

# 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 2016 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 2016 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.

In 2016 the APD continued to expand upon its ability to proactively serve the community. After rolling out a Plan of Action to Combat Opiate Addiction in response to the recent heroin epidemic, the Department remained dedicated in providing outreach activities to known substance users and to provide support/resources to their families and loved ones. The APD Opiate Overdose Outreach Initiative hosted bi-monthly community events including a standing-room-only presentation on medication assisted treatment, a screening and panel discussion regarding the film "If Only" at the Regent Theater, and new public walk-in hours for treatment and information. We continue to be the only police department in the Commonwealth to educate and provide Nasal Naloxone to individuals and families at risk of overdose. We have shared our program with over seventy police departments throughout the United States and Mexico and have presented our program at conferences and events from Portsmouth, New Hampshire to Port Angeles, Washington. The APD has been honored to present our program in Washington D.C. to the Director of National Drug Control and to a U.S. Senate Opioid Roundtable.

The Arlington Police Department has expanded services in relation to the prosecution of crimes within the community. Offering a Restorative Justice Option is a unique way of looking at harm that meets victim needs and asks those responsible for the harm to make repair. Partnering with Communities for Restorative Justice (C4RJ), a regional nonprofit, we are able to provide

a confidential process that is voluntary and involves the support of family, community members, and police. Within the Restorative Justice Option, police partners set referral criteria and typically refer adults and youth who are facing criminal charges.

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, 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 chal-

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lenged 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.

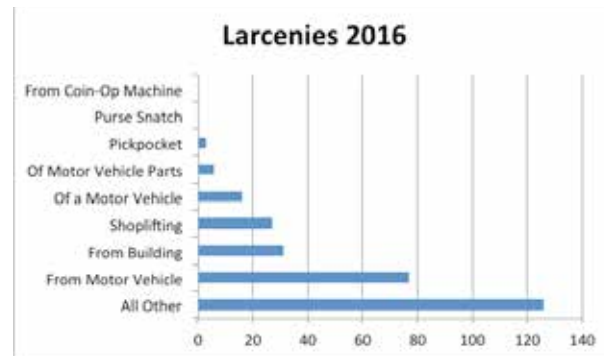
## Crime

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 I Crimes in Arlington in 2016. Part I Crimes are crimes designated by the Federal Bureau of Investigation (FBI) to be the most serious crimes affecting a community, they include: murder/nonnegligent homicide, rape, robbery, aggravated assault, burglary, larceny, arson, and motor vehicle theft. In 2016 there were a total of 370 Part I Crimes reported in Arlington, down 19% from 457 Part I Crimes in 2015.

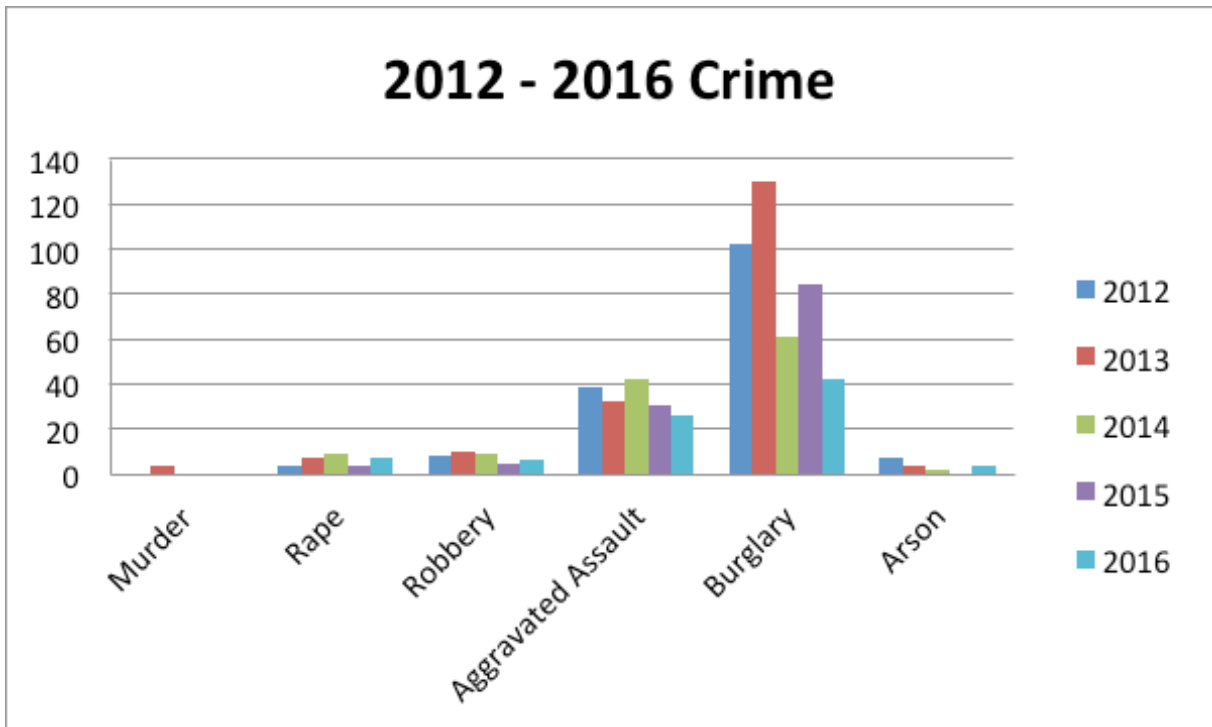
There were no murders in Arlington in 2016. There were seven reported rapes, four more than last

year. Arlington had six robberies, two more than last year. Of the six robberies committed, suspects were armed in one incident and unarmed in five incidents. Arlington experienced twenty-six aggravated assaults; twenty-three involved weapons and six involved domestic violence. Of the incidents involving weapons, fourteen involved various blunt objects, six involved a cutting instrument, two involved a shod foot and one involved a motor vehicle. Arlington had forty-two reported burglaries in 2016, forty-two less incidents than last year. There were sixteen motor vehicles stolen, a decrease of twelve incidents from 2015. There were three reported arsons. In 2016 there were 270 reported larcenies, which is a decrease of thirty-eight incidents from 2015.



## Calls for Service

The Police Department logged 31,412 calls for service. Officers filed 4,023 incident reports as compared to 3,616 in 2015. In 2016, 122 people were arrested, a decrease of sixty-six. Eleven people were taken into protective custody. Protective custody is a statute that allows police officers to take into custody a person who,



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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 2016, 2,527 motor vehicle citations and 15,498 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.

Calls for Service	2013	2014	2015	2016
Emergency Calls	32,101	28,629	29,405	31,412
Police Reports	3,475	3,267	3,616	4,023
Arrests	239	179	188	122
Protective Custody	23	17	10	11
Summons	192	124	103	90
Motor Vehicle Citations	3,817	2,855	2,351	2,527

## Community Services

### Patrol

The Community Services (Patrol) Division responded to 31,412 calls for service during 2016. The majority of calls involve services other than responding to crimes. For instance, the Department responded to a total of 1,177 alarms (residential, business, and municipal), 533 disturbance calls, 485 reports of suspicious activity, 225 traffic complaints and 564 animal control calls. The Community Service Division also investigated 809 reports of missing persons.

### 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 2016 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 2016 the Department developed and hosted the first Citizens Police Academy in over a decade. The program is a free, eight week educational program designed to offer local residents and business owners an opportunity to learn about the inner workings of the Arlington Police. The classes not only provide law enforcement education to residents but also help to foster a more positive relationship with the citizens of the com-

munity. The academy was a huge success with twenty students successfully completing the academy.

In 2015 APD purchased its first Polaris Electric Bicycle to upgrade its fleet. The Rapid Response Team Safety Model is specifically designed for police use. It can reach up to 20 miles per hour with the assistance of a 750-watt motor. In 2016 we added a second Ebike to the fleet. Both bicycles have been very helpful in events such as the Patriot's Day Parade and the Jason Russell House reenactment. The Polaris Ebikes allow the officers to cover a wider range, including the bike path and recreational parks in the town and enhances our Community Policing efforts and allow us to more easily engage the community.

During the month of August, the Department conducted a Rape Aggression Defense (R.A.D.) class. The R.A.D. system develops and enhances the options of self-defense techniques. The twelve hour class is a comprehensive, women only course that begins with awareness, prevention, risk-reduction and risk-avoidance, while progressing to the basics of hands on defensive training. The class was hosted by American Alarm and sixteen students participated.

During 2016 the Department joined a Regional Critical Incident Stress Management (CISM) Team. The team, which was founded and facilitated by the Cambridge Police Department, also includes members of the Belmont, Brookline, Chelsea, Everett, Somerville and Watertown Police Departments. The purpose of the program is to help officers prepare for and respond to critical incidents with a focus on their wellness and resiliency. Members of this Regional CISM Team will serve as regional peer support officers to assist participating communities in responding to major critical events and to those officers who have been affected by these incidents. Each of the participating departments have three to five officers who were trained by ICISF Faculty in collaboration with Peer Support Service LLC in Critical Incident Stress Management. Certified officers will be activated as needed, by participating agencies to voluntarily attend group crisis interventions, including demobilizations, defusing and debriefings. They will also be available as ongoing peer support resources for affected officers within the participating region.

The Arlington Police Patrol Division once again, partnered with the Friends of the Arlington Council on Aging, to deliver twenty-nine Holiday Stockings to seniors in the community during the 2016 holiday season.

From the last few weeks of December, into the first week of January, the Patrol Division utilized members of the platoons to conduct "holiday strolls" in the business areas of East Arlington, the Center area, and Arlington Heights. The walking routes were met with a lot of praise and appreciation from the business community. It gave the Arlington Police an opportunity to receive valuable feedback about the services we offer. We also were

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provided emergency contact numbers from new businesses and were able to address any concerns from our business partners in the community.

## Canine

In 2016 the Departments K9 Unit responded to over 50 calls for service. The K9 Unit which consists of Officer Michael Hogan and K9 Dasty added a third member to their unit this year, K9 Eiko. K9 Eiko joined the police department in 2016 and successfully completed a 560 hour course in December. K9 Eiko is certified in patrol, which includes tracking, building searches, area searches, article searches and apprehension.

During the year, the K9 Unit 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 confiscating illegal narcotics. Throughout the school year, the K9 Unit continued to prevent the presence of drugs in the Arlington school systems by conducting school locker searches.

In 2016 K9 Dasty competed in The United States Police Canine Association Region #4 Drug Certification Competition and received two certificates for Narcotics from the Boston Police K9 Academy.

In the upcoming year, K9 Dasty will continue to train with Officer Hogan as the Department's narcotic K9. Eiko will work as the Department's patrol dog and will seek narcotic certification.

## Animal Control

The Animal Control Officer (ACO)/Animal Inspector Katie Kozikowski enforces all Town By Laws and Massachusetts General Laws relative to the control and care of animals. The ACO 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 assistance for domestic and wild animals to residents and the schools.

In 2016 the ACO responded to a combined total of 564 animal complaints, 196 deceased animal calls, issued 77 citations, responded to 31 found or running at large pet calls and reunited 28 of them with their rightful owners. Animal Control received a total of 122 lost reports, of that number, 48 were reported to have been reunited with their rightful owner. The ACO, acting in her Animal Inspector capacity, issued 79 quarantines, inspected 11 barns (chicken coops) and inspected 5 kennel license facilities. The Town issued 2,281 dog licenses and 5 kennel licenses.

The ACO hosted and co-hosted a plethora of presentations for residents throughout the year on several topics which included "Living with Coyotes", "Living with Wild Life", "Reading Dog Body Language", "Pet Hospice" and "Pet CPR". She presented at the Go Green

Club at the Dallin School as well as presented for Cub Scout Troops and Church groups from Arlington.

HOSTED BY ARLINGTON ANIMAL CONTROL

## LIVING WITH WILD LIFE

PRESENTATION BY: CHRISTOPHER BROUGHTON BOSSONG



**DATE: JUNE 2, 2016**

**TIME: 6PM-8PM**

ARLINGTON SENIOR CENTER  
27 MAPLE STREET (2ND FLOOR)

**FREE! NO RSVP NECESSARY**

Alongside the Town Clerk, the ACO implemented the Town's kennel license application, procedure and inspections to issue personal and business kennel license for daycare, training facilities and owners of more than 4 dogs. She assisted in the implementation of a computerized dog licensing system as well as the implementation of future online registrations. She attends social media meetings and works with ACMi to create public service announcements regarding domestic pets and wild life.

With the generous donations of the Friends of ADOG, the ACO was able to successfully continue her positive reinforcement program named, *Leash it And Ticket*, which rewards animal owners and handlers for following the Town of Arlington Bylaws; 12 rewards were donated by ADOG and were presented to a winner each month.

Arlington's ACO is an active member of AniMatch which works directly with the Mass Animal Coalition. She also contributes to the Department's Facebook page with animal related postings that increase awareness, educate, and assist in reuniting lost pets. The ACO graduated from the Animal Control Officer Association of Massachusetts's 96-hour certification course held at the Municipal Police Academy in Boylston in March of 2016. Throughout the year, the ACO also attended several trainings on the proper handling of wild life and domestic animals as well as becoming certified in Pet First Aid and CPR.

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Newly renovated 2<sup>nd</sup> floor lobby at Police Headquarters.

## Support Services

A ribbon cutting ceremony was held on November 3, 2016, marking the reopening of Arlington Police Headquarters, after completing the final phase of renovations. The Department also hosted a public open house, offering tours to community members. The renovations included reconfiguring the building to better accommodate The Arlington Police Department and to provide enhanced safety and efficiency for officers, personnel, detainees and visitors. The building received LEED Silver Certification.



Newly renovated Community Room.

The Arlington Police Department Licensing Office processed 42 solicitors' licenses, 23 hackney licenses, and 220 Firearms licenses and renewals. The Department also held its second gun buy back event which was a regional initiative conducted with five other agencies. Arlington police took back 24 unwanted firearms.

The Police Department welcomed five new police

officers in 2016. The officers who graduated from the Massachusetts Transit Police Academy in September, completed an additional twelve weeks of field training and have all been assigned to the patrol division.



Officers Joseph Canniff, Daniel Styffe, Salena Zona, Thomas Guanci & Tenzing Dundutsang

The Department's training office held several department wide trainings in 2016. Mindfulness and Meditation was introduced to all sworn personnel, as well as training on procedural justice and fair and impartial policing. The Department partnered with The Middlesex County Sheriff's Department to provide training using simulated situational scenarios. All Arlington Police Officers also attended training in Critical Incident Stress Management and Peer Counseling.

## Traffic Unit

During 2016, the Police Department responded to 807 motor vehicle crashes. That represents a decrease of 14% from 942 crashes responded to in 2015. Of that number 86 were hit and runs (-33%), 595 were crashes without injuries (-11%), and 96 were crashes with injuries (-9%).

There were no motor vehicle crashes that resulted in a fatality during 2016.

Over 2,500 motor vehicles were stopped by the Department. This resulted in citations being issued for 2,737 violations. The most common violations cited were for speeding, failure to stop at red lights/stop signs, crosswalk violations, and motor vehicle equipment violations.

During the year the Traffic Unit continued to work with the Town Manager's Office and The Board of Selectmen's Office to address parking, traffic, and other quality of life issues affecting the community. A member of the Traffic Unit continued to serve on the Transportation Advisory Committee (TAC) as well as on the Parking Implementation Governance Committee (PIGC). One of the major accomplishments of the PIGC this year was managing the installation of single-space parking me-

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ters in Arlington Center. The Traffic Unit also continued to work with the School Department and their Human Resources staff to train and oversee the Traffic Supervisors deployed around the various schools to assist with student crossing. Regular meetings were also held with the Engineering Department and MassDOT to develop traffic safety plans around multiple major construction sites throughout Town.

In 2016 the Traffic Unit made several purchases to assist with overall traffic and parking enforcement. Three new lidar units (used to very accurately detect vehicle speeds) were purchased and made available to all officers to use throughout their shifts. These units, used during training in the Police Academies, were well received by our officers. Also, the older non-functioning message board was replaced. The newer one can be programmed remotely by multiple authorized users and has been deployed around Town to alert motorists of traffic and parking related matters. The Traffic Unit also applied for and was awarded a \$7,500 grant from Massachusetts Department of Environmental Protection's Electric Vehicle Incentive Program (EVIP). This money was used towards purchasing a fully electric vehicle (a Smart Fortwo) that was assigned to the Parking Control Officers to share during their parking enforcement duties. This vehicle also serves as an example of the Arlington Police Department's commitment to sustainable living and protecting our environment.

Additional grant money was also applied for and received from the Executive Office of Public Safety and Security (EOPSS) that was used to add additional patrols units to target violators under their "Drive Sober or Get Pulled Over," "Click It or Ticket," and "Speed and Aggressive Driving" campaigns throughout the year. During the spring and summer, The Traffic Unit continued to manage and deploy extra officers as part of the Pedestrian and Bicycle Grant received during the fiscal year, targeting bicycle violators as well as promoting increased pedestrian safety.



Parking Control Officer William Smith with a fully electric vehicle (a Smart Fortwo)

## **Criminal Investigation Bureau**

The Criminal Investigation Bureau has remained busy during the past year investigating various crimes. The crime that victimizes more residents are the various types of frauds. Whether it is calling someone on the telephone and claiming to be an Internal Revenue Service Agent threatening to issue an Arrest Warrant against someone for nonpayment of Income Taxes or someone calling an elderly resident and claiming that their grandchild is in jail and needs bail money. The common thread in all of these frauds is the desire to steal money.

In June Inspector Brian Fennelly was inducted into the Town of Arlington's Elder Abuse Prevention Task Force Hall of Fame for his diligent work in handling various Elderly Scam Investigations. In December, Inspector Brian Fennelly was promoted to Sergeant.

### *Grandparent Scam*

In June Inspector Fennelly initiated a Larceny investigation after an Elderly resident fell victim to a scam where the telephone caller claimed that her grandson had been involved in a motor vehicle crash out of state and required bail money. Over the course of the scam the victim lost over \$50,000 dollars to the suspect.

After obtaining numerous Search Warrants, Inspector Fennelly was able to identify a Georgia resident as the suspect. Working with the Middlesex District Attorney's Office the suspect was indicted by a Middlesex County Grand Jury. He is due to be arraigned in Middlesex Superior Court in January 2017.

### *Sexual Assault*

In June of 2014 the Arlington Police responded to an East Arlington residence and arrested Essie Billingslea for Rape. After a two week long trial in January, Essie Billingslea was found guilty by a jury in the Middlesex Superior Court for three counts of aggravated rape, kidnapping, assault with a dangerous weapon, assault in a dwelling, home invasion, and breaking and entering in the daytime. In February 2016 Essie Billingslea was sentenced to life in prison.

### *NH Man Guilty in Secretly Videotaping Women*

In September of 2014 Arlington Police arrested Joseph Hennessey at the Kickstand Café after an employee found a flowerpot which contained a secreted recording device in the women's bathroom. After a week-long trial Joseph Hennessey was found guilty by a Middlesex County Superior Court Jury of four counts of photographing or videotaping a person in a state of nudity.

In September 2016, Joseph Hennessey was sentenced to 2.5 years in a House of Corrections.

### *Spelling Bee Bandit*

In October the Arlington Police responded to the

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TD Bank, 880 Massachusetts Ave. for a report of a robbery. When police arrived, the suspect had fled the bank with an undisclosed amount of cash. A search of the area was conducted, but officers were unable to locate the suspect.

After working on the investigation with members of the FBI Violent Crimes Task Force, Arlington Police Inspector James Smith applied for a search warrant out of the Cambridge District Court for a Chelsea residence. In December, Detective Sergeant Bryan Gallagher and Inspector James Smith assisted the FBI Violent Crimes Task Force with the execution of the search warrant. This search led to the arrest of Jason Englen who allegedly robbed four banks in the Greater Boston area over the last several months.

### *Juveniles Arrested for Robbery*

Shortly after midnight on May 21 police responded to 202 Broadway for an unconscious male lying in the street. He regained consciousness and told officers that while walking home from a Cambridge establishment he was assaulted by possibly two unknown assailants. He had suffered serious head injuries and had his wallet stolen during the assault. Inspector Gina Bassett following up on the incident identified the various locations where the victim's credit cards were used. Photographs of these transactions were obtained, and after working with our local law enforcement partners two juveniles were identified. Arrest warrants were issued by the Cambridge Juvenile Court, and both suspects were arrested while attending school. In September, both juveniles plead guilty in the Cambridge District Juvenile Court, and they were found delinquent. Both were committed to the Department of Youth Services.

### *Child Pornography Investigation*

After an investigation conducted between the Criminal Investigation Bureau and the FBI Violent Crimes Task Force, Inspector James Smith arrested an Arlington resident and charged him with possessing and distributing child pornography. In June, Mason Lister was arrested and charged with Possession of Visual Material of a Child in the State of Nudity or Sexual Conduct, and Distribution of Visual Material of a Child in the State of Nudity or Sexual Conduct

### **School Resource Officer**

The School Resource Officer's (SRO) Office is located at Arlington High School. Inspector Stephen Porciello works every day handling those incidents that require police involvement in the town schools. During the past year, Inspector Stephen Porciello has worked with the school, fire and town personnel to train and implement ALICE (Alert, Lockdown, Inform, Counter, and Evacuate). The purpose of ALICE training is to prepare individuals to handle the threat of an Active Shooter. AL-

ICE teaches individuals to participate in their own survival, while leading others to safety.

Annually during the school year, ALICE drills are conducted at Arlington High, the Ottoson Middle School, and the various Elementary Schools. The SRO coordinates the participation of the Fire Department, the Police Department, and School Department to evaluate the drills.

The Criminal Investigation Bureau took pride when Inspector Porciello was awarded the 2015 Officer of the Year at our annual awards ceremony.

### **Drug Take Back Program**

Over the course of 2016 over 700 pounds of assorted prescription medications were dropped off at the Police Department Lobby for destruction. The various prescription medications were discarded in the Drug Take Back Kiosk. The drug kiosk is located in the Police Headquarters Lobby and is available 24/7.

In October Inspector Edward Defrancisco and Captain Richard Flynn along with members of Arlington Youth Health and Safety Coalition (AYHSC), and the Arlington Health and Human Services (H&HS) took part in the National Drug Take Back Day sponsored by the Drug Enforcement Agency. During this event, over 240 pounds of assorted prescription medication was turned in for destruction.

National Drug Take Back Day is a free and anonymous event coordinated by the DEA and police departments. The designated day gives the public an opportunity to prevent substance abuse by disposing of potentially dangerous expired, unused, or unwanted prescription drugs in their possession.

### **Alcohol Compliance Checks**

During February detectives along with members of AYHSC conducted Alcohol Compliance Checks of all the restaurants and establishments with licenses to serve alcohol in Arlington. The Arlington Police utilized one undercover agent who was under 21 years of age. As a result of these checks, there were no violations.

### **Domestic Violence**

October is Domestic Violence Awareness Month. It was created to raise awareness, promote education and encourage victims to let their voices be heard. This issue is one that affects all walks of life, in every community. In addition, every year millions of children are exposed to domestic violence in the home. This exposure can have long-term effects on children's emotional well-being and psychological health.

We are lucky to have great resources in our community, including our own Family Services Unit, Inspector Rebecca Gallagher, as well as First Step Domestic Violence Program which is located right here in Town.

In the spirit of Domestic Violence Awareness

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Month, the Arlington Police working with our partners participated in an event held at the Town Hall. On October 13, 2016, the Town hosted the interactive workshop, Toxic Relationships.

## Records

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

Records Processed	2013	2014	2015	2016
Calls	32,101	28,629	29,405	31,412
Arrests	239	179	188	122
Citations	3,817	2,855	2,351	2,527
Parking	15,169	13,939	13,055	15,498
Accidents	813	778	804	807
Hackney	88	38	35	25

## Grant Funding

In 2010 the Arlington Police Department, in partnership with the Edinburg Center, was awarded a grant from the Massachusetts Department of Mental Health (DMH) for a Jail Diversion Program (JDP). The goal of the program is to divert individuals with mental illness, substance use disorder, and developmental disabilities from the criminal justice system to appropriate treatment options. The program model was collaboratively developed by members of the Police 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 94% of JDP crisis evaluations resulted in treatment instead of arrest.

The Arlington Police Jail Diversion Program (JDP) clinician averaged thirty-five contact calls per month in 2016. 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 intra-agency communication are essential pieces 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 with eight Arlington families in 2016. Due to this effort the Health Department has been able to close a number of these cases. The HRT presented at the Crisis Intervention Training (CIT) in Brookline which was attended by fifty-eight police officers from seven local departments.

In 2015 the JDP clinician formed a partnership with Mike Duggan of Wicked Sober and created the Opiate Overdose Outreach Initiative. This program takes a two-pronged approach. The first is a follow-up after an overdose or referral to offer treatment options etc. and the second includes education, community awareness, and treatment referrals/assistance. The initiative hosts community education events and Naloxone is distributed as needed. We have shared our program with over seventy police departments and communities including presenting our program to over 800 attendees at an opiate awareness conference in Fort Worth Texas and at a rally attended by over 200 in Cleveland Ohio.

## Accreditation/Professional Standards

The Police Accreditation process is an ongoing daily function of the Arlington Police Department. During 2016, the Department added new technology/software to assist in the maintenance of the accreditation status achieved in 2014. The Department was initially certified as an accredited Law Enforcement Agency by the Massachusetts Police Accreditation Commission in 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 preparation for the next assessment in 2017, the Department continues to update policies and maintain its accreditation status 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



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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



*Chief Frederick Ryan with Officer of the Year Inspector Stephen Porciello and his daughter.*

In February the Department held its annual Employee Recognition Awards Ceremony. Inspector Stephen Porciello was carefully chosen as Officer of the Year for 2015. As an eight year veteran of the Arlington Police Department, Inspector Porciello has consistently displayed the highest quality of service while representing the Department.

As the School Resource Officer, Inspector Porciello has diligently worked with the Arlington School Department to implement the ALICE program. ALICE educates individuals to participate in their own survival while leading others to safety in the event of an active shooter. This has included training school staff, students, School Committee Members, parents, and all persons interested in learning about the program.

In addition to handling the daily incidents that occur in schools, Inspector Porciello has conducted numerous criminal investigations. In March of 2015 Inspector Porciello conducted an in depth investigation into allegations that a former substitute teacher had sexually assaulted a teenager. During the course of the investigation, Inspector Porciello interviewed numerous individuals while also preparing and executing multiple search warrants. The defendant was subsequently arrested and successfully prosecuted on charges of Aggravated Rape, Abuse, and Enticement of a Child Un-

# COMMUNITY SAFETY

der the Age of 16. Inspector Porciello's consistency and quality of work is exceptional even when dealing with the difficult task of investigating crimes against children and students.

Parking Control Officer Willie Smith was awarded as the Department's Employee of the Year award. Over his ten years on the job, Officer Smith has proven that he can be relied upon to consistently do an outstanding job in the various aspects of the position. Supervisors have commended his ability to use common sense, maintain his composure, and stay focused in a variety of situations, ranging from a disputed parking ticket, to calling in various emergency situations he has encountered during his shift.



*Dispatcher John Plourde, Officer Dennis Mahoney, Officer Scott Paradis, Chief Frederick Ryan, Officer Brett Blanciforti and Officer Robert Smith*

The Department awarded three Meritorious Service Ribbons and twelve Certificates of Commendation at its ceremony. Those employees receiving ribbons were: Sergeant Bryan Gallagher, and Officers Steven Conroy and William Milner. Those employees receiving certificates: Sergeant Bryan Gallagher, Inspectors Chris Gallagher, James Smith, and Brian Fennelly and Officers Bryan White, John Kelley, John Costa, Steven Conroy (2), Robert Smith (2), and William Milner. Captain Richard Flynn received the Department's Top Gun Award and Lieutenant Michael Sheehan was recognized with the Excellence in Leadership Award.

The Department awarded twelve Life Saving Ribbons for their tremendous work during the devastating Arizona Terrace fire on May 5, 2015. Those employees receiving ribbons were: Dispatchers John Plourde and Jason Pugliese, and Officers Dennis Mahoney, Robert Smith, Brett Blanciforti, Scott Paradis, Mike Hogan, Chadwick Brown, and Anargyros Siempo.

## Retirements/Promotions/Appointments

The Arlington Police Department made several promotions in 2016 within the Community Services Division. Sergeant Richard Pedrini was permanently promoted to the rank of Lieutenant. Inspector Brian Fennelly, Officer David Martin, Officer Scott Paradis, and Officer Robert Pedrini were permanently promoted to the rank of Sergeant.

In 2016 Parking Control Officer Brian Curran retired after five years of service to the Town of Arlington.



*Newly renovation Arlington Police Headquarters*

# COMMUNITY SAFETY

## 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.

Almost 61% of the calls by the AFD are for medical emergencies. Maintaining Emergency Medical Technician status for the majority of the Department is the responsibility of the EMS Officer. New equipment and techniques are consistently introduced requiring hours of additional training. The Operations Division provides these services to fire department personnel in house, minimizing the expense to the Arlington taxpayers.

During 2016 the AFD responded to 5205 calls for assistance, increase of 3% from 2015. Reported dollar loss for 2016 totaled \$3,186,677. This includes structure fires, motor vehicle accidents, water hazard incidents, and hazardous condition incidents. Of these 5205 calls, 3177 were for medical emergencies. Medical emergencies include emergency medical responses and emergency medical assists. Rescue 1, the AFD ambulance, transported 1792 patients to area hospitals. This is consistent with the amount of transports in 2015.

Responses Fire Call Type	2013	2014	2015	2016
Fire	99	96	126	129
Carbon Monoxide Activations	126	67	118	111
Water Hazards	47	80	61	75
Mutual Aid	25	35	52	31
Lock Out/In	66	63	70	44
Electrical Hazards/ Down Lines	107	188	190	218
Motor Vehicle Accidents	168	148	160	174
Smoke Scares	13	70	42	44
Natural Gas Emergencies	70	109	112	107
Flammable Liquid Hazards	18	22	22	36
Hazardous Conditions	282	59	59	77
Other	198	329	46	235
Emergency Medicals	2,547	2,601	3,143	3,068
Medical Assists	220	244	126	109
Alarms Sounding	560	697	816	747
<b>Total Calls for Assistance</b>	<b>4,546</b>	<b>4,808</b>	<b>5,143</b>	<b>5,205</b>

### 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,

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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 1,099 permits in the year 2016 totaling \$54,943. Certificates of Compliance for Smoke Detectors and Carbon Monoxide Alarms accounted for 729 permits and 66% of all permits issued. The Arlington Fire Department completed 1693 inspections for license and life safety during the past year. This is an increase of over 20% from 2015.

Fire Permits and Revenue			
2013	2014	2015	2016
1032	1,066	972	1099
\$70,232	\$56,777	\$50,780	\$54,943

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

2016 FIU Investigations	
Structures	17
Cooking	42
Motor Vehicle	8
Outside	41
Other	21



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. Our instructors continued to teach selected topics from the "Learn Not to Burn" curriculum produced by the National Fire Protection Association and to teach the key Fire Safety Behaviors in the Mas-

sachusetts Fire and Life Safety Education Curriculum Planning. This theme was stressed during the AFD's annual visit to elementary schools where 6,038 students were taught fire safety during their regular school day. 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 continued to roll out Senior Safe targeting the elderly. The AFD started this program in 2014 in an attempt to reach a broader range of our citizens by providing fire safety education at elderly housing units, nursing homes, and the Council on Aging. The head of our SAFE program, Lt. Paone, estimates that this year his team has gotten their message out to 12,563 total residents of all ages.

The Juvenile Fire Setter Intervention Program (JFIP) run by Deputy Chief James Bailey 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.

## 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 prepare firefighters for the tactics and tasks that they need to complete in order to mitigate daily hazards in town. 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

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and delivery of all company-level drills, department-level training initiatives, as well as, new recruit indoctrination and training. Operations are also responsible for continuing education and re-certification of EMT's.

In 2016 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, roof operations and search and rescue techniques.

## 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-five EMT's and one first responder.

EMS Staff	2013	2014	2015	2016
EMTs	73	74	71	75
First Responders	2	2	1	1

In response to a 2014 change at the Office of Emergency Medical Services (OEMS), all EMTs are now being certified as Nationally Registered EMT (NREMT). This transition by OEMS had a significant local impact as well. The Arlington Fire dept is responsible for keeping records on all EMT training under the oversight of both Region 4 of OEMS and Medical control at Mt Auburn Hospital. The Fire department is now the Training center for all of its EMT's. Capt Al Sharpe is assigned to the Operations Division as the full time EMS Coordinator. The EMS Coordinators role is responsible for all medical training, recertification's, ordering 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. Additional duties include patient follow up, quality assurance of patient care reports, auditing call volumes, compliance with HIPPA laws, communicating with medical control, records keeping on both ambulances and assisting with the routine operations of the department. Another role assigned to the EMS coordinator is acting as a liaison with the Board of Health, Council on aging and the police clinician to recognize and assist at risk citizens in an effort to provide a safe home environment.

EMT recertification requires 40 hours of continuing education every 2 years, the majority of which is taught by the EMS Coordinator. All Department EMT's have an obligation to provide pre-hospital patient care

in accordance with the Massachusetts statewide treatment protocols, Department of Public Health. The Department responded to 3,068 medical emergencies. Of those emergencies, 644 were for advanced life support and 1,204 for basic life support 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 another agency assisted with patient care. 538 medical emergency responses occurred where no transport to a hospital was needed based on a variety of circumstances.

Ambulance Response	2013	2014	2015	2016
Advance Life	743	780	760	644
Basic Life	1,013	1,036	1,090	1,204
Patient refused transport	570	554	556	538
Runs Missed Because R1 On Other Call	579	632	737	632
Total Medical Emergencies	2,901	3,061	3,143	3,068

## 2016 Highlights

- Draft, design and order Ladder Tower 1 – to replace 1994 Pierce 105' Aerial Apparatus
- Replaced 25% of Department personal protective equipment from capital budget funds. Department has replaced 100% of personal protective equipment since 2014.
- Enhanced Training/Emergency Operations Center, EOC, with High Tech capabilities
- Instituted a program and moved all inspections, fire prevention, all hydrant operations (shoveling and testing) and fire pre-plans onto a digital format.
- Instituted a new program to formally inspect all occupancies in town with the exception of 1-4 families for Fire and Life Safety Hazards. The department reached 70% inspection rate.
- Created and expanded on our social media outlets including Town website and Twitter.
- Purchased and trained all members on the LUCAS, auto-CPR machine and incorporated a new CCR, Cardio Cerebral Resuscitation, protocol that increases survivability for patients in cardiac arrest.
- Training department utilized multiple houses scheduled to be torn down for structural fire-fighting skills development.
- Collaborate with the Arlington High School Art Department on a project to enhance artwork

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in the Central Fire Station. Students volunteered to paint building features that were maintained in the station remodel and had great fire and art history.

## Retirements/Promotions/Appointments

Captain Paul McPhail was awarded the Arlington Firefighter of the Year award at this year's banquet. Captain McPhail has worked tirelessly on and off duty in the past year to improve the overall safety of the fire department.

Citizen David Serabian was given the Extraordinary Citizen of the Year award at the banquet. Mr. Serabian has donated multiple house to the department to be used for training. This has allowed us to gain valuable experience that otherwise would be done in a less effective classroom setting

Firefighter Stephen Pickett retired on January 31st. He was appointed on May 29, 1994.

Firefighter Joseph Andrade resigned on March 12th. He was appointed on March 25, 2012.

Firefighter John Arnold resigned on June 6th. He was appointed on September 23, 2012.

Probationary Firefighters John DeRosby, Albert DeSimone, Keith Baker, and Alexis Santos were appointed on February 21st and assigned to the Massachusetts Firefighting Academy for Recruit Training.

Probationary Firefighters Brenton Loveless, Jeffrey Sacca, Paul Stanton, and Michael Carroll were appointed on June 13th and were assigned to the Massachusetts Firefighting Academy for Firefighter Recruit Training.

## 2017 Goals

- Continue to provide ancillary programs such as the Fire Investigation Unit, FIU, Junior Firesetter Intervention Program, JFIP, Vial of Life, and Student Awareness Fire Education, SAFE within the limited resources and funding available.
- Assess the benefit of an Arlington Fire Department Advanced Life Support, ALS, and put together a comprehensive plan to implement ALS in the Department.
- Create a formal professional development/continuing education program by identifying fire personnel for specialized training and enrolling those personnel in appropriate courses at the Mass Firefighting Academy at Stow.
- Research and draft design new Fire Engine Pumper and Rescue ambulance to replace aging equipment as listed in FY18 Capital Plan.
- Follow through with Fire and Life Safety Inspections, with the goal of reaching 100% of occupancies in town with the exception of 1-4 families. Ensure that the process can

continue on an annual basis.

- Expand on our Health and Wellness Program with the assistance of O2X, a Human Performance Vendor.

## 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 Certificate of Occupancy for newly renovated Community Safety Building.
- Permit issuance and inspection of MassSave initiatives such as window replacement, air sealing, and insulation projects.
- Permit issuance for Stratton School renovations and temporary modular classroom project.
- Permit issuance for Thompson School modular classrooms and preliminary plan review for addition.
- Continued review and inspection of Solarize Arlington and MassSave initiatives.
- Permits were issued for 10 new single-family homes and 4 new two-family homes.
- Arizona Ranch rebuild project continuation.
- Assisting ZBA with appeals process.
- Preparation of ISO evaluation process.

## Goals

- Assist Zoning Board of Appeals in their consideration of proposed 40B project.
- Participate in zoning recodification project.
- Participate in Master Plan Implementation Committee.
- Participate in Zoning Bylaw Recodification Committee.
- Participate in Residential Zoning Workgroup.
- Gibbs School plan review.
- Maintain transparency with information including plans and permits for active projects.

In 2016 the Inspectional Services Department issued a total of 6,087 permits of which 3,023 were Building permits, 931 were Plumbing permits, 707 were Gas permits, and 1,426 were Wiring permits. Total fees collected by the Inspectional Services Department were \$1,707,767 with an estimated construction value of \$85,915,761.