

COMMUNITY SAFETY

POLICE DEPARTMENT

Department Overview

The Arlington Police Department (APD) continued to evolve to meet the changing needs of our community during 2012. 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 APD also implemented new technologies to improve service delivery in an effort to meet the demands of the citizens of Arlington. 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.

In December, the Department was restructured organizationally. With the appointment of a third police captain to the command staff, the Department is now divided into operational, investigative, and support services functions. The command staff assists Chief Frederick Ryan in the management, administration, and strategic planning for the Department. The Department maintains three divisions: The Community Services Division, the Investigative Services and Professional Standards Division, and the Support Services Division. Each division is lead by a Captain.

The Community Services Division is responsible for uniformed 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 Investigative Services & Professional Standards Division administers the Criminal Investigation Bureau (CIB) and the Professional Standards/Accreditation Office. The CIB is responsible for the follow up investigation of all crimes, the sex offender registry, police prosecutions at district and juvenile court, the school resource officer, drug task forces, family services, and code enforcement. 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 Support Services Division is responsible for providing logistical support to all work units in the Department as well as overseeing the administrative functions of the the APD. The Division is responsible for 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.

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 citizens of Arlington.

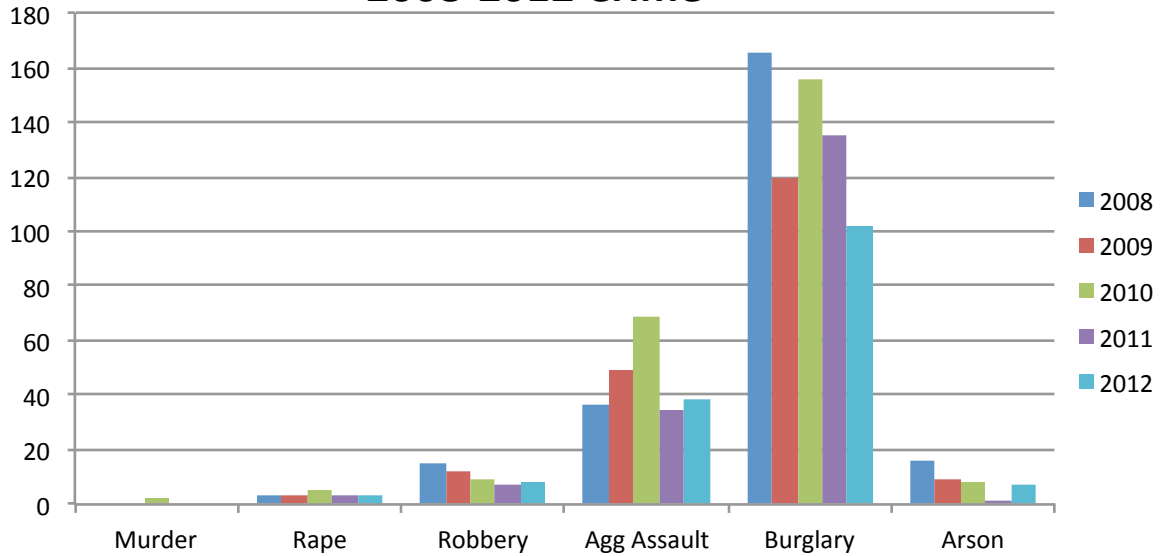
Crime

The Department collects incident information using a system called the National Incident-Based Reporting System or NIBRS. NIBRS is an improvement on 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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2008-2012 Crime

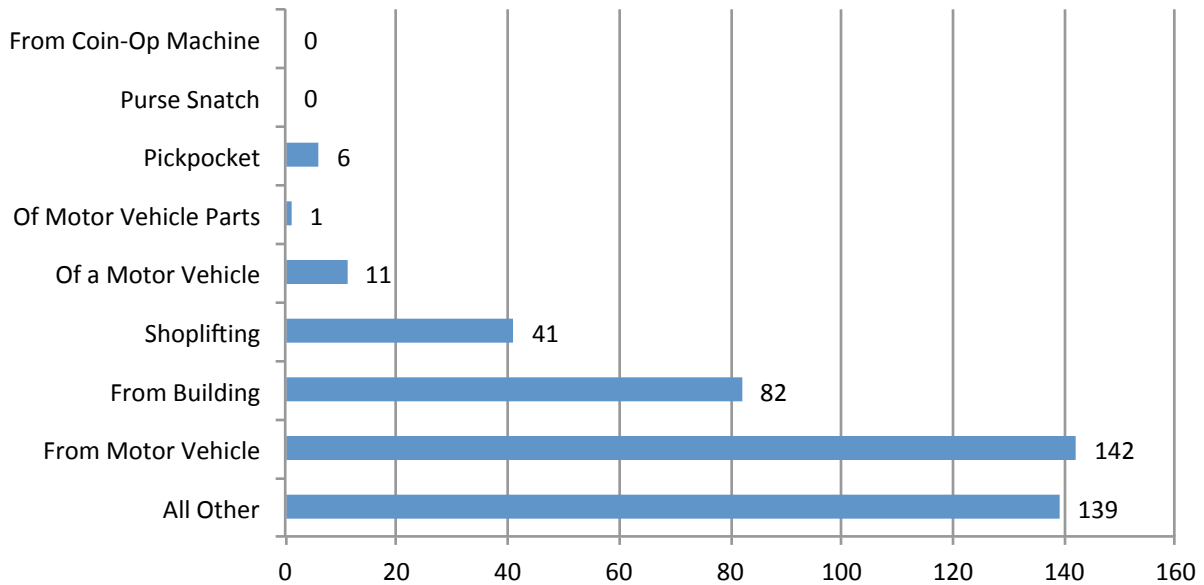


The following is a summary of Part “A” Crimes in Arlington in 2012. Part “A” Crimes are crimes designated by the Federal Bureau of Investigation (FBI) to be the most serious crimes affecting a community, they include: murder/manslaughter (and attempted murder), rape (and attempted rape), robbery, aggravated assault, burglary, larceny, arson, and motor vehicle theft. There were a total of 582 Part “A” Crimes reported in Arlington, down 15% from 682 Part “A” Crimes in 2011.

There were no murders in Arlington. There were three reported rapes, which is same as last year. Arlington had eight robberies, one more than last year. Of the eight robberies committed, suspects were armed in five

incidents and unarmed in three incidents. Arlington experienced thirty-eight aggravated assaults; twenty-eight involved weapons and eleven involved domestic violence. Of the incidents involving weapons, ten involved a cutting instrument, three involved a shod foot, one involved a gun, one involved a motor vehicle and the rest involved various blunt objects. Arlington had 102 reported burglaries, thirty-three less than last year. There were eleven motor vehicles stolen, which is twenty-three less than 2011. There were seven reported arsons, six more than reported in 2011. There were 422 reported larcenies, which is a decrease of seventy-nine incidents from 2011.

Larcenies in Arlington 2012



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Calls for Service

The APD logged 30,168 calls for service. Officers filed 3,488 incident reports as compared to 3,638 in 2011, a decrease of 150 reports (-4.1%). In 2012, 209 people were arrested, a decrease of seventeen. 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 2012, 3,914 motor vehicle citations and 15,526 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	2009	2010	2011	2012
Emergency Calls	25,268	26,732	27,483	30,168
Police Reports	3,510	3,810	3,638	3,488
Arrests	309	293	226	209
Protective Custody	35	22	15	35
Summons	205	181	192	183
Motor Vehicle Citations	3,369	3,567	4,049	3,914

Community Services

Patrol

The Community Services (Patrol) Division responded to 30,168 calls for service in 2012. The majority of calls involve services other than responding to crimes. For instance, the Department responded to a total of 1,094 burglar alarms (residential, business and municipal), 900 disturbance calls, 507 reports of suspicious activity, 152 traffic complaints, and 547 animal control calls. The Community Service Division also investigated 411 reports of missing persons.

Traffic Unit

During 2012 the APD responded to a total of 730 motor vehicle crashes. That represents an overall decrease of 12% from the 829 crashes responded to in 2011. Of that number, 101 were hit and runs (-29%), 533 were crashes without injuries (-12%) and 76 were crashes with injuries (-5%).

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

In addition to motor vehicle traffic, bicycle, and pedestrian safety, some projects worked on with TAC included the completion of the Forest Street reconstruction project, attempts to mitigate traffic and parking problems due to the temporary closing of the Thompson School during the rebuilding process, and the implementation of the pedestrian flag program which helps provide for the safety of students going to and from school.

The Traffic Unit, although still hampered by having only one full time officer assigned for the year, continued to provide a proactive enforcement presence in the Town. Traffic data collected by the unit was used to coordinate with the Patrol Division in targeting hotspot areas for enforcement. The Unit also provided traffic calming measures such as the placement of temporary speed awareness monitors and the Department's visual message board.

Over 3,000 motor vehicles were stopped by the Department. This resulted in citations being issued for more than 2,300 violations. The most common of these being speeding and red light or stop sign violations.

In October the Traffic Unit participated in "Operation Yellow Blitz." This was an appeal by the Massachusetts Department of Transportation (MASSDOT) and the Registry of Motor Vehicles (RMV) in conjunction with local law enforcement agencies to draw attention to the national problem of vehicles driving past school buses that are picking up and discharging pupils.

During the 2012 holiday season the Traffic Unit also participated in the Executive Office of Public Safety and Security's "Drive Sober or Get Pulled Over" crackdown to stop impaired drivers and to save lives on the roadways. The enforcement efforts ran from December 14, through January 1, 2013 and included saturated patrols where officers were aggressively looking for impaired drivers.

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 2012 the Department continued to offer a number of community policing programs to the public, designed to provide citizens with tools, information, and skills useful in solving those problems.

In 2008 the Department attained its strategic goal of assigning a full time police officer to the Community Services Unit, advancing the Department's commu-

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nity policing philosophy, expanding and creating new programs in the community, and creating a Town-wide neighborhood network. In continuing with community partnerships, the APD, Recreation Department, Arlington Youth Health and Safety Coalition, and Health and Human Services collaborated on the fourth annual summer camp for Arlington children in July. Over 130 children from Arlington participated in the program. 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. Also, the APD 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.

Establishing trusting relationships with the youth in our community has long been a goal of the Department's community policing efforts. The Department operates a substation in Menotomy Manor which allows our officers to better serve our community. In 2012 the Department teamed up with Housing Authority to host a National Night Out Event at the Manor. This event provides the opportunity for positive interaction between police and Arlington youth, with the goal of a safer community.

In 2012, the Community Services Unit continued to work with the Council on Aging by providing identity theft and other safety information to the senior population.

Also during this year the Community Services Unit partnered with surrounding communities to initiate a "Youth at Risk" taskforce. This taskforce holds monthly meetings to share information and strategies for high risk youthful offenders within these jurisdictions.

Canine

In 2012, the Department's K9 Unit responded to over 65 calls for service. The K9 Unit consists of Officer Michael Hogan and K9 Dasty.

During the year the K9 Unit was responsible for fourteen narcotic and evidence recovery incidents. K9 Dasty's most notable discoveries included locating 9 pounds of marijuana in Lowell and 1 kilogram of cocaine in Worcester. The K9 Unit has made numerous drug finds this year in Arlington, Cambridge, Belmont, Somerville, Lexington, Belmont, Watertown, and Worcester. In addition, K9 Dasty also worked with the Middlesex Drug Task Force, the Cambridge Police Narcotics Unit, the Southern Middlesex Regional Task Force and the State Police Fugitive Apprehension Unit. The K9 Unit was responsible for recovering the following narcotics and cash: Marijuana – 9.2 pounds, Cocaine – 1 kilo, and over \$17,000 in U.S. currency. In addition, K9 Unit and other area K9 teams continue to prevent the presence drugs in our school systems by conducting school locker searches.

One of the most rewarding elements of the K9

program is being able to conduct K9 demonstrations for area students in our school systems. During 2012, the K9 Unit conducted over 20 demonstrations, including Town Day and HRC Summer Camp. While assigned to Town Day, the K9 Unit responded to a man down on the bike path in the area behind Arlington High School. An unresponsive male jogger, who took part in the Town Day Road Race, was found with no pulse and was not breathing. Officer Hogan conducted CPR on the male and with the assistance of EMS, the man was able to breathe on his own before being transferred to the hospital.

In May K9 Dasty competed in The United States Police Canine Association Region #9 Drug Certification Competition. Out of 38 K9 teams, K9 Dasty finished in first place. K9 Dasty was also awarded K9 of the quarter by the United States Canine Association Region #4 for his large drug find for the Drug Enforcement Administration. The K9 Unit participates in NEMLEC RRT and SWAT, and they had a busy year responding to multiple NEMLEC call outs. The K9 Unit responded to Malden for a shoot out between police and a bank robbery suspect, and to Belmont for an armed breaking and entering suspect. In addition, the K9 Unit was assigned to the Presidential Election Security Detail in Belmont for Presidential Candidate Mitt Romney.

K9 Dasty will continue to train with Officer Hogan in the upcoming year to make sure that the K9 program has continued success in 2013.

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 547 animal complaints, a decrease of 102 incidents in 2011. The animal control officer also responded to 224 dead animal calls, 410 wildlife issues, impounded 13 dogs, and returned 62 dogs to their rightful owner. The officer responded to forty-three dog quarantines/bites, thirty-two cat quarantines/bites, and also issued seven citations for Town bylaw violations. The Town issued 1,776 dog licenses, an increase of 75 from 2011. The officer is an active member of the Metro-West Animal Control Officer Consortium.



Animal Control vehicle

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ARLINGTON COMMUNITY SAFETY BUILDING
PROPOSED MYSTIC STREET ELEVATION

AMMONDSON ARCHITECTS, INC.
07 MARCH 2012

Support Services

In 2012 the Town of Arlington began Phase 2 of a multiphase capital improvement program of the Community Safety Building. The primary focus of the Phase 2 renovation project is exterior envelope repairs and upgrades. The building has been plagued by widespread leakage since it was built over thirty years ago. The leakage has been so pervasive and widespread it has made many of the offices uninhabitable due to continual water infiltration. The Police Department and the Town have been performing cosmetic repairs to replace damaged ceilings, walls and floor finishes but have been unable to successfully address the leakage in the past. The Phase 2 project includes roof repairs, replacement of the large skylight over the atrium, replacement of a smaller skylight, replacement of exterior windows and curtain wall systems, exterior doors and louvers, replacement of failed exterior stucco wall cladding, masonry repairs, and replacement and installation of new metal flashing and waterproofing. The new high efficiency window systems will include operable vents. A new covered main entrance and entry signage will be incorporated into existing building design. Also at the front entry, there will be new landscaping, lighting, and new handicap accessible sidewalks. The project is expected to be completed in Spring of 2013.

The Arlington Police Licensing Office processed and investigated over 300 firearms application and renewals, and 56 hackney licenses.

The Department continues to partner with The Middlesex County Sheriff's Office to provide officers with state of the art firearms and simulation training through real life exercises. Arlington Police Officers also received specialized training in sexual assault investigations, Autism, commercial vehicle enforcement and drug education. The APD continues its endeavor to develop the Police Officer Leadership Development Program.

Criminal Investigation Bureau

The Criminal Investigation Bureau remained busy and productive in 2012. In February, while investigating an Identity Theft case, detectives uncovered that a former employee had stolen thousands of dollars worth of phones from a cell phone store in Lexington. Many customers of that store were then identified as being identity theft victims of the same suspect.

In May, a bronze statue worth between \$10,000 and \$15,000 dollars was stolen from the Cyrus Art Museum at the Jefferson Cutter House in Arlington. Arlington detectives were able to recover it shortly before it would have been destroyed at a scrap yard in Everett.

Arlington detectives continue to partner with other NEMLEC agencies during multi-jurisdictional investigations. Additionally, they also continue to partner 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.

In February, detectives working with the Drug Task Force made a large seizure of Cocaine (60 grams), and subsequently charged the suspect with Trafficking. The United States Drug Enforcement Agency took notice of the phenomenal work of our detective, on this case as well as several others, and solicited Chief Ryan for a partnership directly with the United States Drug Enforcement Agency. This resulted in the APD having Detectives assigned at both the Federal and State level. They share information and have already produced the desired effect of making Arlington an extremely undesirable place to sell illegal narcotics.

The Department's Family Services Unit also remained busy in 2012 and followed up on over 250 Domestic Violence reports. The Family Services Unit

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continues their involvement on 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 ensuring victim safety. 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. Another responsibility of this unit is managing the Sex Offender Registry Information for Arlington. This involves community notifications every time a high-risk sex offender moves to Arlington, as well as periodic audits of sex offenders living in the community. In October, our Family Services Officer coordinated our participation in the National Family Violence Apprehension Detail. This event encourages officers nationwide to locate and arrest individuals wanted for family violence crime.

The School Resource Officer Program is in its seventh year, and continues to be a tremendous success. The new School Resource Officer (SRO) is continuing to work on building up relationships with members of the High School Administration, teachers and students. In 2012 the SRO remained very active in the NEMLEC School Threat Assessment and Response System (STARS) program; The SRO continues to help in the successful implementation of the Diversion Program, a program that allows an alternative to the traditional criminal justice system to youthful offenders.

Records

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

Records Processed	2009	2010	2011	2012
Calls	25,268	26,767	27,483	30,168
Arrests	309	293	226	209
Citations	3,375	3,509	4,049	3,914
Parking	14,065	12,720	13,839	15,526
Accidents	592	676	677	564
Hackney	64	49	60	56

Grant Funding

The APD, in partnership with the Edinburg Center, was awarded a grant from the Massachusetts Department of Mental Health (MDMH) for our Jail Diversion Program (JDP). 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 the APD, The Edinburg Center, Arlington Health and Human Services Department, and other stakeholders in the community.

The Police Department based clinician accompanies police officers on calls for service and provides an immediate evaluation on scene. In the case of non-violent or misdemeanor offenses, the goal of the program is to provide mental health and substance abuse services as alternatives to arrest. 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 to the same location. Successful engagement in treatment is the key to breaking the cycle of "revolving-door" police contact for citizens 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.

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 to make a referral to the Hoarding Response Team. The Hoarding Response Team has worked with 29 cases to date. After receiving the referral, the clinician and a health inspector go to the home and meet with the homeowner. While the health inspector checks the property for health and safety violations, the clinician meets with the home owner to determine what services and referrals are appropriate. 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 area towns. The program was featured on the local TV news and in *The Boston Globe*. In 2012 the Hoarding Response Team arranged for an Arlington resident to get financial assistance by being featured anonymously on the TLC network show *Hoarders: Buried Alive*.

The APD sought and received two grants from the Massachusetts State 911 Department. The first grant was a Support and Incentive Grant which allowed the APD to outfit patrol cars with state of the art computers, replacing older mobile units. In addition, the APD was also able to purchase replacement 9-1-1 dispatch furniture. Lastly, we applied for and received a Training Grant that provided resources to train E9-1-1 Dispatch-

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ers in Emergency Medical Dispatch, 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 provided ongoing continuing education for Emergency Medical Dispatch.

Accreditation/Professional Standards

The Police Accreditation process is an ongoing daily function of the Department. The APD was re-certified as an accredited Law Enforcement Agency by the Massachusetts Police Accreditation Commission in 2011. The Department was originally certified in 2008 and was one of the first few police departments across 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 2013 the Department will be challenged to uphold its certification by maintaining compliance with hundreds of national law enforcement standards as set forth by the Massachusetts Police Accreditation Commission.

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 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 municipal 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.

BAPERIN

The Greater Boston Police Council (GBPC) has developed and maintained the Boston Area Police Emergency Radio Network (BAPERIN) system since the early 1970's. BAPERIN 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.



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Awards and Recognitions

In March, the Department held its annual Employee Recognition Awards Ceremony. Inspector Brian Fennelly was selected as Officer of the Year for 2011. Inspector Fennelly has consistently displayed sound judgment and the highest quality of service as a Police Inspector and creative problem-solver. His outstanding performance record, demeanor and interaction with co-workers and members of the community reflect a high level of personal commitment and professionalism. Inspector Fennelly can always be counted on to “go the extra mile” and is always willing to accept challenging investigations, having worked on nearly 300 cases in 2011. His work ethic and attention to detail are exemplary and a model for others to emulate. Inspector Fennelly genuinely cares about his coworkers, brings positive energy to the Criminal Investigation Bureau, has a great sense of humor and maintains a fantastic relationship with all members of the Patrol Division. Inspector Fennelly’s ability as a detective goes far beyond his years of experience and he is valued immensely as a member of the APD.



Inspector Brian Fennelly and Police Chief Frederick Ryan

The Department also awarded three Meritorious Service Ribbons and four Certificates of Commendation at its ceremony. Those employees receiving certificates were: Inspector Brian Connerney, Inspector Stephen Krepelka, Officer James Smith and Dispatcher Carl Proctor. Those employee receiving ribbons were: Officer Gregory Flavin, Officer Brandon Wenz, and Dispatcher Michael Marroquin. Officer Flavin, Officer Wenz, and Dispatcher Marroquin were also honored at the 2012 Massachusetts Police Association Awards Ceremony. Officer Corey Rateau received the Department’s Leadership Award.

In May, Sergeant Robert Pedrini attended the 24th

Annual Candlelight Vigil at the National Law Enforcement Officers Memorial in Washington, DC. The memorial is inscribed with the names of over 19,000 officers who have been killed in the line of duty. As a result of Sergeant Pedrini’s membership on the Executive Board of the Massachusetts Police Association (MPA), he was chosen to read the names of the seven Massachusetts police officers being added to the Memorial in 2012.



Sgt. Pedrini at the Law Enforcement Vigil

Retirements/Promotions/Appointments

The APD made three promotions in 2012. Sergeants Daniel Kelly and Ronald Kerr were promoted to Lieutenant and are assigned as Shift Commanders. Officer Gregory Flavin was promoted to Sergeant and was assigned to patrol.

Officer Brian White was appointed to the APD after completing 23 weeks of rigorous training at The Massachusetts Transit Police Academy.

Lieutenant Robert Lake, Inspector James Fitzpatrick and Dispatcher Joseph Donnelly all retired after having served the community for more than 25 years.



2012 MPA Awards Ceremony from left to right: Chief Ryan, Officer Flavin, Officer Wenz, Captain Flaherty, Captain Flynn and Sgt. Pedrini.

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FIRE DEPARTMENT

Mission Statement

The Arlington Fire Department 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.

Fire Department Role

The Arlington Fire Department (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 61% 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 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 in house, minimizing the expense to the Arlington taxpayers.

During 2012 the AFD responded to 4,752 calls

for assistance. Of these calls 2,922 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 1,687 patients to area hospitals. Reported dollar loss for 2012 totaled \$3,553,696.

Responses Fire Call Type	2009	2010	2011	2012
Fire	79	132	111	133
Carbon Monoxide Activations	145	34	144	21
Water Hazards	62	212	59	49
Mutual Aid	33	33	48	33
Lock Out/In	80	63	87	59
Electrical Hazards/ Down Lines	112	191	352	233
Motor Vehicle Accidents	121	124	106	161
Smoke Scares	99	16	67	50
Natural Gas Emergencies	96	101	87	65
Flammable Liquid Hazards	118	14	24	24
Hazardous Conditions	75	11	8	361
Other	115	611	192	176
Emergency Medicals	2546	2490	2581	2450
Medical Assists	320	289	276	290
Alarms Sounding	717	727	675	647
Total Calls for Assistance	4718	5048	4817	4752

Fire Prevention/ Fire Investigation Unit (FIU)

Fire prevention continues to be a major focus of the Arlington Fire Department. The Deputy Chief 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 982 permits in the year 2012 totaling \$52,480. Certificates of Compliance for Smoke Detectors and Carbon Monoxide Alarms accounted for 646 permits, \$35,410, and 65.7% of all permits issued. The Fire Prevention Division completed 144 inspections for license and life safety during the past year.

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Fire Permits and Revenue for Last 4 Calendar Years			
2009	2010	2011	2012
901	942	861	982
\$46,000	\$53,690	\$46,864	\$52,480

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 consist of a Team Coordinator, Training Coordinator, and a staff of three.

The FIU was activated 133 times this past year to investigate various incidents including, structure fires, vehicle fires, dumpster fires, and grass fires.

FIU Fire Investigations Type	2012
Structures	14
Cooking	39
Motor Vehicle	7
Outside	61
Fuel Burner/boiler Malfunction	12



In terms of fire prevention for the Town of 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 (SAFE), has been an extremely successful curriculum that has been presented to the grammar school children since 1996. The theme of Fire Prevention Week 2012 was, Have 2 Ways Out! 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 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, 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 AFD begins at the Mass Fire Academy (MFA). MFA 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 results 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.

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 Mass. Fire Academy 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 Section is also responsible for continuing education and re-certification of EMT's.

In 2012 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	2009	2010	2011	2012
EMTs	67	69	67	73
First Responders	5	3	3	3

COMMUNITY SAFETY

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.

The Department responded to 2,901 medical emergencies. Of those emergencies, 802 were for advanced life support and 885 for basic life support in nature and transported to the appropriate facility by the Town-operated ambulance, Rescue 1. There were 684 medical emergencies where Rescue 1 was at another emergency medical call and 13 medical calls where Rescue 1 was dispatched, but transport was cancelled prior to arrival at emergency scene. 446 medical emergencies did not require transportation to area hospitals.

Ambulance Response	2009	2010	2011	2012
Advance Life	781	959	837	802
Basic Life	940	968	892	885
Patient Refused Assistance	508	558	431	446
Runs Missed Because R1 On Other Call	560	575	664	684
Ambulance Response, Cancelled Enroute	77	15	9	13
Total	2,866			2,901

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

2012 Highlights

- Continued dismantling of Town operated fire alarm systems to reduce cost of maintenance and equipment.
- Upgraded the department's thermal imaging cameras with funds from capital budget.
- Continued communication and education of residents about emergency management plans, emergency medical services, and fire suppression and prevention objectives.

Retirements/Promotions/Appointments

- Firefighter Edward Sousa retired on January 4. He was appointed on September 9, 1979.
- Firefighter Craig Brown retired on April 25. He was appointed on April 24, 1982.
- Firefighter Daniel Kerr was promoted to the

rank of Lieutenant on June 17.

- Brian Carr, Colin Willey and Liam MacDonald were appointed probationary firefighters on January 3.
- Joseph Andrade and Kevin Burns were appointed probationary firefighters on March 25.
- Devin Murray, Neil Duggan, Marc McCabe, Benajah Potter, and John Arnold were appointed probationary firefighters on September 23.

2013 Goals

- Continue the infrastructure improvements to Fire Headquarters and work with the architect and the PTBC for the rebuilding of the station.
- 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 AFD.
- Continue to implement mandatory, standardized yearly training program for all firefighters.
- Implement AFD Advanced Life Support service.
- Complete dismantling of cable fire alarm systems, 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 for 2012 were:

- Oversight, inspection and issuance of partial occupancy permits for 30 Mill St. project.
- Oversight and inspection of Arlington 360, LLC project (Symmes).
- Plan Review, permitting, and inspections of the new Thompson School.
- Plan Review, permitting, and inspections of Arlington Housing Corporations Capitol Square Apartment renovations.
- Permits were issued for 8 new single-family homes and 2 new two-family homes.

The Inspectional Services Department issued a total of 6,038 permits of which 2,617 were Building permits, 1,123 were Plumbing permits, 1,000 were Gas permits, and 1,298 were Wiring permits. Total fees collected by the Inspectional Services Department were \$1,235,433 with an estimated construction value of \$68,513,937.