issues.

Organizationally, the Department is divided into operational and support functions. A Command staff of two captains assists Chief Frederick Ryan in strategic planning, budgeting, and 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 Patrol Division's primary responsibility is to provide quality uniformed law enforcement services to the community. Not only does the Patrol Division answer calls for service to the community but it also performs other specific assignments. These assignments include wide-ranging quality of life issues in Arlington. These proactive

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

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

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

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

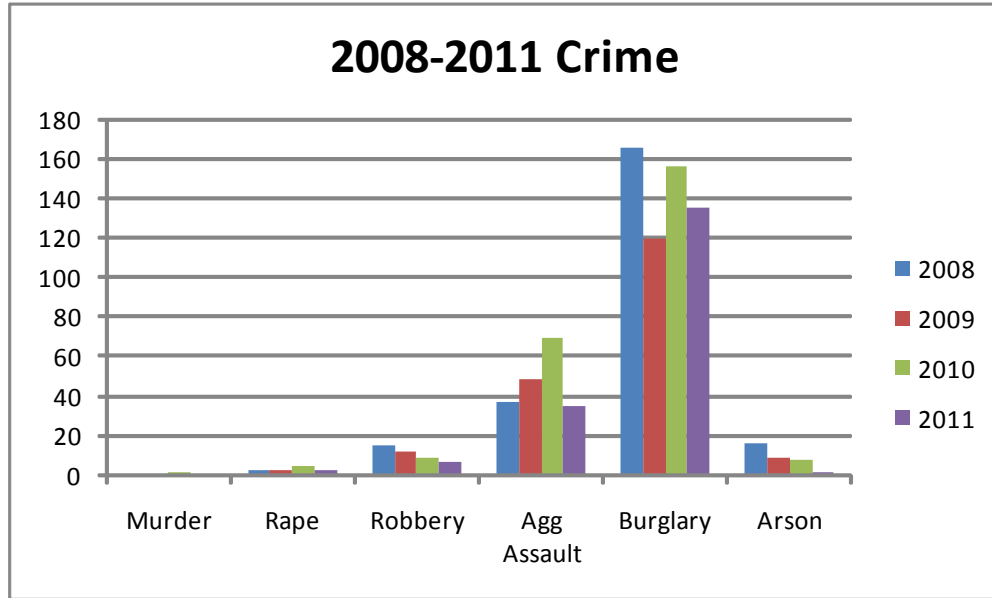
As in all departments in Arlington, the APD is challenged to achieve our mission with extremely limited resources. The Department has historically been under funded and has been unable to proactively staff assignments to meet the needs of the community. As a result, it may necessitate a reassignment of, and probable reduction in, services provided by the Department. These reductions have already been realized in the Criminal Investigation Bureau, Traffic Unit and Patrol Division. These reductions will not deter the Department from its core mission of providing quality policing to the residents 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 the summary based system known as the Uniform Crime Reporting Program, or UCR. Since 1930, the FBI has administered the UCR Program using statistics supplied by law enforcement agencies across the country. At the present time, the FBI is encouraging law enforcement agencies to transition to NIBRS, which provides a more accurate reflection of crime in a given community.



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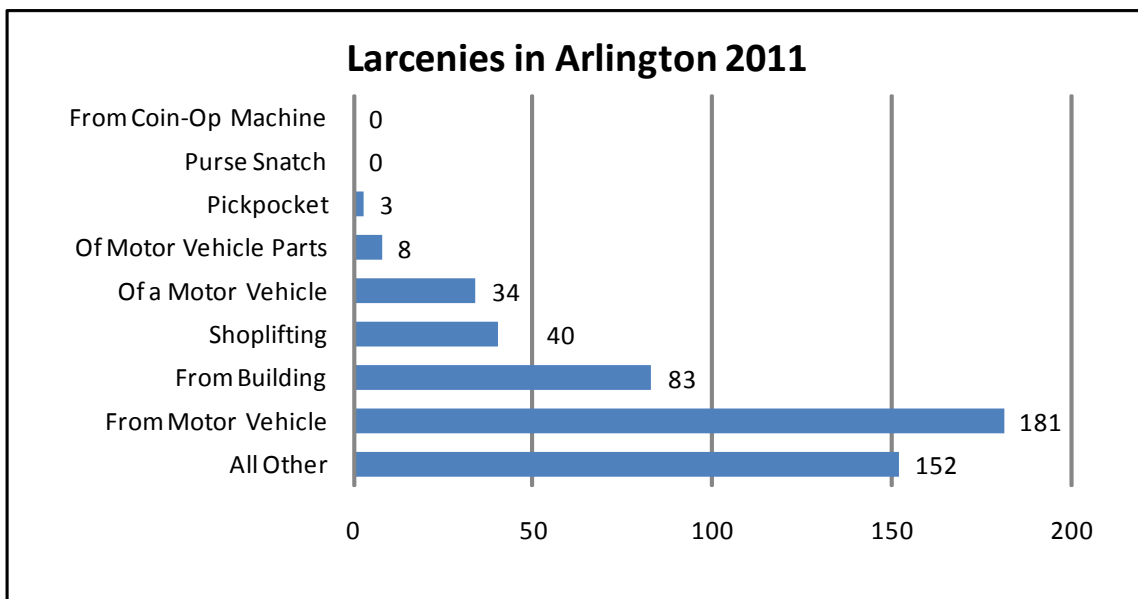
The above is a summary of Part “A” Crimes in Arlington in 2011. Part “A” Crimes are crimes designated by the Federal Bureau of Investigation (FBI) to be the most serious crimes affecting a community, they include: murder/manslaughter (and attempted murder), rape (and attempted rape), robbery, aggravated assault, burglary, larceny, arson, and motor vehicle theft. In 2011 there were a total of 682 Part “A” Crimes reported in Arlington, down 12% from 766 Part “A” Crimes in 2010.

There were no murders in Arlington in 2011. There were three reported rapes in 2011, which is two less than last year. Arlington had seven robberies in 2011, compared to nine in 2010. Of the seven robberies committed in 2011, suspects were armed in four incidents and unarmed in three incidents. Arlington experienced thirty-five aggravated assaults in 2011; twenty-six involved weapons and eleven involved domestic violence.

Of the incidents involving weapons, eight involved a cutting instrument, four involved a shod foot, three involved a gun, and three involved a motor vehicle. Arlington had 135 reported burglaries in 2011, twenty-one less than 2010. There were thirty-four motor vehicles stolen in 2011, which is thirteen more than 2010. There was one reported arson in 2011, seven less than reported in 2010. In 2011 there were 501 reported larcenies, which is a decrease of sixteen incidents from 2010.

### Calls for Service

The APD logged 27,483 calls for service. Officers filed 3,638 incident reports as compared to 3,810 in 2010, a decrease of 172 reports (-3.3%). In 2011, 226 people were arrested, a decrease of sixty-seven. Fifteen people were taken into Protective Custody. Protective custody is a statute that allows police officers to



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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 2011, 4,049 motor vehicle citations and 13,839 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 is understaffed and with the increased demand in investigative and administrative functions of the Traffic Unit, overall productivity has decreased.

Calls for Service	2011	2010	2009	2008
Emergency Calls	27,483	26,732	25,268	27,004
Police Reports	3,638	3,810	3,510	3,516
Arrests	226	293	309	269
Protective Custody	15	22	35	39
Summons	192	181	205	230
Motor Vehicle Citations	4,049	3,567	3,369	4,487

## Community Services

### Patrol

The Community Services (Patrol) Division responded to 27,483 calls for service during 2011. The majority of calls involve services other than responding to crimes. For instance, the Department responded to a total of 957 burglar alarms (residential, business and municipal), 858 disturbance calls, 526 reports of suspicious activity, 307 traffic complaints and 457 animal control calls during 2011. The Community Service Division also investigated 445 reports of missing persons.

### Traffic Unit

During 2011 the Arlington Police Department responded to 829 total crashes, that represents an overall 5% decrease from the 873 crashes responded to in 2010. Of that number, 142 were hit and runs (2% decrease), 80 were crashes with injuries (24% decrease), and 606 were crashes without injuries (>1% decrease).

The Traffic Unit also continues to have a member on the Transportation Advisory Committee (TAC) and works closely with other departments in Town to ensure that all safety initiatives recommended and adopted by the Board of Selectmen are implemented.

The Traffic Unit, although still hampered by having only one officer fully assigned for the year, continued to work throughout 2011 to provide a proactive traffic enforcement presence in Town. The Traffic Unit was able to secure federal grant money to add additional patrols throughout the year that targeted drunk drivers, aggres-

sive drivers and seatbelt violators. The Traffic Unit also secured a grant that provided funding to improve pedestrian safety. This money was used to pay for extra patrols at problem crosswalks, pedestrian decoy operations, and also pay for equipment for the TAC's pedestrian flag program. The program has pedestrians carry high-visibility flags as they cross the street to increase driver awareness. At the end of the year, The Traffic Unit represented the APD at an awards ceremony given by AAA of Southern New England. At this ceremony, the APD received an award for their ongoing pedestrian safety initiatives as well as going eight years without a pedestrian fatality.

### Community Policing

The Arlington Police Department is committed to the philosophy of community policing. Community Policing is a philosophy that every officer in the Department embraces. The concept of partnering with the community to solve problems of crime, fear of crime, and quality of life issues has been institutionalized in the Department. During 2011 the Department continued to offer a number of community policing programs to the public, designed to provide residents with tools, information, and skills useful in solving those problems.

In 2008 the Department attained its strategic goal of advancing the Department's community policing philosophy by assigning a full-time police officer to the Community Services Unit, thus expanding and creating new programs in the community such as creating a Town-wide neighborhood network. The Department operates a police substation in Menotomy Manor which allows our Officers to better serve the community. In continuing with Town partnerships, the APD, Recreation Department, and Arlington Youth Health and Safety Coalition a project of Health and Human Services collaborated on the third annual summer camp for Arlington children in July; over 100 children from Arlington participated in the program. The camp was a fun filled week of courses consisting of fun field trips, safety classes, games, and educational seminars geared towards children ages 6-11. We are hopeful to receive in-kind donations to sustain this program for many years to come. Also, the Arlington Police Department teamed with the Middlesex County Sheriff's office in providing another free summer camp for Arlington children at the Sheriff's training academy in Billerica. Arlington Officers along with Deputy Sheriffs and camp counselors provided a fun-filled week of activities.

The summer saw the continuation of the Police Department's highly successful Youth Basketball League. Arlington Police officers volunteered their time to coach and mentor the youth in Town while providing them with a successful athletic program. Reaching out to the youth in Town has always been a goal of the Department's community policing efforts. The Department hopes that programs like this leave the youth with a positive image of police and a spirit of cooperation and friendship.

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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.

Unfortunately, with the continuing state budget cuts the community-policing grant has been eliminated for police agencies state wide and two of our most important community policing programs, were eliminated in 2011. The first program eliminated, RAD, which stands for Rape Aggression Defense. This was a free program offered exclusively to women that provides them with skills and self-assurance vital to surviving and escaping from physical attack. Also eliminated was the APD car seat installation program, which had conducted over 100 child passenger car seat installations in 2010.

## *Canine*

In 2011 the Departments K9 Unit responded to over 80 calls for service. The K9 Unit consists of Officer Michael Hogan and K9 Dasty.

During the calendar year of 2011 the K9 Unit was responsible for 15 narcotic and evidence recovery incidents. These included locating a pipe used in an assault with intent to murder and locating a motor vehicle involved in a masked armed robbery with a handgun. The K9 Unit has made numerous drug finds this year in Arlington, Cambridge, Belmont, Everett, and Woburn. The Unit also assisted the Middlesex Drug Task Force, the Cambridge Police Narcotics Unit, the FBI Drug Task Force, and the Southern Middlesex Regional Drug Task Force. The K9 Unit was responsible for recovering the following narcotics and cash: Marijuana - 8.6 pounds, Cocaine - 10 grams, Heroin - 35.5 grams, and over \$11,500 in cash. In addition, the K9 Unit and other area K9 teams continue to fight the war on drugs in our school systems by conducting school locker searches.

One of the most rewarding parts of having K9 Dasty is being able to conduct K9 demonstrations for students in our school systems. During 2011 the K9 Unit conducted over 20 demonstrations, including Town Day and HRC Camp, where they were the highlight of the week.

In May of 2011 Dasty competed in The United States Police Canine Association Region #9 Drug Certification Competition. Out of 40 K9 teams, K9 Dasty finished in first place with a score of 198.67 out of a possible 200 points. The K9 Unit participates in NEMLEC RRT and SWAT, and they had a busy year responding to multiple NEMLEC call outs. They were involved in five separate calls for service involving firearms and were the first K9 team on scene during the shooting of a Woburn Police officer on 09/06/2011 where K9 Dasty and his handler assisted with the search for the armed sus-

pects. The K9 Unit was responsible for the apprehension of 12 felony suspects which resulted in no injuries to suspects or officers. They were also responsible for locating a suicidal female who took a bottle of over-the-counter pain medications and was reported to be near unconsciousness before she was located and transported to the hospital for treatment.

K9 Dasty will continue to train with Officer Hogan in the upcoming year to make sure that the K9 program has continued success in 2012.

## *Animal Control*

The Animal Control Officer is responsible for enforcing the Town bylaws relative to animals. The officer is also responsible for inspecting and quarantining animals. The animal control officer responded to 649 animal complaints, a decrease of twenty-two incidents in 2010. The animal control officer also responded to 296 dead animal calls, 390 wildlife issues, impounded 15 dogs and returned 80 dogs to their rightful owner. The officer responded to forty-seven dog quarantines/bites, forty-nine cat quarantines/bites and also issued twenty-two citations for Town bylaw violations. The Town issued 1,701 dog licenses in 2011, an increase of 79 from 2010. The Officer is an active member of the Metro-West Animal Control Officer Consortium.

## **Support Services**

In 2011 the Town completed the first phase of a multi-phase capital improvement program of the Community Safety Building. This phase of the project involved the reconstruction and waterproofing of the plaza between the Community Safety Building and the Cusack Building. This restoration has stopped water infiltration and will prevent future structural damage to the building, while providing a sound foundation for future improvements. As a result, the plaza has been transformed into a functional area which will be enjoyed by residents of the Cusack Building and citizens for years to come.

The APD licensing office processed and investigated over 300 firearms applications and renewals and



*Community Safety Building Plaza*

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60 hackney licenses.

The Department partnered with the Middlesex County Sheriff's Office to provide officers with state of the art firearms and simulation training through real-life training exercises. Additionally, several Arlington Police Officers received specialized training in Crime Scene Investigations, Arson, Sexual Assault, and Leadership Development.

## Criminal Investigation Bureau

The Arlington Detective Bureau continued to have success in 2011. The year started with an attempted murder that occurred during the early morning hours of January 28. A victim had been stabbed several times behind the Sons of Italy. An intense investigation resulted in the arrest of the suspect.

A concerted effort by our Detective Bureau as well as the entire Police Department, Town Council, and the Suburban Middlesex County Drug Task Force, led to the shutdown of 87 Warren Street. The business owner was running an illegal and unlicensed pawnshop at this address. As a result of a search warrant, five grams of heroin was seized and all property was confiscated. Many of these items were later determined to be stolen.

Arlington Police Detectives continued their partnership with the Suburban Middlesex County Drug Task Force. The Task Force is a collaborative effort of several area police departments, who join together to fight crime in their communities. The participating agencies include Arlington, Lexington, Belmont, Waltham, Watertown, Newton, Weston, and Lincoln. To date, the Task Force has successfully prosecuted hundreds of drug cases and has successfully forfeited the assets of many drug dealers. Working with our Detectives, the Drug Task Force made a large seizure of marijuana from 47 Cleveland Street in Arlington. 168 Plants and 46 pounds of marijuana were seized from the residence. One arrest for Cultivation of Marijuana was made.

Our Detectives continue to participate in monthly regional NEMLEC meetings and in 2011 a Detective was assigned to the NEMLEC Cyber Crime Unit in Medford. This officer gained great experience and was involved in several high profile cases involving possession of child pornography.

In August our Detectives coordinated another high profile investigation involving the sexual assault of a minor. The suspect operated a Karate Studio in Town. Our Detectives coordinated the arrest of the suspect in Lexington. They then executed two search warrants and elicited a full confession for the suspect.

The Department's Family Services Unit has worked with the District Attorney's Office and the communities of Cambridge and Belmont to implement the Cambridge, Arlington, and Belmont, regional domestic violence High Risk Assessment and Response Team (CAB HART). The CAB HART team has been very successful in en-

suring victim safety and has identified over sixty high-risk cases this year, eighteen in Arlington. The Team's goal is to prevent domestic violence homicides and to hold offenders accountable. Additionally, the Family Services unit continues to work closely with the local First Step Domestic Violence support group program and also handles the Sex Offender Registry Information for the APD, which involves Community Notifications when a high-risk sex offender moves to Arlington, as well as periodic audits of sex offenders living in our community. In October of 2011 our Family Services Officer coordinated our participation in the National Family Violence Apprehension Detail. It is a nationwide sweep to try and locate and arrest individual wanted for any type of family violence crime.

The School Resource Officer Program is in its sixth year and continues to be a tremendous success. The School Resource Officer (SRO) has built up an excellent relationship with the High School Administration, teachers, and students. In 2011 the SRO remained very active in the NEMLEC School Threat Assessment and Response System (STARS) program and participated as a team leader. The SRO was also instrumental in the successful implementation of the Diversion Program, a program that allows an alternative to the traditional criminal justice system to youthful offenders. As our first SRO was promoted to Sergeant in 2011, a new Officer has been appointed to this position. We expect to continue the success of the SRO program.

## Records

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

Record Requests	2011	2010	2009	2008
Calls	27,483	26,767	25,268	27,004
Arrests	226	293	309	242
Citations	4,049	3,509	3,375	4,439
Parking	13,839	12,720	14,065	14,477
Accidents	677	676	592	617
Hackney	60	49	64	49

## Grant Funding

In 2010 The Edinburg Center in partnership with the APD was awarded a grant from the Massachusetts Department of Mental Health (MDMH). This grant supported a newly developed mental health program in Arlington. In November the Department appointed its first ever-clinical position. The goal of the program is to divert individuals with mental illness, substance abuse, or developmental disabilities from the criminal justice system to appropriate treatment options. The program model was collaboratively developed by members of

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the Arlington Police Department, The Edinburg Center, the Health and Human Services Department, and other stakeholders in the community.

The DMH grant and the Edinburg Center cover all costs associated with this program including the Clinical Responder's salary and benefits. The goal of the program is to provide mental health and substance abuse services as alternatives to arrest. The Clinical Responder accompanies police officers on calls for service and provides an immediate evaluation on scene, in cases of non-violent or misdemeanor offenses. In addition to immediate intervention, the clinician provides follow-up contact with individuals in an effort to focus on prevention and reduce future repeat calls. Successful engagement in treatment is the key to breaking the cycle of revolving-door police contact for residents with mental health problems in Arlington.

The Arlington Police Jail Diversion Program (JDP) clinician averages 35 contact calls per month.

In addition to co-responding with the police on crisis calls, the clinician does follow-up work with community treatments providers, hospitals, schools, families, DCF, DMH, and other essential persons and agencies involved in a person's care. Linkages to treatment and communication are an essential parts of the JDP program.

In June of 2011 the APD clinician joined with the Arlington Health Department and created a Hoarding Response Team. The Department of Mental Health offered a small grant to get some training to tackle a local problem. We were able to train the entire Fire Department and Police Department (all first responders) to use the HOMES assessment tool and when, and how, to make a referral to the Hoarding Response Team. The Hoarding Response Team has worked with 18 cases to date. The clinician and a health inspector go to a home that is referred and meet with the homeowner. While the health inspector checks the property for health and safety violations, the clinician meets with the homeowner to figure out what services and referrals are needed and offers support. Since the team began, the Heath Department has been able to close a number of cases. Most importantly, the homeowners have gotten help, were treated with respect, and all have agreed to allow the team to follow up to prevent relapse into hoarding conditions.

The Hoarding Response Team has been so successful they were invited to share their training and experience with other towns. The program was featured on the local TV news and in The Boston Globe.

The Arlington Police sought and received two grants from the State 911 Department. The first grant was a Support and Incentive Grant which allowed the APD to purchase state of the art computers to replace the older mobile units that officers have been using in their patrol cars. With this award, the Department was

able to refrain from seeking approximately \$100,000 from the Town's Capital Program. In addition, the APD was also able to purchase Emergency Medical Dispatch (EMD) software through alternative funding sources. The software purchased was essential as it updated the old fashion paper based medical protocols to a more current easier to use automated system thereby improving emergency medical services provided to our residents. Lastly, we applied for and received a Training Grant that provided resources to train E9-1-1 Dispatchers in effective telecommunications skills, conflict resolution, and other essential job related skills. These funds were not only used to train new and in-service dispatchers, but also to provided training on the newly purchased EMD software.

## **Accreditation/Professional Standards**

In 2011 the APD was re-certified as an accredited Law Enforcement Agency by the Massachusetts Police Accreditation Commission. The Department was originally certified in 2008 and was one of the first few police departments in the Commonwealth to achieve this prestigious award. This accomplishment demonstrates the Department's commitment to delivering an exemplary level of police services to the community. In 2012 the Department will be challenged to uphold its certification by maintaining compliance with hundreds of national law enforcement standards as set forth by the Association.

## **Regional Police Initiatives**

### *North Eastern Massachusetts Law Enforcement Council (NEMLEC)*

The APD is a member of the North Eastern Massachusetts Law Enforcement Council (NEMLEC). The Council is a consortium of fifty-one police departments in Middlesex and Essex County as well as the Middlesex and Essex County Sheriffs' 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, 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

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

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

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

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

## BAPERN

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

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

## Awards and Recognitions

In March the Department held its annual Employee Recognition Awards Ceremony. Officer Jennifer McGurl was selected as Officer of the Year for 2011. Officer McGurl takes great pride in her work and performs her duties in an exemplary manner. She is courteous in dealing with members of the public, a creative problem

solver, and always maintains a positive attitude. Her preliminary investigations are consistently thorough and she can be counted on to "go the extra mile" when handling calls for service. Officer McGurl's level of knowledge is exceptional and her experience is a great asset to both her fellow officers and her supervisors.

The Department also awarded five Meritorious Service Ribbons and four Certificates of Commendation at its ceremony. Those officers receiving ribbons were: Lt. Paul Conroy, Inspector Bryan Gallagher, Officer Michael Hogan, Officer Brett Blanciforti, and Officer Nicholas Stotik. Those officers receiving certificates were: Sergeant Michael Flynn, Officer Chadwick Brown, Officer Michael Hogan, and Officer Greg Foley.

## Retirements/Promotions/Appointments

The APD made three promotions in 2011. Lieutenant Juliann Flaherty was promoted to Captain and became the Support Services Commander. Sergeant Brenden Kiernan was promoted to Lieutenant of Training and Support Services. Inspector Bryan Gallagher was promoted to Sergeant and was assigned to Patrol.

Four new police officers joined the APD in 2011: Officer Paul Collins, Officer Steven Conroy, Officer Brendan Flynn, and Officer William Milner. At the end of 2011, Officer Anargyros Siempos transferred to the APD from the Randolph Police Department and Brian Curran joined the APD as a part-time Parking Control Officer.



## 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 residents 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 AFD will make every effort to uphold those standards that are entrusted to us and to take an active role in maintaining a profes-

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sional 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 residents of all ages.

## Fire Department Role

The AFD continues 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.

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 50% of the calls by the AFD are for medical emergencies. Maintaining Emergency Medical Technician status for the majority of the Department is the responsibility of the EMS Coordinator and the Training Officer. New equipment and techniques are consistently introduced requiring hours of additional training. Between the Training Officer and EMS Officer, the challenge to maintain these services are done mainly in house, minimizing the expense to the Arlington taxpayers.

During 2011 the AFD responded to 4,817 calls for assistance. Of these calls 2,581 were for medical emergencies. Medical emergencies include emergency medical responses, emergency medical assists, carbon monoxide activations, and motor vehicle accidents. Rescue 1, the AFD ambulance, transported 1,733 patients to area hospitals.



AFD responding to downed power lines during October snow storm.

## Responses

Fire Call Type	2011	2010	2009	2008
Fire	111	132	79	98
Carbon Monoxide Activations	144	34	145	170
Water Hazards	59	212	62	77
Mutual Aid	48	33	33	53
Lock Out/In	87	63	80	104
Electrical Hazards/Down Lines	352	191	112	219
Motor Vehicle Accidents	106	124	121	100
Smoke Scares	67	16	99	155
Natural Gas Emergencies	87	101	96	60
Flammable Liquid Hazards	24	14	118	21
Hazardous Conditions	8	11	75	106
Other	192	611	115	246
Emergency Medicals	2581	2490	2546	2,416
Medical Assists	276	289	320	232
Alarms Sounding	675	727	717	686
Total Calls for Assistance	4817	5048	4718	4743

## Fire Prevention/Fire Investigation Unit (FUI)

Fire prevention continues to be a major focus of the Arlington Fire Department. The Deputy Chief of Fire Prevention oversees that inspections by our well-trained officers and firefighters have continued to make Arlington one of the most fire safe communities in the metro Boston area. Fire prevention, combined with an aggressive interior attack by its suppression teams when necessary, accounts for these positive statistics. The amount of money saved by building owners and insurance companies through prevention and aggressive firefighting are impossible to calculate, but substantial. The Fire Prevention Division of the Arlington Fire Department issued 861 permits in the year 2011 totaling \$46,864.

Fire Permits	2011	2010	2009	2008
Permits	861	942	901	364
Revenue	\$46,864	\$53,690	\$46,000	\$32,787

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



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

The FIU was activated 111 times this past year to investigate various incidents including, structure fires, vehicle fires, dumpster fires, and grass fires.

FUI Fire Investigations Type	2011
Structures	17
Cooking	19
Motor Vehicle	16
Outside	31
Fuel Burner/boiler Malfunction	10

On April 6 2011 AFD units were dispatched for a garage fire at 100 Appleton Street E3 was first on scene to find fully involved two car detached garage with fire jumping to a car and driveway and eventually the three story home. There was a large amount of accelerants in the garage which along with the wind aided the fire to grow intensely in a short period of time. Multiple alarms were struck and with the aid of our surrounding communities the fire was extinguished and contained to the address of the original fire. Reported dollar loss for all fires in 2011 totaled \$1,244,200.



*AFD responds to fire at 100 Appleton Street*



In terms of fire prevention for Arlington, public education is a key component. Without question the most influential group of citizens reached are children. The program, Student Awareness of Fire Education, has been an extremely successful curriculum that has been presented to the grammar school children since 1996. This program is funded through state grants from the Massachusetts Department of Fire Services The theme of Fire Prevention Week—2011, It's Fire Prevention Week! Protect Your Family From Fire! This theme was stressed during the AFD's annual visits to the Elementary schools. The SAFE instructors also participated in Town Day by using the "Smoke House" to demonstrate to both adults and children different fire safety tips. The theme was presented during our Open House at Fire Headquarters.

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

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

## Training

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

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

# COMMUNITY SAFETY

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 residents of Arlington. Courses have been hosted internally, bringing in Mass. Fire Academy professionals as instructors. Private sector representatives delivered training to all members of the Department. The Department EMS coordinator delivered emergency medical service training in house, on-line and with the assistance of outside instructors.

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

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. The Department was able to obtain hands on training when its members were allowed access to several homes that were scheduled for demolition. Firefighters were able to practice apparatus placement, hose line advancement, forcible entry, roof ventilation, and roof operations.

## EMS

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

EMS Staff	2011	2010	2009	2008
EMTs	67	69	67	65
First Responders	3	3	5	11

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

As mentioned, the Department responded to 2,581 medical emergencies. Of those emergencies, 837 were for advanced life support and 892 for basic life support and were transported to the appropriate facility by the Town-operated ambulance, Rescue 1. There were 664 medical emergencies where Rescue 1 was at another emergency medical call. And 9 medical calls where Rescue 1 was dispatched, but transport was cancelled prior to arrival at the emergency scene. Basic life support emergencies were transported to the Department's six-area point of entry hospitals for further medical care.

431 medical emergencies did not require transportation to area hospitals.

Ambulance Calls For Assistance	2011	2010	2009	2008
Advance Life	837	959	781	1129
Basic Life	892	968	940	660
Patient Refused Assistance	431	558	508	585
Runs Missed Because R1 On Other Call	664	575	560	490
Ambulance Response, Cancelled Enroute	9	15	77	NA
Total Calls For Assistance	2,857	2,937	2,866	2,374

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

## 2011 Highlights

- 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 to dismantle the overhead and underground wired system.
- Upgraded the Department's extrication tools with Federal grant money and Capital funding to provide equipment that properly operates with new alloys and metals.
- With staffing at a minimum of 17 personnel, Department operated 2 Rescues simultaneously which increased revenues contributed to Town general fund.
- Department Training Officer instructed and administered 169 training sessions to Department personnel.
- Department Fire Prevention Officer inspected over 800 properties for occupancy permits and collected \$46,864 in permit fees.
- Department Suppression Forces and Department Fire Prevention Officer conducted 20 hours of school fire drills.
- Reopened Highland Station in July 2011 on time and under budget. The Highland Station is the first and only Town building that was built according to LEED certification. This means the Station was constructed and will operate in accordance with environmentally friendly standards. Certification is expected in 2012. The AFD held a public open house of the station on Town Day 2011.

# COMMUNITY SAFETY

- Continued communication and education of residents about emergency management plans, emergency medical services, and fire suppression and prevention objectives.
- With Town Meeting approval, implemented bylaw 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 AFD upgraded its radio tower and antennae to increase our ability to communicate with MEMA and Metro Fire.

## Retirements/Promotions/Appointments

- Deputy Chief Kevin Shaw retired on April 8th. Shaw dedicated himself to the Town of Arlington faithfully and honorably for over 30 years. He was first appointed to the AFD in 1980.
- Captain James Bailey was promoted to the rank of Deputy Chief on August 7th and is assigned to the Fire Prevention Division.
- Lt Ryan Melly was promoted to the rank of Captain on August 7th and is assigned to the Training Division.

- Design and purchase new fire pump apparatus to replace the 1992 Pierce Pumper.
- Begin a four year program to replace all Protective Gear
- 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.
- Continue with on-line emergency medical services training in order to comply with the Office of Emergency Medical Service mandates.
- 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.

## INSPECTIONAL SERVICES

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

### Accomplishments

- Review and issuance of 30 Mill St project.
- Review and issuance of Arlington 360, LLC project (Symmes).
- Administered and attended continuing education training seminars for the International Energy Conservation Code, International Building Code, and International Residential Code with Massachusetts State Building Code 780 CMR 8th Edition amendments, in addition to the locally adopted Stretch Code.
- Permits were issued for 11 new single-family homes, 7 new two-family homes, and 316 new apartment units.

In 2011 the Inspectional Services Department issued a total of 4,188 permits of which 1,688 were Building permits, 815 were Plumbing permits, 606 were Gas permits, and 1,079 were Wiring permits. Total fees collected by the Inspectional Services Department were \$839,830 with an estimated construction value of \$37,353,656.



*Renovated Highland Station*

### 2012 Goals

- Continue to provide ancillary programs such as the FIU, JFIP, Vial of Life, and SAFE within the limited resources and funding available.
- Formulate a 5 – 10 year plan related to the reorganization and structure of Fire Department.
- Continue to implement mandatory, standardized yearly training program for all firefighters.
- Assess the benefit of an Arlington Fire Department Advanced Life Support service.