

COMMUNITY SAFETY

ARLINGTON POLICE DEPARTMENT

Department Overview

The Arlington Police Department (APD) continues to evolve in an effort to meet the changing needs of our community. During 2014 we continued to improve community partnerships, intelligence led policing initiatives, and refined 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 2014 the APD implemented new technologies and improved its social media capacities improving communication to 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 & Professional Standards Division led by Captain Richard Flynn, and the Support Services & 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, investigating citizen complaints, and proactively addressing issues of professional standards and accountability within the Department.

The Support Services & Logistics 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.

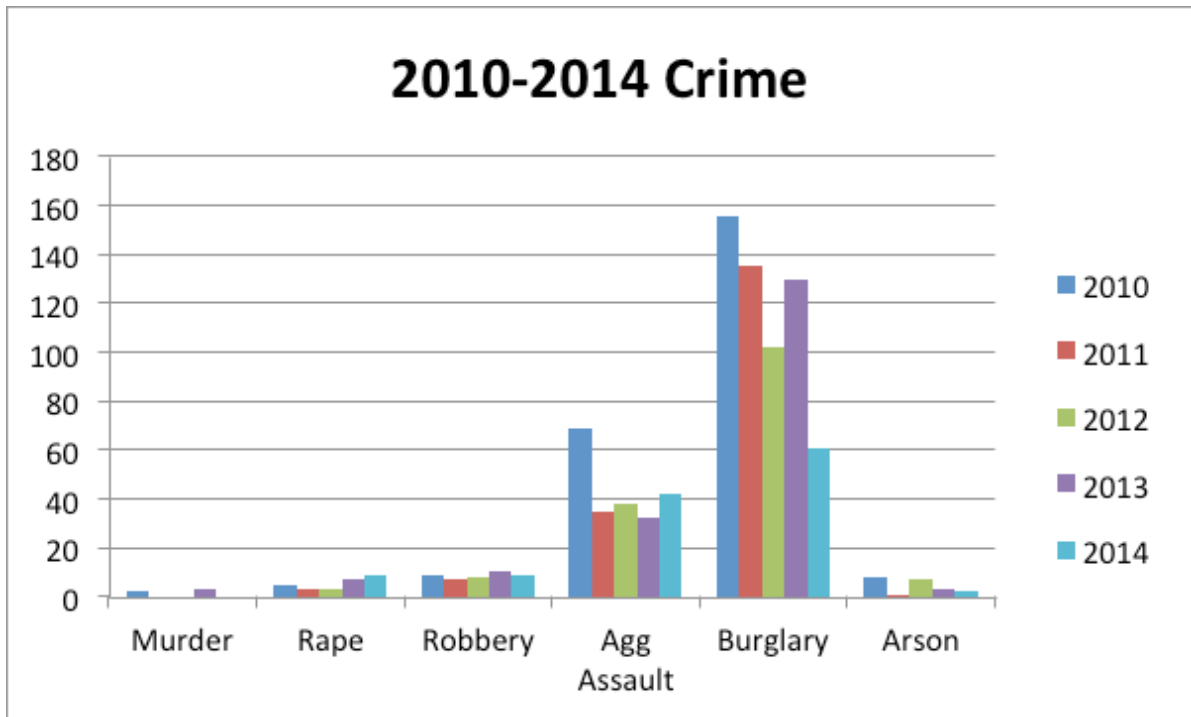
As in all departments in Arlington, the APD is challenged to achieve our mission with extremely limited resources. The Department has historically been underfunded and has been unable to proactively staff assignments to meet the needs of the community. As a result, it may necessitate a reassignment of 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 2014. 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, rape (and attempted rape), robbery, aggravated assault, burglary, larceny, arson, and

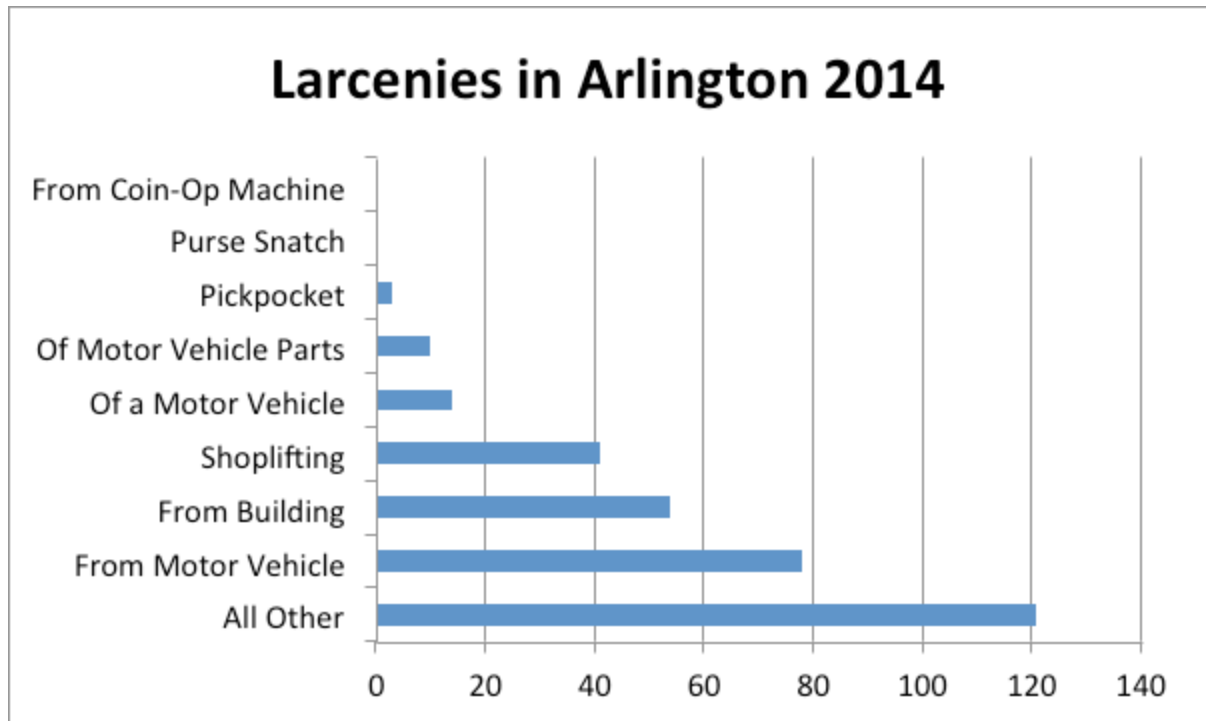
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motor vehicle theft. In 2014 there were a total of 444 Part "A" Crimes reported in Arlington, down 25% from 592 Part "A" Crimes in 2013.

There were no murders in Arlington in 2014. There were nine reported rapes, two more than last year. Arlington had nine robberies, one less than last year. Of the nine robberies committed, suspects were armed in three incidents and unarmed in six incidents. Arlington experienced forty-two aggravated assaults; twenty involved weapons and thirty-two involved domestic violence. Of the incidents involving weapons, eight involved a cut-

ting instrument, two involved a shod foot, one involved a shotgun and the rest involved various blunt objects. Arlington had sixty-one reported burglaries in 2014, sixty-nine less incidents than last year. There were fourteen motor vehicles stolen, a decrease of twelve from 2013. There were two reported arsons, one less than last year. In 2014 there were 307 reported larcenies, which is a decrease of seventy-four incidents from 2013.



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Calls for Service

The Police Department logged 28,629 calls for service. Officers filed 3,267 incident reports as compared to 3,475 in 2013. In 2014, 179 people were arrested, a decrease of sixty. Seventeen 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 2014, 2,855 motor vehicle citations and 13,939 parking tickets were issued. The Department continues increased traffic and parking education and enforcement to meet the growing concerns of citizens. Traffic issues continue to be one of the greatest areas of complaints to the Department. Currently, the Traffic Unit is understaffed and with the increased demand in investigative and administrative functions of the Traffic Unit, overall productivity has decreased.

Calls for Service	2011	2012	2013	2014
Emergency Calls	27,483	30,168	32,101	28,629
Police Reports	3,638	3,488	3,475	3,267
Arrests	226	209	239	179
Protective Custody	15	35	23	17
Summons	192	183	192	124
Motor Vehicle Citations	4,049	3,914	3,817	2,855

Community Services

Patrol

The Community Services (Patrol) Division responded to 28,629 calls for service during 2014. The majority of calls involve services other than responding to crimes. For instance, the Department responded to a total of 1,189 alarms (residential, business and municipal), 539 disturbance calls, 467 reports of suspicious activity, 152 traffic complaints and 591 animal control calls. The Community Service Division also investigated 361 reports of missing persons.

Traffic Unit

During 2014, the Police Department responded to 778 motor vehicle crashes. That represents a decrease of 6% from 825 crashes responded to in 2013. Of that number, 135 were hit and runs (-11%), 547 were crashes without injuries (-7%) and 96 were crashes with injuries (+13%).

There were no pedestrian fatalities this year.

Approximately 1,476 motor vehicles were stopped by the Department. This resulted in citations being issued for more than 3,000 violations. The most common of these being speeding and red light or stop sign violations.

In 2014, Officer Corey Rateau was nominated for an award from AAA of Southern New England for his efforts in traffic safety, and received a citation naming him a "Traffic Safety Hero" at an awards ceremony in December. 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 town wide. Funds were also used to add extra patrols at various bicycle complaint locations and provide both education and enforcement in these areas. Throughout 2014, 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" crackdowns to stop impaired drivers, the "Click it or Ticket" initiative to improve seatbelt compliance in motor vehicles, and a "Speed and Aggressive Driving" campaign targeting those activities. These enforcement efforts included saturated patrols where officers were aggressively looking for violators.

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 2014 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 (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

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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 2014 the Department teamed up with Housing Authority to host our 7th 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 2014 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 2014 the Arlington Police Department continued to work with our local, state and federal agencies to combat Child Exploitation.

In 2015 the Arlington Police Department will be working to bring several programs back such as the Citizens Police Academy and Rape Aggression Defense.

Canine

In 2014 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 multiple 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 over 5 pounds of Marijuana and 2 kilos of cocaine. In addition, K9 Dasty assisted in the apprehension of a dangerous violent felon who had brutally raped an Arlington resident. Throughout the school year, the K9 Unit continues to prevent the presence drugs in our school systems by conducting school locker searches.

In 2014 K9 Dasty competed and certified in The United States Police Canine Association Region #4 Drug Certification Competition. The K9 Unit participates in NEMLEC RRT and SWAT, and responded to multiple NEMLEC call outs. In April, the K9 Unit was assigned to the Boston Marathon Security Detail in Boston and provided security for over a million people.

K9 Dasty will continue to train with Officer Hogan in the upcoming year to make sure that the K9 program has continued success in 2015.

Animal Control

The Animal Control Officer/Animal Inspector Amanda Kennedy enforces all Town By Laws and Massachusetts General Laws relative to control and care of animals. The animal control officer 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, and provides education and assistance with domestic and wild animals to residents and the schools.

The animal control officer responded to 591 animal complaints, 188 deceased animal calls, issued 30 citations, responded to 51 found or running at large pet calls and reunited 45 with their rightful owners, presented 8 workshops, provided 10 spay/neuter vouchers. The animal control officer acting in her Animal Inspector capacity issued 157 quarantines and inspected 8 barns (chicken coops). The Town issued 2,273 dog licenses in 2014, an increase of 465 licensed dogs.

The animal control officer attended the Animal Control Officer Association of Massachusetts's 96 hour certification course held at the Municipal Police Academy in Boylston and graduated top of her class. She served as the Northeast Regional Director for the Animal Control Officer Association of Massachusetts. The animal control officer provided animal disaster and temporary sheltering preparedness training for members of the Community Emergency Response Team. She continued to work with and present to the community on various topics including dog body language, pet first aid/CPR, rabies transmission and humane education. Additionally, she attended ten community meetings to strengthen partnerships in the community. Through the Massachusetts Animal Fund the animal control officer arranged for free spay/neuter services for homeless animals and low income pet owners. She contributed to the department's Facebook page with animal related postings to increase awareness, educate and assist in reuniting lost pets.



Officer T.J. Kelly assists the Animal Control Officer by holding this stray dog for a Facebook photo. This post was viewed by over 16,000 people and the dog was reunited with her owner through social media.

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Support Services

In 2014, The Town of Arlington completed Phase 2 of capital improvements to the Community Safety Building. The primary focus of the Phase 2 renovation project was the exterior envelope repairs and upgrades, making the building water tight. The Phase 2 project included roof repairs, replacement of skylights, exterior windows, curtain wall systems, exterior doors, failed exterior stucco wall cladding, masonry repairs and replacement and installation of new metal flashing. High efficiency windows replaced the original windows. Design plans are currently underway for the remaining phases of improvements, which will include upgrades to the mechanical system and interior work space.

The Arlington Police Licensing Office processed over 200 firearms applications and renewals, and 38 Hackney Licenses. Over 65 Solicitors permits were also processed. Lt. Brendan Kiernan attended Defensive Tactics Instructor School and is now one of few qualified in the state to train Massachusetts police officers in defensive tactics. Two officers also attended Mental Health Training and will conduct trainings for police officers from around the state in 2015. Sergeant Sean Kiernan conducted statewide trainings for Work Zone Safety Planning and instructed recruits at The Lowell Police Academy. Twelve Arlington Police Officers completed Bicycle Training and were deployed throughout the Town on Arlington.



Officers Simard and Riley patrolling the bike path after completing bicycle training this year.

Criminal Investigation Bureau

In January, Detectives from the Criminal Investigation Bureau worked alongside the Massachusetts State Police Investigators assigned to the Middlesex District Attorney's CPAC Unit to investigate an officer involved shooting. This incident began when the Leader Bank located at 141 Mass Ave was robbed. Both Shawn Bambushew and James Riley were indicted and are awaiting trial in Middlesex Superior Court for charges stemming from this incident.

On January 30th Arlington Health and Human Services along with the Arlington Police hosted a community forum on domestic violence. During this event the Police Department introduced its new Family Services

Officer, Rebecca Gallagher. The event included a panel discussion made up of various agencies working every day to prevent domestic violence in Arlington. The panel included the Middlesex District Attorney's Office, REACH Beyond Domestic Violence, Emerge, and Arlington's First Step. The Police Department used this opportunity with the community to increase awareness, to create open dialogues, and to reduce instances of domestic violence.

In February, Arlington Detectives working in cooperation with the Drug Enforcement Agency, the Office of United States Attorney Carmen Ortiz, the Middlesex County Drug Task Force, the Essex County Sheriff's Department and the Boston, Ipswich, Somerville, and Malden Police Departments affected the arrest of a career drug offender who had been convicted four times in the past for drug distribution. Yrvens Baines formerly of Arlington was arrested in Malden as part of an investigation into two suspected heroin overdose deaths in Arlington. Baines was arrested after selling heroin on two occasions to undercover law enforcement officers. He has been federally charged with distributing heroin.

In a previous operation that concluded in February, two Boston men were arrested after they sold heroin to undercover police officers on multiple occasions. Mariano Andujar-Perez and Louis D. Pena both of Boston were arrested at the intersection of Broadway and Adams shortly after an undercover drug buy. Both men are awaiting trial in the Cambridge District Court for Possession of a Class A Drug with Intent to Distribute, and Conspiracy to Violate Drug Laws.

In June, Arlington Detectives responded to the scene of a violent sexual assault where a registered Level 3 Sex Offender had been placed under arrest. Detectives handled this investigation and Essie Billingslea was subsequently indicted by a Middlesex Grand Jury. Billingslea is awaiting trial in Middlesex Superior Court for Aggravated Rape and Armed Assault in a Dwelling.

After being alerted by neighbors to their concerns involving the behavior of Robert Shell, a registered Level 3 Sex Offender (convicted of Possession of Child Pornography), detectives investigated and spoke with Shell's probation officer. Working with Middlesex Assistant District Attorney Adrienne Lynch and Middlesex Superior Court Probation Officer Ross Ickes, Shell appeared in front of Judge Hegarty. He was found to be in violation of the terms and conditions of his probation and is currently incarcerated.

The Arlington Police Department has entered into a partnership with The Arlington Elder Abuse Task Force and the Council on Aging to address the financial exploitation of seniors. In June a luncheon was held at the Arlington Town Hall. This luncheon was titled: Your Economic Security and Personal Safety. Detectives continually investigate the evolving ways that seniors are being exploited in order to educate the community and to re-

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duce the risks of victimization.

During the month of July, Detectives along with Investigators from the Massachusetts Division of Professional Licensure, and the Arlington Board of Health performed compliance checks of the massage therapy establishments in Arlington. Citations were handed out to those establishments with code violations.

The School Resource Officer's (SRO) Office is located at Arlington High School. The SRO works every day handling those incidents that require police involvement in Arlington schools. Currently the SRO is working with school personnel to train and implement ALICE (Alert, Lockdown, Inform, Counter, and Evacuate). ALICE is a Proactive Response to a Man Made Threat. The purpose of ALICE training is to prepare individuals to handle the threat of an Active Shooter. ALICE teaches individuals to participate in their own survival, while leading others to safety.

Our local resources are supplemented with the assistance of North Eastern Massachusetts Law Enforcement Council's (NEMLEC). The SRO has been trained in, attends monthly meetings, and utilizes The School Threat Assessment and Response System (STARS). STARS is a comprehensive program to prepare, access, respond, and strive to prevent threats of violence in schools. This is accomplished through the mobilization of regional resources that recognize the individual uniqueness and integrity of Arlington Schools. This multi-tiered assessment and response system is designed to provide local officials in Arlington access to specialized resources developed through a collaborative effort.

Inspector James Smith has been recently assigned to the Criminal Investigation Bureau (CIB). His current assignment is with the FBI's Violent Crimes against Children Task Force. In August Inspector Smith was involved in the investigation leading to the arrest of Kemont Bowie of Providence, RI on sex trafficking charges. These charges stemmed from Bowie's alleged trafficking of a 17-year-old girl from Arlington to Rhode Island for the purposes of commercial sexual activity. Bowie has been charged federally with one count each of sex trafficking of a child and transportation of a minor.

In September Inspector Fennelly began investigating a telephone scam which was reported to the Criminal Investigation Bureau. The victim reported that he was repeatedly receiving telephone calls informing him that he won a cash lottery and a car. The callers kept stating that they needed money up front to process the prizes. The victim transferred money using bank checks and Western Union money-grams. Working with Cambridge Savings Bank personnel in Arlington, Inspector Fennelly learned that the cash was being transferred to the State of Florida. Inspector Fennelly contacted Det. Brazeau of the Deland, Florida Police Department and subsequently Search Warrants were written and served on banks in Florida. As a result of this investigation, Inspector Fen-

nelly was able to recoup approximately \$30,000 dollars and return it to the victim.

Records

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

Records Processed	2011	2012	2013	2014
Calls	27,483	30,168	32,101	28,629
Arrests	226	209	239	179
Citations	4,049	3,914	3,817	2,855
Parking	13,839	15,526	15,169	13,939
Accidents	819	744	813	778
Hackney	60	56	88	38

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 linkage to 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. Approximately 93% of JDP crisis evaluations resulted in treatment instead of arrest.

The Arlington Police Jail Diversion Program (JDP) clinician averaged thirty-nine contact calls per month in 2014. In addition to co-responding with the police officers on crisis calls, the clinician does follow-up work with families, community treatment providers, hospitals, schools, DCF, DMH, Advocates Psychiatric Emergency 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.

The Hoarding Response Team (HRT), comprised of the JDP clinician, Arlington Police Department, the Health Department, and other Town agencies, worked

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with sixteen Arlington families in 2014. Due to this effort the Health Department has been able to close a number of these cases. In June 2014 the JDP program was invited and presented our Hoarding Response Team program at the third annual Mental Health and Law Enforcement Conference at Fitchburg State University. The HRT also presented at the Crisis Intervention Training (CIT) in Somerville which was attended by fifty-two police officers from five local departments. The clinician completed a train the trainer two day certification program and was selected to train new recruits at police academies in Braintree and Springfield.

Accreditation/Professional Standards

The Police Accreditation process is an ongoing daily function of the Arlington Police Department. This year, the Department achieved accreditation status, after being certified as an accredited Law Enforcement Agency by the Massachusetts Police Accreditation Commission since 2008, at which time the Department 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 the highest possible standards of police services to the community. In 2015 the Department will update policies and maintain the newly awarded accreditation standards in compliance with criteria set forth by the Commission on Accreditation for Law Enforcement Agencies, Inc.

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 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 NEMLAC receive specialized training in crowd/riot control, crisis negotiations, response to school violence, use of specialized weapons, drug interdiction, and many other specialized areas 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.

BAPERN

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

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

Awards and Recognitions

On February 27th the Department held its annual Employee Recognition Awards Ceremony. Officer Scott Urquhart was selected as Officer of the Year for 2013. Officer Urquhart consistently performs his patrol du-

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ties at a high level. As a patrolman, he has gained the confidence of his supervisors that he can handle any situation that arises on his shift. He carries himself in a professional manner and has demonstrated that he can keep his composure and stay level-headed on all calls for service.



Officer Urquhart receiving Officer of the Year Award

The attitude and work ethic that Officer Urquhart arrives with, for each shift, is consistently positive. He understands that when he arrives for his shift that it is time to go to work. As with all of his assignments, Officer Urquhart is aware of how his position can have a positive influence in the community. Throughout the year he donates his personal time assisting at the Boys and Girls Club. In the future, Officer Urquhart will continue to be a model for others to look to for guidance.

The Department also awarded two Meritorious Service Ribbons and five Certificates of Commendation at its ceremony. Those employees receiving certificates were: Lieutenant Michael Sheehan, Inspector Brian Fennelly, Inspector Gregory Foley, Analyst Danielle Smith and Officer Thomas Kelly. The employees receiving a ribbon were: Officer Michael Hogan and Officer Brett Blanciforti. Officer Anargyros Siempos received the Department's Leadership Award and Officer David Martin received the Top Gun Award.

Retirements/Promotions/Appointments

The Arlington Police Department made one promotion in 2014. Officer James Kiernan was promoted to the rank of Sergeant and now works as a supervisor in the Patrol Division.



Sergeant James Kiernan Swearing In Ceremony

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. The Operations Division provides these services to fire department personnel in house, minimizing the expense to the Arlington taxpayers.

During 2014 the AFD responded to 4,808 calls for assistance. Reported dollar loss for 2014 totaled \$3,971,417. This includes structure fires, motor vehicle accidents, water hazard incidents, and hazardous condition incidents. Of these calls 3,060 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 1,816 patients to area hospitals, a 4.5% increase from 2013.

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Responses Fire Call Type	2011	2012	2013	2014
Fire	111	133	99	96
Carbon Monoxide Activations	144	21	126	67
Water Hazards	59	49	47	80
Mutual Aid	48	33	25	35
Lock Out/In	87	59	66	63
Electrical Hazards/ Down Lines	352	233	107	188
Motor Vehicle Accidents	106	161	168	148
Smoke Scares	67	50	13	70
Natural Gas Emergencies	87	65	70	109
Flammable Liquid Hazards	24	24	18	22
Hazardous Conditions	8	361	282	59
Other	192	176	198	329
Emergency Medicals	2581	2450	2547	2601
Medical Assists	276	290	220	244
Alarms Sounding	675	647	560	697
Total Calls for Assistance	4817	4752	4546	4808

Operations Division

Inspections/Fire Investigation Unit (FIU)

Fire prevention inspections continue 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 inspections, 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 Operations Division of the Arlington Fire Department issued 1,066 permits in the year 2014 totaling \$56,777. Certificates of Compliance for Smoke Detectors and Carbon Monoxide Alarms accounted for 643 permits (\$38,380) and 60% of all permits issued. The Arlington Fire Department completed 1241 inspections for license and life safety during the past year.

Fire Permits and Revenue			
2011	2012	2013	2014
861	982	1032	1066
\$46,864	\$52,480	\$70,232	\$56,777

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 General's 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 96 times this past year to investigate various incidents including, structure fires, vehicle fires, dumpster fires, and grass fires.

FIU Fire Investigation Type	2014
Structures	18
Cooking	33
Motor Vehicle	7
Outside	28
Other	10



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 2014 was "Working Smoke Alarms Save Lives: Test Yours Every Month!" 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 also received grant funding for Senior Safe. This program's targeted audience is the elderly. The AFD rolled out a pilot program in 2014 that reached out to the elderly community. The AFD is committed to growing this outreach program by 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 twelfth 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.

COMMUNITY SAFETY

Training

The Operations Division is responsible for managing a comprehensive training program designed to meet the needs of all members of the Department. The primary focus 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 Operations 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 Operations Division handles the development and delivery of all company-level drills, department-level training initiatives, as well as, new recruit indoctrination and training. Operations is also responsible for continuing education and re-certification of EMT's.

In 2014 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.

Emergency Medical Services

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-four EMT's and two first responders.

EMS Staff	2011	2012	2013	2014
EMTs	67	73	73	74
First Responders	3	3	2	2

The Operations Division coordinates all EMS activities and 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 3,060 medical emergencies. Of those emergencies, 780 were for advanced life support and 1,036 for basic life support in nature and transported to the appropriate facility by the Town-operated ambulance, Rescue 1. There were 632 medical emergencies where Rescue 1 was at another emergency medical call and 30 medical calls where Rescue 1 was dispatched, but transport was cancelled prior to arrival at emergency scene. 554 medical emergency responses did not require transportation to area hospitals.

Ambulance Response	2011	2012	2013	2014
Advance Life	837	802	743	780
Basic Life	892	885	1,013	1036
Patient Did Not Require Transport	431	446	570	554
Runs Missed Because R1 On Other Call	664	684	579	632
Ambulance Response, Cancelled Enroute	9	13	13	30
Total Medical Emergencies	2,857	2,901	3,061	3060

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

2014 Highlights

The Department re-organized its staff to better serve the public and the fire department. The Fire Prevention Division, Training Division, and EMS Coordinator were consolidated into the Operations Division. The Operations Division responsibility is to coordinate, manage, and supervise fire department training, fire prevention, inspections, EMS, public education and information, and health and safety initiatives.

- Replaced 25% of Department personal protective equipment from capital budget funds. Department has replaced 50% of personal protective equipment since 2013.
- Replaced all of our Self Contained Breathing Apparatus (SCBA's) with the help of a Federal Government grant saving the Town \$160,000 in Capital Budget.

COMMUNITY SAFETY

- All fire department emergency medical technicians were trained and certified through the National Registry of Emergency Medical Technicians.
- All fire department personnel received training from the Operations Division on responding to biological and infectious disease emergencies including TB, Ebola, and D68.
- All fire personnel were trained by Operations Division in the administration of Narcan, a drug given nasally to reduce the effects of narcotics overdoses.
- Continued communication and education of residents about emergency management plans, emergency medical services, and fire suppression and prevention objectives.

Retirements/Promotions/Appointments

- Firefighter Charles Carnell retired on March 26th. He was appointed on October 24, 1982.
- Firefighter Thomas Lyons retired on April 30th. He was appointed on May 29, 1983.
- Lieutenant Gary Mello retired on November 21st. He was appointed on April 24, 1983.
- Lieutenant Alfred Sharpe was promoted to the rank of Captain on April 20, 2014. He was assigned to the Operations Division.
- Firefighter Michael Kelly was promoted to the rank of Lieutenant on April 20, 2014 and was assigned to Group 1.
- Probationary Firefighters Bryan Borges and Sean O'Brien were appointed on November 30, 2014 and were assigned to the Massachusetts Firefighting Academy for Firefighter Recruit Training.

2015 Goals

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

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

Re-Open Fire Headquarters located at Monument Park. The renovated Fire Headquarters will house Engine 1, Ladder 1, and the Command Vehicle. The Chief of Department, his administrative assistant, and the Operations Division will be located at Fire Headquarters.

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

- Oversight, inspection and permit issuance for Central Fire Station.
- Permit issuance and inspection of MassSave initiatives such as window replacement, air sealing, and insulation projects.
- Inspection and issuance of occupancy permit for the new Thompson School.
- Continued review and inspection of Solarize Arlington initiative.
- Permits were issued for 14 new single-family homes and 6 new two-family homes, of which 6 were new homes added to Arlington's housing stock.

In 2014 the Inspectional Services Department issued a total of 5,912 permits of which 2,702 were Building permits, 1,149 were Plumbing permits, 840 were Gas permits, and 1,221 were Wiring permits. Total fees collected by the Inspectional Services Department were \$1,279,147 with an estimated construction value of \$74,833,355.



Back roof view of Central Fire Station just prior to renovations.