

COMMUNITY SAFETY

POLICE DEPARTMENT

Department Overview

The Arlington Police Department (APD) continued to evolve to meet the changing needs of our community during 2013. 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. In 2013 the APD 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.

The Department is segmented into three distinct functions: operations, investigations, and support services. 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 led by Captain James Curran, the Investigative Services and Professional Standards Division led by Captain Richard Flynn, and the Support Services and Logistics Division led by Captain Juliann Flaherty.

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. 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.

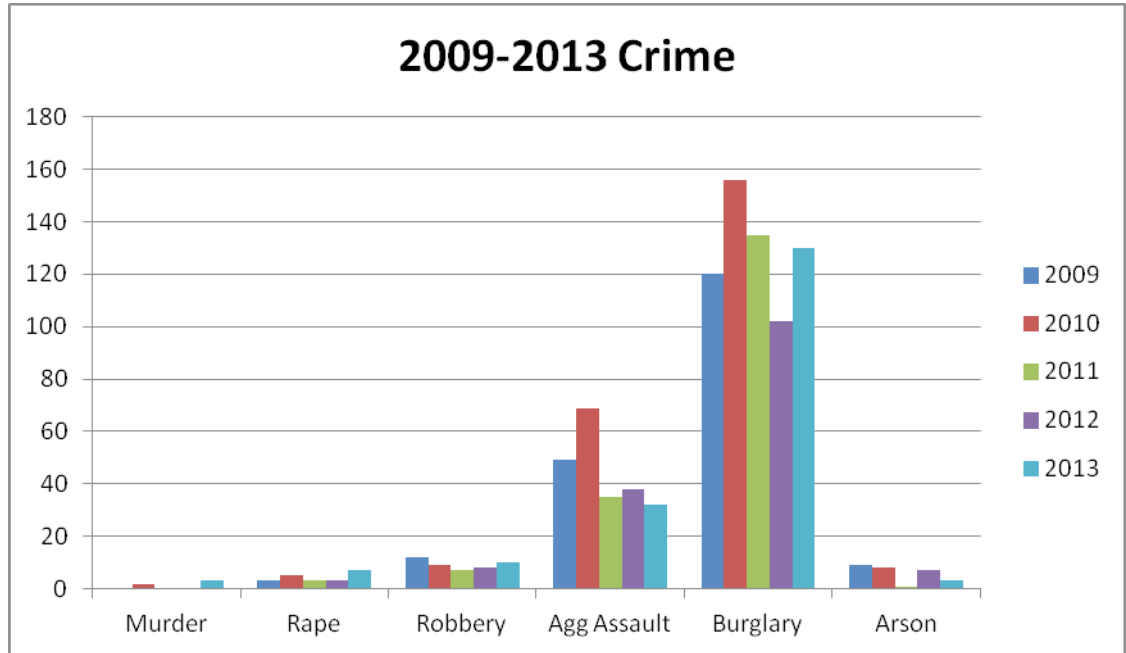


Crime

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 because it provides a more accurate reflection of crime in a given community.

The following is a summary of Part "A" Crimes in Arlington in 2013. Part "A" Crimes are crimes designat-

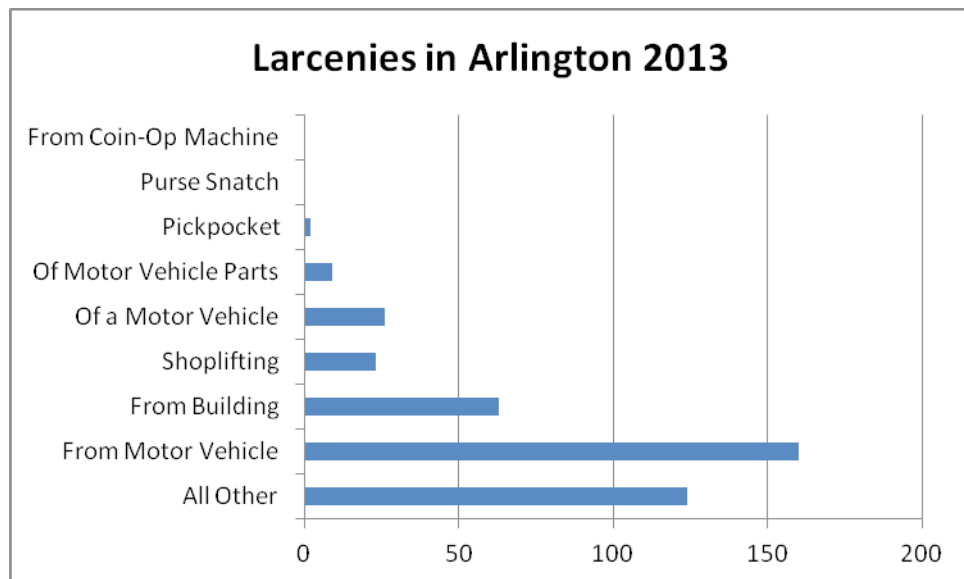
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ed by the Federal Bureau of Investigation (FBI) to be the most serious crimes affecting a community, they include: murder/ manslaughter, rape (and attempted rape), robbery, aggravated assault, burglary, larceny, arson, and motor vehicle theft. In 2013 there were a total of 592 Part “A” Crimes reported in Arlington, up 2% from 580 Part “A” Crimes in 2012.

There were three murders in Arlington in 2013. There were seven reported rapes, which are four more than last year. Arlington had ten robberies, two more than last year. Of the ten robberies committed, suspects were armed in eight incidents and unarmed in two in-

idents. Arlington experienced thirty-five aggravated assaults; twenty-one involved weapons and seventeen involved domestic violence. Of the incidents involving weapons, six involved a cutting instrument, one involved a shod foot, one involved a motor vehicle and the rest involved various blunt objects. Arlington had 130 reported burglaries in 2013, twenty-eight more than last year. There were twenty-six motor vehicles stolen, an increase of fifteen from 2012. There were three reported arsons, four less incidents than reported in 2012. In 2013, there were 407 reported larcenies, which is a decrease of fifteen incidents from 2012.



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Calls for Service

The Police Department logged 32,101 calls for service. Officers filed 3,475 incident reports as compared to 3,488 in 2012. In 2013, 239 people were arrested, an increase of thirty. Twenty-three 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 2013, 3,834 motor vehicle citations and 15,169 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	2010	2011	2012	2013
Emergency Calls	26,732	27,483	30,168	32,101
Police Reports	3,810	3,638	3,488	3,475
Arrests	293	226	209	239
Protective Custody	22	15	35	23
Summons	181	192	183	192
Motor Vehicle Citations	3,567	4,049	3,914	3,817

Community Services

Patrol

The Community Services (Patrol) Division responded to 32,101 calls for service during 2013. The majority of calls involve services other than responding to crimes. For instance, the Department responded to a total of 1,208 alarms (residential, business and municipal), 568 disturbance calls, 567 reports of suspicious activity, 156 traffic complaints and 468 animal control calls. The Community Service Division also investigated 279 reports of missing persons.

Traffic Unit

During 2013 the Police Department responded to a total of 825 motor vehicle crashes. That represents an overall increase of 13% from the 730 crashes responded to in 2012. Of that number, 151 were hit and runs (+49%), 589 were crashes without injuries (+10) and 85 were crashes with injuries (+11). This data includes one pedestrian fatality; the first in Arlington since 2002.

Over 2,000 motor vehicles were stopped by the Department. This resulted in citations being issued for more than 1,800 violations. The most common of these being speeding and red light or stop sign violations.

The Traffic Unit continues to work closely with the Town's Transportation Advisory Committee (TAC) and the Department of Public Works to ensure that all safety initiatives recommended and adopted by the Board of Selectmen are implemented. Larger projects with TAC for the year included participating in the ongoing discussions and meetings for the transportation portion of the Town's Master Plan Survey as well as the beginning of a comprehensive study on parking issues in and around Arlington Center.

The Traffic Unit worked with the Town Engineer and the Arlington Bicycle Advisory Committee (ABAC) to help develop a template for how future pavement markings will accommodate safe bicycle travel.

The Traffic Unit also combined efforts with the Police Details and Licensing Sergeant and the Town Engineer to develop work zone safety requirements. This would require the submission and the review of a traffic safety and management plan as part of the approval process to receive a work permit. The Details and Licensing Sergeant was nominated for an award from AAA of Southern New England for his efforts in work zone safety and received a citation naming him a "Traffic Safety Hero" at an awards ceremony in December 2013.

The Traffic Unit applied for and was awarded a \$5,000 grant from the Executive Office of Public Safety and Security in an effort to increase bicycle and pedestrian safety. Grant money was used to produce and distribute bicycle safety brochures across the Town. Funds were also used to add extra patrols a various bicycle complaint locations and provide both education and enforcement in these areas.

During the year the Traffic Unit participated in other initiatives funded by the Executive Office of Public Safety and Security including their "Drive Sober or Get Pulled Over" crackdown to stop impaired drivers and the "Click it or Ticket" initiative to improve seat belt compliance in motor vehicles. These enforcement efforts included saturated patrols where officers were aggressively looking for violations. A member of the Traffic Unit was directly asked by AAA of Southern New England to attend and deliver testimony at a Senate hearing in support of enacting a primary seatbelt law.

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 2013 the Department continued to offer a

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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 (CSU), advancing the Department's community policing philosophy, expanding and creating new programs in the community, and creating a Town-wide neighborhood network. In continuing with community partnerships, the Department, Recreation Department and Arlington Youth Health and Safety Coalition, and Health and Human Services collaborated on the fifth annual summer camp for Arlington children in July. Over 120 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 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.

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 2013 the Department teamed up with Housing Authority to host our 6th annual 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. The Department continues to build on its current partnership with the Arlington Housing Authority.

In 2013 the Community Services Unit continued to work with the Council on Aging by providing identity theft and other safety information to the senior population. CSU has held several neighborhood meetings for residents from different areas of town with regards to the Quality of life issues and concerns.

In 2013 an Arlington Police officer joined the FBI Violence Crimes Against Children Task Force. The purpose of this partnership is to have a local officer who can assist the FBI in providing a rapid, proactive and intelligence driven investigative response to the sexual victimization of children and other crimes against children within the FBI's jurisdiction.

Canine

In 2013 the Departments K9 Unit responded to over 50 calls for service. The K9 Unit consists of Officer Michael Hogan and K9 Dasty. The K9 Unit was responsible for nine narcotic and evidence recovery incidents. The K9 Unit assisted the following towns and cities: Cambridge, Belmont, Somerville, Lexington, Belmont & Watertown. 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 United States Drug Enforcement Task Force. The K9 Unit was responsible for recovering 9 pounds of Marijuana and \$57,000 in U.S. currency. In addition, the K9 Unit continues to prevent the presence drugs in our school systems by conducting school locker searches.

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. The K9 Unit participates in NEMLEC RRT and SWAT, and they had a busy year responding to multiple NEMLEC call outs. The K9 Unit was assigned to the Presidential Security Detail in Boston after the marathon bombings and also assisted in the search for the marathon bombers in Watertown. In addition, the K9 Unit assisted NEMLEC with security at the Red Sox World Series game in October and then again in November for the World Series Parade.

K9 Dasty will continue to train with Officer Hogan in the upcoming year to make sure that the K9 program has continued success in 2014.

Animal Control

The Animal Control Officer/Animal Inspector enforces all Town bylaws and State general laws relative to control and care of animals. The Department investigates reports of animal cruelty, facilitates conflict resolution pertaining to animal complaints, investigates animal bites, quarantines animals that have bitten or have been bitten by an unknown source, provides education and assistance with domestic and wild animals to residents and the schools. The Department responded to 468 animal complaints, 153 deceased animal calls, issued twenty-four citations, responded to fifty-three lost pet calls and reunited forty-eight with their rightful owners. The Department acting in its' Animal Inspector capacity issued sixty-three quarantines and inspected eight barns. The Town issued 1,808 dog licenses in 2013, an increase of twenty-eight licenses from 2012. The Animal Control Officer is an active member of the Metro-West Animal Control Officer Consortium, Association of Animal Control Officers of Massachusetts, and the National Animal Control Association.



Animal Control Officer Amanda Kennedy at a Dog Park Etiquette workshop

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Support Services

The Arlington Police Licensing Office processed 410 firearm applications and renewals and 79 hackney licenses. The Department hosted the first Traffic Zone Safety Workshop and Meeting which was attended by over 70 Massachusetts Police Departments.

APD partnered with local groups and held the first Arlington Resident Gun Buy Back Event in September. The event yielded over 80 firearms, which were turned over to the Middlesex County Sheriff's Office for destruction. The Department continued to partner with The Middlesex County Sheriff's Office to provide officers with state of the art firearm and simulation training through real life exercises. Seven Arlington police officers attended PTO (Police Training Officer) training. The officers then developed a 13-week training program in which five new Arlington Police Officers successfully completed. The Department continued The Arlington Police Leadership Development Program and held Leadership Trainings throughout the year that were attended by all members of the Department.



Guns turned into the Department by residents during the Gun Buy Back Event

Criminal Investigation Bureau

The Criminal Investigation Bureau remained busy and productive in 2013. In February the Arlington Police, along with the Middlesex District Attorneys' Office, initiated an investigation into allegations of sexual abuse by a former employee of the Boys and Girls. This culminated in the arrest and indictment of Paul A. Collins, a former aquatics director. Arlington Detectives arrested Paul A. Collins in May on Long Island, New York with the assistance of the US Marshall's Office and the Suffolk County NY Police Department.

In 2013, Arlington Detectives took part in a regional task force to combat the increase in daytime residential housebreaks. This multi-jurisdictional task force identified suspects from the Revere, Malden, and Everett area. As a result of a spike in nighttime housebreaks occurring in the Stratton School area, an informational meeting was held on October 16th. This meeting was a huge success.

Arlington Detectives teamed with members of the Board of Health, and the Massachusetts Department of Industrial Accidents to conduct regulatory visits of the local Massage Parlor Establishments. This resulted in numerous Health Code violations and the temporary closure of six parlors.

An Arlington Detective is currently assigned with the Federal Drug Enforcement Agency. This position has resulted in the seizure of illegal firearms, the confiscation of illegal drugs, and the forfeiture of the assets of illegal drug suppliers. 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.

The Department's Family Services Unit also remained busy in 2013 and followed up on over 200 Domestic Violence reports. The Family Services Unit continues their involvement on the Cambridge, Arlington, and Belmont, regional domestic violence High Risk Assessment and Response Team (CAB HART). 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 of 2013, 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 eighth 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 Public School Administration, teachers and students. The School Resource Officer also works with the Administration and teachers of St. Agnes, Arlington Catholic and the Minuteman Vocational High School. In 2013 the SRO remained very active in the NEMLEC School Threat Assessment and Response System (STARS) program. The School Resource Officer attends regular trainings concerning school safety and is currently working with School Administrators to implement (ALICE) Alert, Locate, Inform, Confront, Escape.

The SRO continues to help in the successful implementation of the Diversion Program, a program that allows an alternative to the traditional criminal justice

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system to youthful offenders.

In 2013 cyber bullying became an issue within our schools. The School Resource Officer worked with members of the Middlesex District Attorney's Office and was able to educate school Administrators, Teachers, students and parents on the dangers associated with the internet and social media. The number of complaints concerning cyber bullying has declined drastically since the School Resource Officer became proactive in combating such behavior.

Records

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

Records Processed	2010	2011	2012	2013
Calls	26,767	27,483	30,168	32,101
Arrests	293	226	209	239
Citations	3,509	4,049	3,914	3,834
Parking	12,720	13,839	15,526	15,169
Accidents	676	677	564	581
Hackney	49	60	56	88

Grant Funding

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

The 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.

The Arlington Police Jail Diversion Program (JDP) clinician averaged forty-one contact calls per month in 2013. In addition to co-responding with the police officers on crisis calls, the clinician does follow-up work with families, community treatments providers, hospitals, schools, DCF, DMH, Advocates Psychiatric Emer-

gency Services, Minuteman Senior Services, 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 August the JDP program was invited and presented our program to the Newton Police Department. Approximately 92% of JDP crisis evaluations resulted in treatment instead of arrest.

The Hoarding Response Team (HRT), comprised of the JDP clinician, Arlington Police Department, the Health Department, and other Town agencies, worked with fifteen Arlington families in 2013. Due to this effort the Health Department has been able to close a number of these cases. In April the HRT was featured in The Arlington Advocate and the TLC network show *Hoarders: Buried Alive*.

The Arlington Police 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 purchase six iPads which were deployed in the field for officer use. In addition, the APD was also able to purchase replacement 9-1-1 dispatch furniture. APD applied for and received a Training Grant that provided resources to train E9-1-1 Dispatchers 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 Arlington Police Department. The Department 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 2014 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 Arlington Police Department 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

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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 Unit, 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.

Awards and Recognitions

In March the Department held its annual Employee Recognition Awards Ceremony. Officer Joseph Dunn was selected as Officer of the Year for 2012. Officer Dunn has consistently displayed sound judgment and the highest quality of service as a police officer over his 30 year career. He reports for duty in a calm, confident manner and has become a beacon of stability on a shift with many of the Department's newer officers. On many occasions Officer Dunn acts as the defacto sergeant on the street, helping his younger colleagues navigate their way through difficult calls.

Officer Dunn is a true community caretaker. His problem solving skills and adherence to traffic and parking issues are exceptional. He is well respected by both the community and his colleagues. His outstanding performance record and demeanor reflect a high level of personal commitment and professionalism. His work ethic and attention to detail are exemplary and a model for others to emulate. Officer Dunn is "Proactive and Proud" and he is valued immensely as a member of the Arlington Police Department.



Officer Dunn receiving Officer of the Year Award

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The Department also awarded one Meritorious Service Ribbon and two Certificates of Commendation at its ceremony. Those employees receiving certificates were: Officer Michael Hogan and Officer James Smith. The employee receiving a ribbon was: Officer David Martin. Lieutenant Brendan Kiernan, Sergeant Sean Kiernan, Officer Brandon Kindle and Officer Michael Foley were also honored at the ceremony. Sergeant Bryan Gallagher received the Department's Leadership Award.

Retirements/Promotions/Appointments

The Arlington Police Department made two promotions in 2013. Lieutenant James Curran was promoted to Captain of Operations and Sergeant Michael Sheehan was promoted to Lieutenant of Criminal Investigations Bureau.

Officer Robert Smith, Officer Thomas Kelly, Officer John Costa, Officer Jessica Scarbo, and Officer Alex Stotik were appointed to The Arlington Police Department in 2013 after completing 23 weeks of rigorous training at The Massachusetts Transit Police Academy.



New officers, left to right, Officer Smith, Officer Kelly, Officer Costa, Officer Scarbo & Officer Stotik

Officer Sean Hetherman and Dispatcher Carl Proctor retired after having served the community for more than 25 years.



ARLINGTON FIRE DEPARTMENT

Mission Statement

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

Ethics and Values

Knowing that firefighters are held to a higher standard of conduct, the firefighters of the AFD 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 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 64% 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 2013 the AFD responded to 4,546 calls for assistance. Of these calls 3,061 were for medical emergencies. Medical emergencies include emergency

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medical responses, emergency medical assists, carbon monoxide activations, and motor vehicle accidents. Rescue 1, the AFD ambulance, transported 1,756 patients to area hospitals. This is a 4% increase in transports from 2012.

Reported dollar loss for 2013 totaled \$4,362,840. This amount continues to increase based on the increased values of structures, vehicles, and personal property. Overall total responses to incidents had a small decrease and response times continue to be within the acceptable range for our community.

Responses Fire Call Type	2010	2011	2012	2013
Fire	132	111	133	99
Carbon Monoxide Activations	34	144	21	126
Water Hazards	212	59	49	47
Mutual Aid	33	48	33	25
Lock Out/In	63	87	59	66
Electrical Hazards/ Down Lines	191	352	233	107
Motor Vehicle Accidents	124	106	161	168
Smoke Scares	16	67	50	13
Natural Gas Emergencies	101	87	65	70
Flammable Liquid Hazards	14	24	24	18
Hazardous Conditions	11	8	361	282
Other	611	192	176	198
Emergency Medicals	2490	2581	2450	2547
Medical Assists	289	276	290	220
Alarms Sounding	727	675	647	560
Total Calls for Assistance	5048	4817	4752	4546

Fire Prevention/ Fire Investigation Unit (FIU)

Fire prevention continues to be a major focus of the 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 1,032 per-

mits in the year 2013 totaling \$70,232. Certificates of Compliance for Smoke Detectors and Carbon Monoxide Alarms accounted for 719 permits (\$50,681) and 70% of all permits issued. The Fire Prevention Division completed 335 inspections for license and life safety during the past year.

Fire Permits and Revenue for Last 4 Calendar Years			
2010	2011	2012	2013
942	861	982	1032
\$53,690	\$46,864	\$52,480	\$70,232

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 99 times this past year to investigate various incidents including, structure fires, vehicle fires, dumpster fires, and grass fires.

FIU Fire Investigations Type	2013
Structures	24
Cooking	22
Motor Vehicle	7
Outside	32
Fuel Burner/boiler Malfunction	6
Other	8



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 2013 was Kitchen Fires. This theme was stressed during the AFD's annual visit to 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 SAFE Program

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also received grant funding for Senior Safe. This program's targeted audience is the elderly. In 2014 AFD SAFE instructors will be providing fire safety education at elderly housing units, nursing homes, and the Council on Aging.

The Juvenile Fire Setter Intervention Program (JFIP) counseled young, potential fire setters in the dangers of playing with fire. The JFIP, partnering for the eleventh consecutive year with the Youth Villages at the Germaine Lawrence Campus, 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). 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.

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 2013 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 de-

molition. 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 seventy-three EMT's and two first responders.

EMS Staff	2010	2011	2012	2013
EMTs	69	67	73	73
First Responders	3	3	3	2

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 3,061 medical emergencies. Of those emergencies, 743 were for advanced life support and 1,013 for basic life support in nature and transported to the appropriate facility by the Town-operated ambulance, Rescue 1. There were 579 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. 570 medical emergency responses did not require transportation to area hospitals.

Ambulance Response	2010	2011	2012	2013
Advance Life	959	837	802	743
Basic Life	968	892	885	1,013
Patient Did Not Require Transport	558	431	446	570
Runs Missed Because R1 On Other Call	575	664	684	579
Ambulance Response, Cancelled Enroute	15	9	13	13
Total Medical Emergencies	2,937	2,857	2,901	3,061

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

COMMUNITY SAFETY

2013 Highlights

Completed dismantling of old cable Town-operated fire alarm systems (recently went to wireless system). The removal of this system has reduced overall maintenance and equipment costs for this service.

Purchased 5 cold-water rescue emersion suits with funds from capital budget. Now each Department apparatus has at least 1 cold-water rescue emersion suit.

Purchased an E-One fire pumper designated as Engine 2, funded by the capital budget.

Purchased a Ford/Horton Rescue ambulance designated as Rescue 1 using capital budget funds and ambulance revenues.

Replaced 25% of Department personal protective equipment from capital budget funds.

Awarded a grant from the Federal government to replace our Self Contained Breathing Apparatus, SCBA. This grant saved the Town \$160,000 that was expected to be funded through the 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 John McCaffery retired on February 2nd. He was appointed on September 7, 1980.

Captain Michael Tierney retired on May 22nd. He was appointed on April 12, 1993.

Firefighter James Foley retired on May 22nd. He was appointed on April 12, 1993.

Firefighter Michael Power retired on September 19, 2012. He was appointed on September 8, 1998.

Lieutenant Jay Henebury was promoted to the rank of Captain on July 28, 2013 and assumed the duties of Fire Department Training Officer.

Firefighter Brian Caggiano was promoted to the rank of Lieutenant on November 10, 2013 and was assigned as a company officer in Group 4.



Jay Henebury promoted to the rank of Captain (R) by AFD Chief Robert Jefferson (L)

2014 Goals

Continue to provide ancillary programs such as the FIU, JFIP, Vial of Life, and SAFE within the limited resources and funding available.

Implement a five-year plan related to the reorganization and structure of the Fire Department.

Assign a full-time EMS staff officer to oversee the training, recertification and accreditation of all Department EMTs and have the officer assess the benefit of an Arlington Fire Department Advanced Life Support service.

Continue the four-year program to replace all Protective Gear.

Relocate personnel and apparatus from Headquarters to Highland during remodel. Complete architectural plans and start construction of Fire Headquarters Station.

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

- Inspection and issuance of final occupancy permits for 30 - 50 Mill St project.
- Oversight, inspection, and issuance of temporary occupancy permits for Arlington 360, LLC project.
- Inspection and issuance of occupancy permit for the new Thompson School.
- Plan Review, permitting, and inspections of Brightview Assisted Living Complex.
- Review and inspection of Solarize Arlington initiative.
- Permits were issued for 12 new single-family homes and 4 new two-family homes.

In 2013 the Inspectional Services Department issued a total of 6,126 permits of which 2,824 were Building permits, 1,066 were Plumbing permits, 781 were Gas permits, and 1,455 were Wiring permits. Total fees collected by the Inspectional Services Department were \$1,572,078 with an estimated construction value of \$71,077,616.