

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 2017 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 the use of procedural justice and citizen participation in solving problems of crime, fear of crime, and quality of life issues. In 2017 we continued to improve community partnerships, intelligence led policing initiatives, and refined training to maximize the effectiveness of our organization, all while continuing our commitment to ensure the safety of all members of our community.

In 2017 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. We have shared our program with over 100 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 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 ser-

VICES. 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 deploying police officers 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, the APD is challenged to achieve its 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, the Department may necessitate a reassignment of, and probable reduction in, services it provides. These reductions have already been realized in the Criminal Investigation Bureau, Traffic Unit, and Patrol Division. These reduc-

COMMUNITY SAFETY

tions will not deter the Department from its core mission of providing quality policing to the citizens of Arlington.

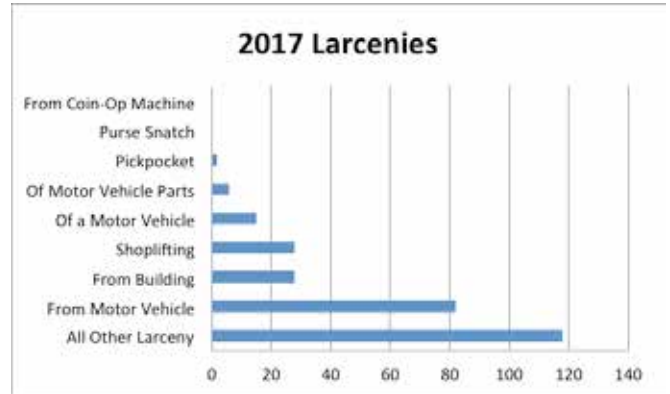
Crime

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 2017. 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 2017 there were a total of 389 Part I Crimes reported in Arlington, up 5% from 370 Part I Crimes in 2016.

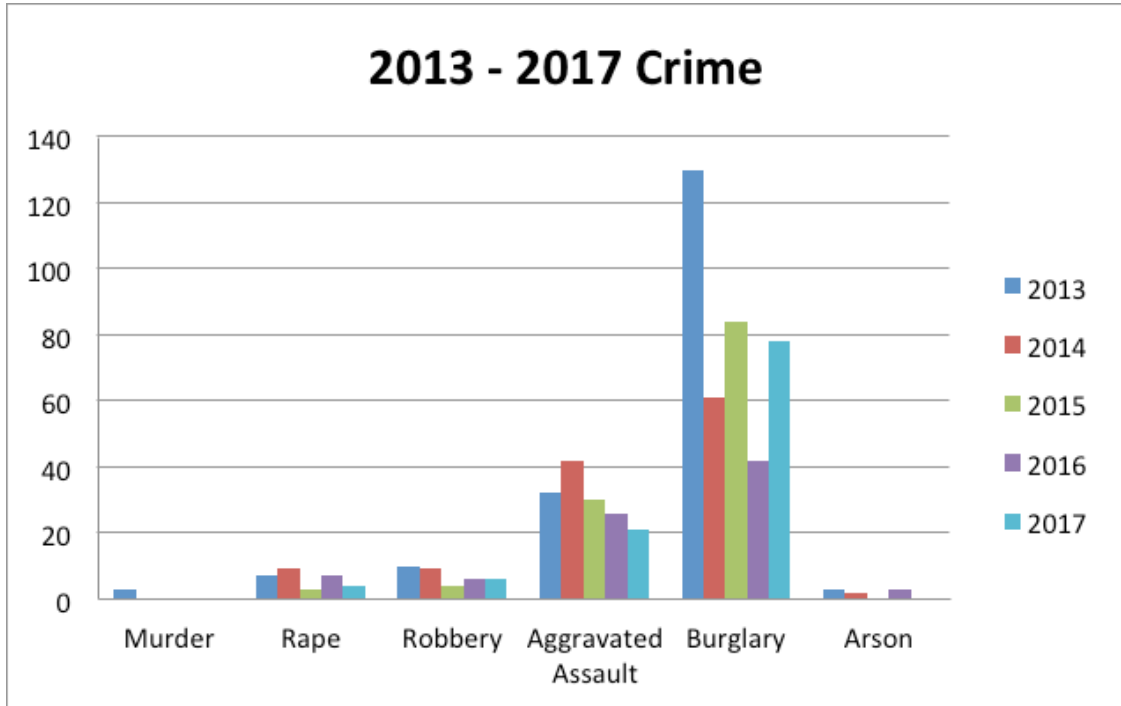
There were no murders in Arlington in 2017. There were four reported rapes, three less than last year. Arlington had six robberies, the same amount as last year. Of the six robberies committed, suspects were armed in two incidents and unarmed in four incidents. Arlington experienced twenty-one aggravated assaults; seventeen involved weapons and nine involved domestic violence. Of the incidents involving weapons, six involved knives, five involved various blunt objects, four involved a shod foot and two involved motor vehicles. Arlington had seventy-eight reported burglaries in 2017, thirty-six more incidents than last year. There were fifteen motor

vehicles stolen, a decrease of one incident from 2016. There were no arsons reported this year. In 2017, there were 280 reported larcenies, which is a decrease of six incidents from 2016.



Calls for Service

The Police Department logged 31,707 calls for service. Officers filed 4,156 incident reports as compared to 4,023 in 2016. In 2017, 138 people were arrested, an increase of sixteen. Seven 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 2017, 3,120 motor vehicle citations and 19,258 parking tickets were issued. The Department continues increased traffic and parking education and enforcement to meet the growing concerns of citizens.



COMMUNITY SAFETY

Traffic issues continue to be one of the greatest areas of complaints to the Department.

Calls for Service	2014	2015	2016	2017
Emergency Calls	28,629	29,405	31,412	31,707
Police Reports	3,267	3,616	4,023	4,156
Arrests	179	188	122	138
Protective Custody	17	10	11	7
Summons	124	103	90	92
Motor Vehicle Citations	2,855	2,351	2,527	3,120

Community Services

Patrol

The Community Services (Patrol) Division responded to 31,707 calls for service during 2017. The majority of calls involve services other than responding to crimes. For instance, the Department responded to a total of 1,044 alarms (residential, business and municipal), 535 disturbance calls, 499 reports of suspicious activity, 206 traffic complaints and 514 animal control calls. The Community Service Division also investigated 815 reports of missing persons.

Community Policing

APD 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 2017 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.

Arlington Police partnered with Youth Villages and the Department of Child and Family Services as (JDAI) Juvenile Detention Alternatives Initiative Collaboration to address the exploitation of child runaways and missing persons from our group homes.

During the month of May, APD conducted a Rape Aggression Defense class for high school students. The R.A.D. system develops and enhances the options of self-defense through lecture, discussion and hands-on self-defense techniques. The R.A.D. system 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.

In June, Arlington Police partnered with the Health and Recreation Department to run our 8th annual HRC

camp for youths in Arlington. In July, the Department joined efforts with the Middlesex Sheriffs to run a Youth Public Safety Academy.

In September, APD hosted its second Citizens Police Academy in over a decade. The program is designed to give citizens a better understanding about law enforcement and how police officers work with the community. The classes in law enforcement provide a way to educate and develop positive relations with the citizens. The program is an ongoing initiative to build community cooperation, understanding, and goodwill. This 8 week class was a success with 19 Arlington residents attending and graduating.

During 2017, the Department started a Coffee with A Cop program. Coffee with a Cop brings police officers and the community members they serve together—over coffee—to discuss issues and learn more about each other. Our first event occurred on October 4th, our second event on November 21st, and our third event on December 19th. All were well attended.

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 Department an opportunity to receive valuable feedback about the services we offer. We also were provided emergency contact numbers from new businesses and were able to address any concerns from our business partners in the community.

Canine

During 2017 K9 Officer Hogan was able to certify a new police K9, Eiko, in Patrol and Narcotics. K9 Eiko received his certification in Patrol in January 2017 from The Boston Police Canine Academy. He then returned to Boston and was certified in Narcotics in June 2017. K9 Dasty and K9 Eiko worked side by side until K9 Dasty passed away June 18th after a short battle with cancer. K9 Dasty served the Department for 11 years and made numerous finds and apprehensions which were highlighted during his memorial, which was held in August. K9 Teams from around the state came to pay their respects, along with a hundred Arlington Residents and children from town. Dasty touched the lives of many children of Arlington during his long career.

During the past year, K9 Dasty and K9 Eiko responded to 54 calls for service. They assisted in the apprehension of a violent felon in a domestic violence case where the suspect was armed with a knife and came out without incident. Dasty and Eiko were responsible for 3 Narcotic finds. The K9 Unit assisted many local departments, including Cambridge, Somerville, Lexington, Belmont and many other communities.

One of the most rewarding parts of the K9 Program

is being able to conduct K9 Demonstrations for area students in our school systems, and forming a great community policing relationship with the residents of Arlington. During the past year, the K9 unit provided over 30 K9 Demonstrations.

The K9 unit plans to continue with the hard work and training to make sure that the K9 Program has continued success, as has been shown over the past 11 years.

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 2017, the ACO responded to a combined total of 514 animal complaints, 138 deceased animal calls, issued 77 citations, responded to 35 found or running at-large pet calls and reunited 29 of them with their rightful owners. Animal Control received a total of 123 lost/found animal reports, of that number, 77 were reported to have been reunited with their rightful owner. The ACO, acting in her Animal Inspector capacity, issued 82 quarantines, inspected 11 barns (chicken coops) and inspected 5 kennel licensed facilities. The Town issued 2,274 dog licenses and 5 kennel licenses in 2017.

The ACO presented safe animal handling techniques and animal education for Boy Scout troops, Girl Scout troops and children/young adult groups in Arlington. She also mentored Arlington Animal Control's first student intern from the Arlington High School.

With the assistance of volunteer veterinarians and veterinary technicians, Arlington Animal Control held the Town's first 2 low-cost rabies vaccination clinics in over 10 years for both residents and non-residents in June and October of 2017.

The ACO attends social media meetings and works with ACMi to create public service announcements regarding domestic pets and wild life. In addition to media education, she also contributes to the Department's Facebook page with animal related postings that increase awareness, educate, and assist in reuniting lost and found pets.

Throughout the year, the ACO attended several trainings on the proper handling of wild life and domestic animals. In 2017, she joined the board for both the New England Federation of Humane Societies and the Massachusetts Animal Coalition as the sole Animal Control Officer for both Boards.

Support Services

APD unveiled its new Community Crime Map in

2017. The new mapping system tracks and analyzes crime data, alerts Arlington residents about crimes in their neighborhood, and allows APD to quickly alert the public about crimes as they occur. This new service will help prevent crime, improve public safety, and further enhance our community-police partnerships.

The APD Licensing Office processed 38 solicitors' licenses, 15 hackney licenses, and 207 Firearms licenses and renewals. The Department also responded to over 2,000 requests for public records. Through the Department's growing social media sites such as Twitter, Facebook, and Nextdoor, we were able to keep our commitment to transparency and keeping the community informed through constant information sharing.

The Department partnered with Massachusetts Civil Service Human Resources to host an informational session on becoming a police officer. The session was held at Town Hall and brought in over 100 attendees. The Department welcomed two new public safety dispatchers in 2017. Both dispatchers completed several months of required training at The Massachusetts State 911 Academy and were certified as Emergency 911 Operators in August.

The Department's training office conducted several department wide trainings in 2017. Several department members attended ALERRT Active Shooter Training, a 16 hour course designed to prepare the first responder to isolate, neutralize, and distract an active shooter. The Department partnered with The Middlesex County Sheriff's Department to provide training using simulated situational scenarios. All Arlington Police Officers also received extensive training on Massachusetts law including Marijuana Law updates, Protective Custody, and Bicycle Law.

Traffic Unit

During 2017, APD responded to 756 motor vehicle crashes. That represents a decrease of 6% from the crashes responded to during 2016. In comparison, 105 were hit and runs (+22%), 524 were crashes without injuries (-12%), and 121 were crashes with injuries (+26%).

There were no motor vehicle crashes that resulted in a fatality during 2017.

Over 3,000 motor vehicles were stopped by the Department during 2017, resulting in 3,243 citations. The most common violations cited were for speeding, failure to stop at red lights/stop signs, crosswalk violations, and restricted access (like those on Lake Street, Venner Road, etc.). Also, more than double the amount of bicycle violations were issued compared to the same time frame last year.

During the year, the Traffic Unit continued to work with 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

COMMUNITY SAFETY

the Traffic Unit continued to serve on the Transportation Advisory Committee (TAC) as well as on the Parking Implementation Governance Committee (PIGC). This member also served on several new committees: one to assist with the design of a traffic signal at the Lake Street Bicycle Crossing; another to help with the policy development for a bicycle sharing program in Arlington; one to assist with developing a traffic plan around the soon to be re-opened Crosby School; and one to help evaluate and make recommendations to improve the recently completed Arlington Center Safe Travel Project. Some of the major accomplishments achieved thus far in 2017 through these collaborations include:

The approval by Town Meeting to establish a Parking Benefits District in Arlington Center. Having this District will allow significant portions of the funds collected from the recently installed meters to be directly allocated towards the improvement of travel and quality of life in Arlington Center. Current project under consideration for the first phase of improvements include the redesign of the Russell Commons Municipal Lot as well as adding benches, bicycle racks, new trash receptacles, etc.

Significant progress was also made with the design of the Lake Street traffic signal. Two well-attended public meetings were held at Town Hall to present and receive comments at both the 25% and 75% design level.

Proposed changes were accepted made in early December of 2017 to remove the confusing Pedestrian Hybrid Beacon that was installed at Mass Ave and Swan Place as part of the Arlington Center Safe Travel Project. It was replaced with a full traffic signal that was coordinated with the recently upgraded signals at Mass Ave and Mystic/Pleasant Streets, where additional bicycle signal heads will also be added as a result of this review process.

The Traffic Unit continued working 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, MassDOT, and various utility companies to develop traffic safety plans around multiple major construction sites throughout town.

Additional grant money from the Executive Office of Public Safety and Security (EOPSS) was applied for as in past years, but no award notifications have been delivered by EOPSS as of the date of this report. Other achievements for the Traffic Unit included:

- Giving a presentation at the Arlington Senior Center on Pedestrian Safety in response to the national increase of senior pedestrian being involved in motor vehicle crashes.
- Hosting the statewide Safe Routes to School Fall Forum.
- Attending the Northeast Transportation Safety Conference in Connecticut.
- Teaching another class on Traffic Safety at the Citizens Police Academy.
- Continuing to work with AAA on projects such as the School Safety Patrol and testifying at the State House in support of various traffic-related legislative bills.
- Continuing to assist the Board of Selectmen with special alcohol licensing.

Criminal Investigation Bureau

The Criminal Investigation Bureau has remained busy during the past year investigating various crimes. Detectives have conducted over 1500 criminal investigations, followed up on over 450 Missing Person reports, conducted both Spring and Fall ALICE Drills at all public schools in Town, investigated over 250 domestic violence related incidents, and conducted Alcohol Compliance Checks at all of the various restaurants and liquor store establishments.



U.S. Attorney's Office Annual Recognition Ceremony on 5/16/17

COMMUNITY SAFETY

Spelling Bee Bandit

In October 2016, APD responded to the TD Bank, 880 Massachusetts Ave. for a report of a robbery. A Chelsea man dubbed the "Spelling Bee Bandit" was identified and apprehended. In November 2017, Jason S. Englen, 34, plead guilty in Boston Federal District Court to robbing four banks. These included banks in Arlington, Burlington, Reading, and Peabody. Englen faces up to 20 years in prison. Sentencing is set for Feb. 28, 2018.

Investigative Achievement Award

On May 16, Inspector James Smith, along with members of the Federal Bureau of Investigation (Violent Crimes Task Force), Boston, Revere, Woburn Police Departments, and the Massachusetts State Police were recognized for their investigation into the exploitation of minors. The case involved postings to the website "Backpage.com". As a result of this investigation, co-defendants Tyrell Gorham, Lee Young, and Chelanje Greene each plead guilty in Boston Federal District Court and each received various jail sentences.



AHS Principal Jenga, 4 AHS Students, Captain Richard Flynn & Inspector Stephen Porciello

Child Pornography Investigation

As a result of an investigation by Arlington Police Detectives, a Lancaster Road man was arrested and charged with possessing and distributing child pornography. Mason Lister was charged with various charges, including Possession of Visual Material of a Child in the State of Nudity or Sexual Conduct, Subsequent Offense.

Scams

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.

Many of the scams we have been encountering



lately are requiring victims to obtain gift cards and read the redemption numbers on the back of the card over the phone to pay for IRS back taxes, pay for bail for a relative, or a variety of other situations. These entities will NEVER call you on the phone or require you to pay via gift cards. Please share this with family and friends to protect them from falling for this scam. As a general rule, if it sounds too good to be true, it probably is.

School Resource Officer

Inspector Stephen Porciello works every day handling those incidents that require police involvement in Arlington schools. During the past year, Inspector Stephen Porciello has worked with the schools, Fire and Town personnel to train and coordinate ALICE Drills at the various Public and Private Schools.

In May, APD awarded five Arlington High School students with fully-funded grants to attend "In Control" Crash Prevention Training. The grant recipients were chosen from a large pool of applicants and presented with certificates and vouchers Wednesday morning during a ceremony at Arlington High School.

Drug Take Back Program

Over the course of 2017 over 900 pounds of assorted prescription medications were dropped off at the Police Department 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.

On numerous occasions throughout the year, 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

COMMUNITY SAFETY

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. APD utilized two undercover agents who were under 21 years of age. As a result of these checks, Licensing violations were noted at four establishments.

Domestic Violence

We have resources in Arlington, including our own Family Services Unit here at APD, as well as First Step Domestic Violence Program, which is located in Town. Detectives help victims of domestic abuse safety plan and identify support options in the community. First Step can assist in accessing public benefits and programs specific to survivors of Domestic Violence.

In April, Brandon Fraser, 30, of Arlington was Indicted by a Middlesex Grand Jury and charged with strangulation causing serious bodily injury, strangulation, assault and battery causing serious bodily injury, three counts of assault and battery, stalking, animal cruelty, and threatening to commit a crime. Fraser was arraigned in Middlesex Superior Court and in June, Fraser plead guilty in Middlesex Superior Court.

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. This is an issue that affects all walks of life, in every community.

In October, APD partnered with True Story Theater, First Step, the Arlington Youth Consultation Center (AYCC), and the Ottoson Middle School to host Encouraging your Teen to Have a Safe and Loving Relationship.

Detectives participated in the National Family Violence Apprehension Day. This event involves various law enforcement agencies across the country serving Domestic Violence Arrest Warrants across their jurisdictions.

Teenager Arrested for Manslaughter

On August 29, Tenzin Kunkhyen, 16, was found suffering from a gunshot wound to the chest when Somerville police responded to a report of a shooting on Farragut Avenue just off Broadway.

On September 5, APD investigators, working in conjunction with Somerville and State Police detectives, located and arrested the suspect sought in connection

with the fatal shooting of a 16-year-old boy in Somerville.

A second individual, Keith Harlow, 31, was also taken into the custody at the same apartment. Harlow is being held on three outstanding warrants, including possession of heroin and resisting arrest.

Records

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

Records Processed	2014	2015	2016	2017
Calls	28,629	29,405	31,412	31,707
Arrests	179	188	122	138
Citations	2,855	2,351	2,527	3,120
Parking	13,939	13,055	15,498	19,258
Accidents	778	804	710	626
Hackney	38	35	25	15

Grant Funding

In 2010, APD, 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 APD, 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 95% of JDP crisis evaluations resulted in treatment instead of arrest.

The Arlington Police Jail Diversion Program (JDP) clinician averaged thirty-eight contact calls per month in 2017. 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.

In 2015 APD formed a partnership with Mike Dugan 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 one hundred police departments and communities.

The Hoarding Response Team (HRT), comprised of the JDP clinician, APD, the Health Department, and other Town agencies, worked with five Arlington families in 2017. 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.

Accreditation/Professional Standards

The Police Accreditation process is an ongoing daily function of APD. During the fall of 2017, the Department was successfully re-accredited after achieving its original accreditation status 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. With a commitment to excellence, the Department will 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)

APD is a member of the North Eastern Massachusetts Law Enforcement Council (NEMLEC). The Council is a consortium of fifty-one police departments in Middlesex and Essex County as well as the Middlesex and Essex County Sheriff's Offices. The members of the organization operate pursuant to an inter-agency mutual aid and assistance agreement to share resources and personnel to enhance public safety in a fiscally responsible manner. As part of the agreement, each member commits resources from its law enforcement agency to assist other members in an effort to increase and improve their capabilities and capacities.

NEMLEC is comprised of a Regional Response Team (RRT), which includes a Tactical Unit, Special Weapons and Tactics Unit (SWAT), K-9 Unit, and School

Threat Assessment and Response System (STARS), Motor Unit, Bicycle Unit, Accident Reconstruction Unit, and a Crime Scene Unit. Officers associated with the various Units receive specialized training in crowd/riot control, crisis negotiations, response to school violence, use of specialized weapons, drug interdiction, and many other areas of specialization within the law enforcement profession.

Currently, we have officers assigned to the RRT Unit, SWAT 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

COMMUNITY SAFETY

the GBPC purchasing contracts to acquire fleet vehicles (police, DPW, etc.) and associated municipal equipment.

Awards and Recognitions

In February 2017 the Department held its annual Employee Recognition Awards Ceremony. Officer Robert Smith was carefully chosen as Officer of the Year for 2016. As a four year veteran of APD, Officer Smith has consistently displayed the highest quality of service while representing the Department.

As a Patrol Officer assigned to the Operations Division, Officer Smith truly stands out. He consistently performs his duties pro-actively and at a level that exceeds the expectations of his supervisors. His preparation, knowledge, willingness to volunteer, and ability to discover criminal activity is a direct reflection on his commitment to the Department and the community.

Officer Smith takes great pride in his police work, appearance, and the police profession. His skills and tactics are outstanding and have proven valuable on numerous calls for service. Professional and polite in dealing with the public, he serves as an ambassador for the APD. Officer Smith is committed to the Community Policing principles that the Department prides itself on, and in doing so make him a role model for other Patrol Officers.



Chief Frederick Ryan with Officer of the Year Robert Smith

The Department awarded eleven Meritorious Service Ribbons and eleven Certificates of Commendation at its ceremony. Those employees receiving ribbons were: Sergeants James Kiernan and Gregory Flavin, Officers Michael Hogan, Jennifer McGurl, Paul Collins, Dennis Mahoney, Scott Urquhart, Thomas Kelly, Brendan Flynn, Nicholas Stotik, and Robert Smith.

Those employees receiving certificates were: Sergeants Brian Fennelly, Bryan Gallagher, Scott Paradis and Michael Flynn and Inspectors Gina Bassett and James Smith. Officers receiving certificates included Robert Smith, William Milner, Brett Blanciforti, Neil Si-

mard and Dispatcher Courtney Giannetti. Sergeant David Martin received the Department's Top Gun Award and Officer Brandon Wenz was recognized with the Excellence in Leadership Award.

The Department awarded seven Life Saving Ribbons for various life saving measures taken in 2016. Those employees receiving ribbons were: Sergeants Bryan Gallagher and David Martin and Officers Scott Urquhart, Nicholas Stotik, Thomas Kelly, Michael Foley and Alexander Stotik.

Special Projects Clerk Jessica Walsh was awarded with the Department's Employee of the Year award. Although she has only been with APD for two years, in that time she has proven to be a confident and knowledgeable employee who has quickly become a vital member of the organization. As a civilian employee tasked with special projects, Jessica has demonstrated commitment and dedication to the goals of the Department. She possesses exceptional customer service skills along with an empathetic and caring nature that makes each customer feel welcomed regardless of the situation.

In her role as Social Media Coordinator for the APD, Jessica has advanced our program to one of the best in the state among law enforcement. In 2016, she worked tirelessly with staff to resurrect the Arlington Citizens Police Academy. During that time, she coordinated scheduling, arranged numerous trainings, and worked diligently to make the academy a great success. Additionally, Jessica is a dedicated team member of the Arlington Police Opiate Outreach Program, which has been active in working to combat the heroin epidemic that has spread across Middlesex County and beyond.



Chief Frederick Ryan with Employee of the Year Jessica Walsh

Retirements/Promotions/Appointments

In 2017 Office Manager/Administrative Assistant Linda Bernier and Senior Records Clerk Maria Biasella retired from the Department after 18 and 16 years of service, respectively. Their efforts were greatly appreciated by the Department and by those that interacted with them. APD wishes them both well in retirement.

COMMUNITY SAFETY

ARLINGTON FIRE DEPARTMENT



Mission Statement

The Arlington Fire Department (AFD) strives for excellence in the performance of duty and service to the community and the customers it serves. The Department is committed to finding 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 one that incorporates 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 2017 the AFD responded to 5,273 calls for

assistance. While only an increase of 1% from 2016 this is the fifth straight year that call volume has increased. Reported dollar loss for 2017 totaled \$3,186,677. These losses include structure fires, motor vehicle accidents, water hazard incidents, and hazardous condition incidents. Of these 5,273 calls, 3,374 were for medical emergencies, a 10% increase, and 64% of all Fire Department responses. Medical emergencies include emergency medical responses and emergency medical assists. Rescue 1, the AFD ambulance, transported 1,792 patients to area hospitals. This is consistent with the amount of transports in 2016.

Responses Fire Call Type	2014	2015	2016	2017
Fire	96	126	129	91
Carbon Monoxide Activations	67	118	111	95
Water Hazards	80	61	75	72
Mutual Aid	35	52	31	70
Lock Out/In	63	70	44	53
Electrical Hazards/ Down Lines	188	190	218	294
Motor Vehicle Accidents	148	160	174	168
Smoke Scares	70	42	44	38
Natural Gas Emergencies	109	112	107	77
Flammable Liquid Hazards	22	22	36	13
Hazardous Conditions	59	59	77	20
Other	329	46	235	66
Emergency Medicals	2,601	3,143	3,068	3,374
Medical Assists	244	126	109	175
Alarms Sounding	697	816	747	667
Total Calls for Assistance	4,808	5,143	5,205	5,273

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 compa-

COMMUNITY SAFETY

nies through prevention and aggressive firefighting are impossible to calculate, but substantial. The Operations Division of the Arlington Fire Department issued 928 permits in the year 2017 totaling \$48,070. Certificates of Compliance for Smoke Detectors and Carbon Monoxide Alarms accounted for 627 permits and 68% of all permits issued. The Arlington Fire Department completed 1685 inspections for license and life safety during the past year. We have continued our goal towards our ISO Class 2 certification. One of the biggest achievements toward this goal is to inspect every mercantile property within the Town's borders.

Fire Permits and Revenue			
2014	2015	2016	2017
1,066	972	1099	928
\$56,777	\$50,780	\$54,943	\$48,070

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 Team Coordinator Captain Melly and a staff of two.

The FIU was activated 83 times this past year to investigate various incidents, including structure fires, vehicle fires, dumpster fires, and grass fires.

FIU Fire Investigations	2017
Structures	21
Cooking	28
Motor Vehicle	4
Outside	24
Other	6



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 "Every Second Counts, Plan 2 Ways Out!" curriculum produced by the National Fire Protection Association and to teach the key Fire Safety

Behaviors in the Massachusetts Fire and Life Safety Education Curriculum Planning. This theme was stressed during the AFD's annual visit to elementary schools where 5,622 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 over 12,000 residents of all ages.

The Juvenile Fire Setter Intervention Program (JFIP), run by Deputy Chief James Bailey, counseled young, potential fire setters of the dangers of playing with fire. The JFIP, partnering for the thirteenth 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

COMMUNITY SAFETY

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 2017 AFD members received training in such areas as emergency vehicle operations, HIPPA, subway operations/ safety, burns, infectious diseases, Rapid Intervention Team tactics, and the National Registry of EMTs National Continued Competency Program. 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-seven EMT's. When staffing allows, Rescue 2 is placed in service as a second transporting vehicle.

EMS Staff	2014	2015	2016	2017
EMTs	74	71	75	77
First Responders	2	1	1	0

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 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 Coordinator is responsible for all medical training, recertification, 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.

Each 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. In 2017 the Department responded to 3,169 medical emergencies. Of those emergencies, 777 were for advanced life support and 1,164 for basic life support. These emergencies were transported to the appropriate facility by the Town operated ambulance, Rescue 1. There were 567 medical emergencies where Rescue 1 was at another emergency medical call and another agency assisted with patient care and transport. 661 medical emergency responses occurred where no transport to a hospital was needed based on a variety of circumstances.

In September, the Department took delivery of a 2017 Horton ambulance on a Ford F550 chassis. A new feature that was purchased with this ambulance is a Stryker power stretcher. The stretcher provides safer patient transport and reduces the risk or provider injury. The former Rescue 1 was re-designated Rescue 2 and is used as our back up unit. The former Rescue 2 was traded in as part of the purchase.

Ambulance Response	2014	2015	2016	2017
Advance Life	780	760	644	777
Basic Life	1,036	1,090	1,204	1,164
Patient refused transport/ NO EMS	554	556	538	661
Transports Missed Because R1 was on Other Call	632	737	632	567
Total Medical Emergencies	3,061	3,143	3,068	31,69

2017 Highlights

- Researched and designed new water rescue equipment including new boat, ice sled, and protective gear to improve water and ice rescue incidents.
- Continued moving all inspections, fire prevention, hydrant operations (shoveling and testing) and fire pre-plans onto a digital format.
- Continued a program to formally inspect all occupancies in town with the exception of 1-4 families for Fire and Life Safety Hazards. The Department reached 85% inspection rate.
- Expanded our Training program to include and utilize surrounding Metro communities for both practical and classroom scenarios.
- Ordered new Fire Engine Pumper to replace aging equipment as listed in FY18 Capital Plan.
- Took delivery of a 2017 Ford F550 Horton Ambulance replacing a 2008 Ford ambulance. This new ambulance is outfitted with our first power stretcher, which should pre-

COMMUNITY SAFETY

vent patient accidents and reduce personnel injuries.

- Training and implementation of new procedures and medications for responses to Opioid overdoses and fentanyl usage.



AFD out on Spy Pond this week training with ice rescue equipment.

May 29, 1994.

Firefighter William Grenier retired on January 8th. He was appointed on October 27, 1985.

Probationary Firefighters Alex Caterino, Robert Marshall, and Michael Curran were appointed on July 9th and assigned to the Massachusetts Firefighting Academy for Recruit Training.

Probationary Firefighters Christopher Conroy and Catherine Weber were appointed on September 24th and were assigned to the Massachusetts Firefighting Academy for Firefighter Recruit Training.

Acknowledgment

In October 2017 Deputy Chief Stephen Porciello died of occupational lung cancer. His death was a tremendous loss to the Department and the community. Deputy Chief Porciello, an Arlington resident, served the Town of Arlington for 32 years with distinction since first being appointed a firefighter in 1985. In 1989 he was promoted to Lieutenant, in 1992 to Captain, and in 1995 to Deputy Chief. His contributions are too numerous to list, but throughout his career, Deputy Chief Porciello supported the Department and the community through his leadership, dedication, and professionalism, leaving a rich legacy in which we all benefit.

2018 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.
- 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.
- Collaborate with Arlington High School to implement a volunteer afterschool program to teach students first aid and CPR.
- Upgrade our portable and mobile radio system to be compliant with new FCC regulations.
- Implement a training program, coordinated by the Fire Prevention Division, using both classroom and hands on training for the components of Fire Protection Systems.
- Increase the use of newly purchased tablets to improve inspections, pre-fire planning, and responses electronically on the street.
- Increase and improve Department readiness for responding to new threats, including terrorism, mass casualty, and hazardous substances through local and regional training.

Retirements/Promotions/Appointments

Captain Daniel Kerr was awarded the Arlington Firefighter of the Year award at this year's banquet. Captain Kerr has worked tirelessly on and off duty in the past year to improve the overall safety of the Department through the Training Division.

Citizen Malcolm Keljkian of Mal's Towing was given the Extraordinary Citizen of the Year award at the banquet. Mr. Keljkian has helped out the Department this year and many years in the past with his company. He has always dropped everything to give us a hand whether it was for emergency towing, bodywork, and everything else we called him for.

Captain Paul McPhail retired May 26th. He was appointed on April 6, 1997, promoted to Lieutenant on August 29, 2004, and promoted to Captain on June 28, 2009.

Lieutenant Robert Largenton retired February 21st. He was appointed on April 24, 1983 and promoted to Lieutenant on July 12, 1992.

Lieutenant Keith Day retired January 8th. He was appointed April 24, 1983 and promoted to Lieutenant on

COMMUNITY SAFETY

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.

2017 Accomplishments

- Inspection and issuance of Certificate of Occupancy for newly reconstructed Stratton School.
- Permit issuance and inspection of MassSave initiatives such as window replacement, air sealing, and insulation projects.
- Permit issuance and inspections of Gibbs School.
- Occupancy issued for Thompson School addition.
- Continued review and inspection of Solarize Arlington and MassSave initiatives.
- Permits were issued for 17 new single-family homes and 6 new two-family homes.
- Occupancy issued for Arizona Ranch rebuild project.
- Assisting ZBA with appeals process.
- Participated in Master Plan Implementation Committee, Zoning Bylaw Law Working Group, Residential Study Group.

2018 Goals

- Assist Zoning Board of Appeals in their consideration of proposed 40B project.
- Continued participation in zoning recodification project, including MPIC, ZBRC, and RSG.
- With the Planning Department, implementing and enforcing new Vacant Storefront Registry.
- Education and enforcement of the “Good Neighbor Agreement” our communities’ new local construction regulations.
- Continuous goal to maintain and improve transparency with information including plans and permits for active projects.

In 2017 the Inspectional Services Department issued a total of 5,286 permits, of which 2,558 were Building permits, 898 were Plumbing permits, 732 were Gas permits, and 1,130 were Wiring permits. Total fees collected by the Inspectional Services Department were \$1,663,523, with an estimated construction value of \$91,794,783.



New windows at Gibbs School