

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. The APD remains dedicated to implementing new technologies and improving its wide range of media capacities to increase 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.

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 allows the Department to deploy patrol officers to specific locations to maximize police resources.

The Investigative Services & Professional Standards Division administers the Criminal Investigation Bureau (CIB) and the Professional Standards/Accredi-

tation 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.

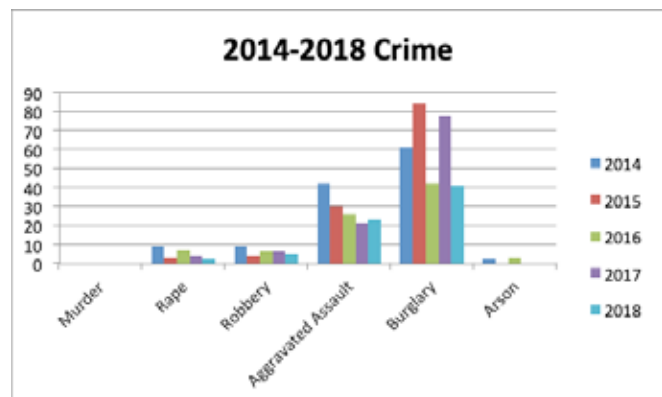
The Support Services Division is responsible for providing logistical support to all work units in the Department as well as overseeing the administrative functions. The Division is responsible for training, new officer recruitment and hiring, information systems management, firearm/hackney licensing, police scheduling, departmental fleet, building maintenance, issuance of departmental records, and E-911 dispatch functions.

At the end of 2018, after serving 33 years in law enforcement and 20 years as Chief of Police, Chief Frederick Ryan announced his retirement. During his tenure as Chief, he made community policing the foundation of the Department and ushered in new approaches to crime, addiction and recovery, mental health, and procedural justice. In early 2019, Captain Juliann Flaherty was named as Acting Chief.

Crime

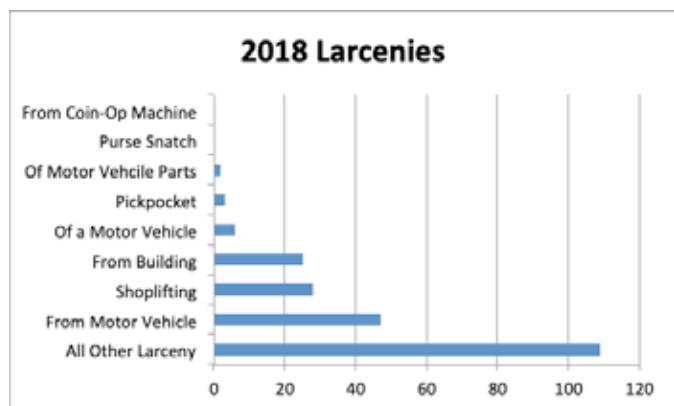
The Department collects incident information using a system called the National Incident-Based Reporting System or NIBRS. NIBRS is an improvement on the summary based system known as the Uniform Crime Reporting Program, or UCR. Since 1930 the FBI has administered the UCR Program using statistics supplied by law enforcement agencies across the country.

The following is a summary of Part I Crimes in Arlington in 2018. Part I Crimes are crimes designated by the Federal Bureau of Investigation (FBI) to be the most serious crimes affecting a community: murder/nonnegligent homicide, rape, robbery, aggravated assault, burglary, larceny, arson, and motor vehicle theft. In 2018 there were a total of 291 Part I Crimes reported in Arlington, down 25% from 389 Part I Crimes in 2017.



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There were no murders in Arlington in 2018. There were two reported rapes, two less than last year. Arlington had five robberies, one less than 2017. Of the five robberies committed, suspects were armed in two incidents and unarmed in three incidents. Arlington experienced twenty-two aggravated assaults; sixteen involved weapons and nine involved domestic violence. Of the incidents involving weapons, four involved knives or cutting instruments, nine involved various blunt objects, and three involved a shod foot. Arlington had forty-one reported burglaries in 2018, thirty-seven less incidents than last year. There were six motor vehicles stolen, a decrease of nine incidents from 2017. There were no arsons reported this year. In 2018 there were 214 reported larcenies, which is a decrease of sixty-six incidents from 2017.



Calls for Service

The Police Department logged 29,880 calls for service. Officers filed 3,271 incident reports as compared to 4,156 in 2017. In 2018, 118 people were arrested, a decrease of twenty. Twenty-one 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 2018, 2,011 motor vehicle citations and 17,599 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	2015	2016	2017	2018
Emergency Calls	29,405	31,412	31,707	29,880
Police Reports	3,616	4,023	4,156	3,271
Arrests	188	122	138	118
Protective Custody	10	11	7	21
Summons	103	90	92	84
Motor Vehicle Citations	2,351	2,527	3,120	2,011

Community Services

Patrol

The Community Services (Patrol) Division responded to 29,880 calls for service during 2018. The majority of calls involve services other than responding to crimes. For instance, the Department responded to a total of 1,212 alarms (residential, business and municipal), 426 disturbance calls, 510 reports of suspicious activity, 166 traffic complaints and 404 animal complaint calls. The Community Service Division also investigated 388 reports of missing persons.

Community Policing

Community policing is a philosophy, not a program. As part of the philosophical dimension, the police are expected to take on a broader police function, which includes resolving conflict, helping victims, solving problems, enforcing the law, and apprehending criminals. The Arlington Police Department is committed to the philosophy of community policing. 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 2018 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 2018 the Department ran its third Arlington Citizens Police Academy. The program is designed to give citizens a better understanding about law enforcement and show the various functions of a police department. Academy classes offered a vast array of topics, such as: investigations, prosecution, evidence, crime analysis, traffic, domestic violence, mental health, school safety, etc. The Academy helps educate residents while also developing positive relations with them. It is an ongoing process to build community cooperation, understanding, and good will. The successful program often has an enrollment waiting list.

Over the year, we continued our Coffee with A Cop program. The program brings police officers and the

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community members they serve together, over coffee, to discuss issues and learn more about each other. We held our first on June 20, 2018 and have continued them regularly throughout the year.



Officer Bryan White poses with an Arlington resident at Coffee with a Cop

During the year, the Department partnered with the Health and Human Services Division to help with the homeless population. An officer was assigned to partner with the City of Cambridge in their well-resourced program to help with this initiative. Additionally, APD has two mental health clinicians within the Department who work with this population.

During the spring, APD ran a Rape Aggression Defense (R.A.D.) systems class. 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 APD partnered with the Health and Recreation Departments to run our 9th annual HRC camp for youths. In July, APD officers assisted the Middlesex Sheriff's Department to run a Youth Public Safety Academy.

Canine

During 2018, K9 Officer Hogan continued working with K9 Eiko in Patrol. In 2018, K9 Eiko was certified by the United States Police Canine Association and received the highest score in the class.

During the year, K9 Eiko responded to 60 calls for service. He assisted in the apprehension of three felony suspects and also was responsible for finding 75 grams of cocaine. 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 conducting K9 Demonstrations for area students in our school systems, and forming a great community policing relationship with the residents of Arlington. The K9 unit provided twenty-nine K9 Demonstrations in 2018.

The K9 unit plans to continue their training to make sure that the K9 Program has continued success, as has been shown over the past 12 years.

Animal Control

The Animal Control Officer (ACO) 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 2018 the ACO responded to over 150 animal complaints, issued 40 quarantines, and inspected 13 chicken coops. 2,274 dog licenses and 5 kennel licenses were issued.

The ACO presented safe animal handling techniques and animal education for Boy Scout troops, Girl Scout troops and children/young adult groups in Arlington. The ACO attends social media meetings and works with ACMi to create public service announcements regarding domestic pets, wild life and the dangers of rodenticide poisons. In addition to media education, she also contributes to the Department's Facebook page with animal related postings that increase awareness, educates, and assists in reuniting lost and found pets.

Support Services

The APD transitioned to the State 911 Departments Wireless Direct Program in 2018. This new service reduces the amount of time to prompt emergency services by directing wireless calls directly to the Department's 911 call center and eliminating third party answering points.

The APD licensing office processed 66 Solicitor's Licenses, 10 Hackney Licenses, and 167 Firearms Licenses. The Department also responded to over 2,800 requests for public records. Through the Department's growing social media sites, such as Twitter, Nextdoor, and Facebook, we were able to keep our commitment of transparency, by keeping the community well informed through constant information sharing.

APD's Training Division conducted several department wide trainings in 2018. In partnership with The One Mind Campaign, all department personnel were trained in Mental Health First Aid. Officers were also trained in Crisis Intervention and Explosive Assessment Threat. In keeping with our commitment to fair and impartial policing, department members attended classes on Procedural Justice. The Department once again partnered with The Middlesex County Sheriff's Department to provide training using simulated situation scenarios. All Arlington Police Officers received extensive training on Massachusetts Law updates including Legalization of Adult Use Marijuana, and handling Extreme Risk Protection Orders. Furthering our commitment to Officer Wellness and Safety, officers were issued tourniquets and trained on their use in the event of life threatening

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medical situations. Additionally, officers were issued high visibility traffic vests to use in the field and reduce officer related injuries and accidents.

The Department welcomed two new public safety dispatchers in 2018. Both dispatchers completed several months of required training at The Massachusetts State 911 Academy and were certified as Emergency 911 Operators in August. One Student Police Officer began the Transit Police Academy and is set to graduate in early 2019.

Traffic Unit

During 2018, the Police Department responded to over 740 motor vehicle crashes. This represented only a minor decrease from the previous calendar year. While there was a slight increase in the number of crashes without injuries (+4%), there were noticeable decreases in the number of crashes with injuries (-17%) and hit and runs (-25%) reported.

There were no fatalities reported during calendar year 2018.

During the year a member of the Traffic Unit continued to serve on several boards and committees in the Town including the Parking Implementation Governance Committee (PIGC), Transportation Advisory Committee (TAC), and a newly formed group with Engineering and Public Works to monitor/recommend upgrades to the Town's traffic signals. The Traffic Unit also assisted the Select Board with matters regarding traffic safety not referred to TAC including, overnight parking requests, traffic and parking complaints, and road race planning. The Traffic Unit also assisted the Parking Clerk/Treasurer's Office with minor parking meter maintenance.

The Traffic Unit continued to supervise the three parking enforcement officers, who combined issued in excess of 13,000 citations for parking violations.

The Traffic Unit continued to work with the School Department with supervising the School Traffic Supervisors. For 2018, this included introducing a new training program prescribed by MassDOT and Safe Routes to Schools. The Traffic Unit also managed to have the School Department agree to fund a second Traffic Supervisor at two difficult school crossings: Downing Square and Massachusetts Avenue at Appleton Street/

Appleton Place. These positions will start following the December 2018 school break.

Officer Rateau from the Traffic Unit was asked to participate in MassDOT's #justdrive campaign. This included appearing in a PSA that was aired throughout New England as well as being featured on billboards across Massachusetts.

The Traffic Unit continued its efforts of teaching public safety. This included teaching a class at the Citizen's Police Academy and by staying up-to-date with current trends by attending various transportation and traffic safety conferences across the state.

Criminal Investigation Bureau

The Criminal Investigation Bureau has remained busy during the past year investigating various crimes. Detectives have conducted over 1,200 criminal investigations, followed up on hundreds of Missing Person reports, conducted both Spring and Fall ALICE Drills at schools in town, investigated approximately 200 domestic violence related incidents, and made dozens of referrals to both Communities for Restorative Justice and the Middlesex County Diversion Program.

This Unit is comprised of a Detective Lieutenant in Charge, a Detective Sergeant, and nine Detectives. Of these nine Detectives, two are assigned to a Federal Task Force (DEA and FBI), one is assigned to regional drug task force, one is assigned as the School Resource Officer, one is assigned as the Court Prosecutor, and one is assigned as the Family Services Unit Coordinator.

Domestic Violence

We have resources in Arlington, including our own Family Services Unit here at APD, coordinated by Inspector Rebecca Gallagher. Our Family Services Unit works closely with First Step Domestic Violence Program which is also 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.

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



Traffic Officer Corey Rateau appears in billboard in the Just Drive Campaign

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Caption: Members of the APD took the MA White Ribbon Day Pledge this morning at roll call: "From this day forward, I promise to be part of the solution in ending violence against women and all gender-based violence"

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.

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

School Resource Officer

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 schools, fire and Town personnel to train and coordinate ALICE Drills at the various public and private schools.

Aside from coordinating all of the school based investigations and safety protocols, Inspector Porciello is also responsible for prioritizing potential criminal cases that involve school aged children for review and consideration to the Diversion or Restorative Justice program. Although the Criminal Justice Reform Act of 2018 changed many aspects of policing in regards to youthful offenders, the Arlington Police have always worked with our community partners, schools, and families to assure a positive outcome for the youth of Arlington.

The most impactful case of Restorative Justice this year came from Arlington High School, after Inspector Porciello referred 14 Arlington High School students to the program. The case involved the high school being broken into where property was then destroyed. At the conclusion of the investigation, instead of criminal records, the students ended up with an understanding of how their actions affected their school and community.

Drug Take Back Program

Over the course of 2018, over 1,200 pounds of assorted prescription medications were dropped off at the Police Department for destruction. Various prescription medications were discarded in the Drug Take Back Kiosk located in the lobby of APD headquarters, and is available 24/7.

On numerous occasions throughout 2018, 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 300 pounds of assorted prescription medication was turned in for destruction.

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



Inspector DeFrancisco at the Drug National Drug Take Back Event

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Extensive Bank Robbery Investigation Leads To Three Arrests

The Winchester Savings Bank located at 188 Medford Street was robbed twice in two months. The first robbery occurred on August 14 and the second occurred on September 11th. Both robberies occurred at approximately 3PM. After an extensive investigation lead by the Arlington Police Detectives, three people were arrested and charged with this crime in September. Approximately \$14,000 was stolen between the two robberies, and the investigation included three arrest warrants, two search warrants, and countless interviews. Due to the fact that several aspects of the investigation carried over our local borders, Arlington Police Detectives were assisted by the FBI, State and Billerica Police, and the Middlesex County Sheriff's Department. APD Detectives have an excellent working relationship with our policing partners and this cooperation played a large part in solving this case.

Missing and Exploited Children/Human Trafficking

Aside from being an Arlington Police Detective, Inspector James Smith is also assigned to the FBI Missing and Exploited Children's Task Force. Inspector Smith and his team actively pursue missing children and victims of human trafficking. In the last year alone, Inspector Smith and his team have investigated and closed three illegal massage parlors in Arlington. Through an extensive investigation, they were able to determine these three illegal businesses were part of a larger human trafficking ring around the Boston area and beyond. Inspector Smith also investigated hundreds of Missing Persons cases with successful outcomes.



Detective James Smith was honored today at the 18th Annual Missing Children's Day held at the State House for his tireless work to bring children across the Commonwealth home.

Records

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

Records Processed	2015	2016	2017	2018
Calls	29,405	31,412	31,707	29,880
Arrests	188	122	138	118
Citations	2,351	2,527	3,120	2,011
Parking	13,055	15,498	19,258	17,599
Accidents	804	710	626	660
Hackney	35	25	15	10

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 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. The Arlington Police Jail Diversion Program (JDP) clinician averaged forty calls (i.e. co-response and outreach) per month in 2018. 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. Co-response calls to service, when the clinician accompanies a police officer, have shown to be de-escalated 68 percent of the time (instead of arrest or hospitalization).

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. Follow up and outreach work also encompasses working 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. We have continued to create and strengthen our partnerships with mental health and public health agencies in our community as well. These partnerships engendered the Hoarding and Elder Abuse task forces that serve at risk populations in addition to the newly created Arlington Human Services Network. Starting in the spring of 2018, various agencies/stakeholders in Arlington including the Board of Health, Housing Authority, Police, Council on Aging, Food Pantry, and Arlington Youth Counseling Center came together

to start a coalition where anyone in these organizations can refer residents to assist them with everything from housing, hoarding, and finances, to mental health and substance use. We target at-risk individuals, proactively reaching out with resources prior to crisis. This intra-agency communication is essential for the efficiency of the JDP program; as is successful engagement in treatment (for the resident) which is paramount to breaking the cycle of “revolving-door” police contact for citizens with mental health problems. For 2018, resident engagement was at 83 percent.

Throughout 2018, APD continued its work with the Arlington Opiate Overdose Outreach Initiative (AOOI). AOOI aims to reduce the stigmatization surrounding those who suffer from Substance Use Disorders (SUD), through follow up after an overdose has occurred, while offering these individuals and their loved ones support, access to resources, and community education to spread awareness and understanding. In the winter of 2018, Arlington joined forces with Metro-Boston Project Outreach (MBPO), a collaboration of the health and police departments of Arlington, Belmont, Lexington, Newton, Waltham, Watertown, and Weston for monthly resource nights. Every month representatives from the police and health departments, clinicians, and recovery coaches from the towns above, and various treatment providers come together and hold a resource night. In 2018 opioid-related overdoses decreased by 48 percent.

In January of 2018 APD was awarded the honor of becoming a Law Enforcement Mental Health Learning Site, one of ten nationwide departments supported by the United States Justice Department’s Bureau of Justice. In March of 2018 the Arlington Police Department successfully achieved all four of the criteria associated with the One Mind Campaign: a partnership with community mental health organizations, develop and implement a model policy addressing police response to persons affected by mental illness, train and certify 100 percent of agency’s sworn officers in Mental Health First Aid, and Provide Crisis Intervention training to a minimum of 20 percent of the agency’s sworn officers. In November 2018 the Department hired and trained a new-part-time Outreach Worker.

Accreditation/Professional Standards

The Police Accreditation process is an ongoing daily function of the Department. APD was successfully re-accredited in 2017 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)

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

NEMLEC is comprised of a Regional Response Team (RRT), which includes a Tactical Unit, Special Weapons and Tactics Unit (SWAT), K-9 Unit, and School Threat Assessment and Response System (STARS), Motor Unit, Bicycle Unit, Accident Reconstruction Unit, and a Crime Scene Unit. Officers associated with 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.

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, com-

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munications 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.

BAPER

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

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

Awards and Recognitions

In February 2018 the Department held its annual Employee Recognition Awards Ceremony. Inspector Gina Bassett was carefully chosen as Officer of the Year for 2017. As a seventeen year veteran of the Arlington Police Department, with the last nine years as a member of the Criminal Investigation Bureau in the role of Police Prosecutor/Evidence Officer, Inspector Bassett has consistently displayed the highest quality of service while representing the Department.

Inspector Bassett is committed to the Community Policing principles that the Arlington Police prides itself on. In her role as Police Prosecutor, she handles herself as a true professional in dealings with the public, the Trial Court Personnel, and with members of the various District Attorneys' Offices.

During the recent renovations of Police Headquarters, the evidence room had to be relocated to temporary locations. Upon the completion of the construction work, Inspector Bassett was instrumental in implementing a new evidence tracking system and successfully barcoded each piece of evidence in the custody of the APD.

Inspector Bassett consistently displays sound judgment along with the highest quality of service as the Prosecutor/Evidence Officer. Her demeanor and interactions with coworkers and members of the community reflect the highest level of personal commitment and professionalism. She is steadfast in her faithful and conscientious performance of duty and her efforts to af-

firmatively promote and support the mission of the APD. Inspector Bassett is a true asset to the Department and the community.



Caption: Chief Frederick Ryan with Officer of the Year Inspector Gina Bassett

The Department awarded six Meritorious Service Ribbons and sixteen Certificates of Commendation at its ceremony. Those employees receiving ribbons were: Inspector James Smith and Officers Brandon Wenz, John Kelley, Neil Simard, Paul Collins, and Joseph Canniff.

Those employees receiving certificates were: Detective Sergeant Bryan Gallagher, Sergeant Michael Flynn, Inspectors Rebecca Gallagher, James Smith, and Chris Gallagher. Officers receiving certificates included Robert Smith, Alexander Stotik, Scott Urquhart, Daniel Styffe, Jennifer McGurl, Joseph Canniff, Thomas Kelly, Nicholas Stotik, Jessica Scarbo, Thomas Guanci, and Dispatcher Melisa Cadet.



Chief Frederick Ryan with Excellence in Leadership Award recipient Lieutenant Dan Kelly

Lieutenant Daniel Kelly was recognized with the Excellence in Leadership Award and Officer Alexander Stotik received the Department's Top Gun Award.

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The Department awarded thirteen Life Saving Ribbons for various life saving measures taken in 2018. Those employees receiving ribbons were: Sergeant Michael Flynn, Inspector Chris Gallagher, Officers Robert Smith, Thomas Kelly, Steven Conroy, Scott Urquhart, Michael Foley, Joseph Dunn, Matt Riley, John Kelley, William Milner, Daniel Styffe, and Alexander Stotik.

Communications Dispatcher Michael Brydges was awarded with the Department's Employee of the Year award. It is often said that E911 Emergency Dispatchers are the "first first responders." Their voice is the first voice a person hears when they are calling on the worst day of their lives and they desperately need to hear a calming voice on the other end. This is something that Michael Brydges has done with the utmost dedication for over 15 years.

Communication Dispatchers and the job they do are an essential part of our ability to provide effective police services. Dispatchers are constantly challenged with situations in which they must de-escalate the situation and then acquire the essential correct information from the caller, whether that person is a civilian or law enforcement personnel. Michael Brydges is a creative problem solver and can be relied upon to consistently do an outstanding job in the various aspects of his position.

Supervisors and civilians have commended on Dispatcher Bridges' ability to use common sense, maintain composure, and stay focused in a variety of situations. He performs his duties in an exemplary manner and always maintains a positive attitude. His consistency and quality of work is exceptional and he maintains a

dedication that has not waived since day one on the job. Michael Brydges is a true asset to the department and the community.



Chief Frederick Ryan with Employee of the Year Michael Brydges

Retirements/Promotions/Appointments

In 2018 two Officers retired after distinguished careers and service to the Town of Arlington. Officer Karen Kelley retired after thirty two years of service and Officer Gary Siempos retired after seven years of service.



Arlington Police and Fire Departments suit up for the annual Guns and Hoses charity event for Autism Speaks at the Ed Burns Arena.

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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 2018 the AFD responded to 5,553 calls for assistance. While only an increase of 3% from 2017 this is the sixth straight year the call volume has increased.

Reported dollar loss for 2018 totaled \$4,860,367. This includes structure fires, motor vehicle accidents, water hazard incidents, and hazardous condition incidents. Of these 5,553 calls, 3,344 were for medical emergencies, which is consistent with 2017 and 60% of all Fire Department responses. Medical emergencies include emergency medical responses and emergency medical assists. Rescue 1, the AFD ambulance, transported 1,868 patients to area hospitals. This is consistent with the amount of transports in 2017.

Responses Fire Call Type	2015	2016	2017	2018
Fire	126	129	91	123
Carbon Monoxide Activations	118	111	95	99
Water Hazards	61	75	72	74
Mutual Aid	52	31	70	40
Lock Out/In	70	44	53	54
Electrical Hazards/ Down Lines	190	218	294	348
Motor Vehicle Accidents	160	174	168	167
Smoke Scares	42	44	38	65
Natural Gas Emergencies	112	107	77	135
Flammable Liquid Hazards	22	36	13	19
Hazardous Conditions	59	77	20	125
Other	46	235	66	475
Emergency Medicals	3,143	3,068	3,374	2,883
Medical Assists	126	109	175	294
Alarms Sounding	816	747	667	652
Total Calls for Assistance	5,143	5,205	5,273	5,553

Operations Division

Inspections/Fire Investigation Unit (FIU)

Fire prevention inspections continue to be a major focus of the Department. The Deputy Chief oversees that inspections by our well-trained officers and firefighters have continued to make Arlington one of the most fire-safe communities in the metro Boston area. Fire prevention inspections, combined with an aggressive interior attack by its suppression teams when necessary, accounts for these positive statistics. The amount of money saved by building owners and insurance companies through prevention and aggressive firefighting are impossible to calculate, but substantial. The Operations Division of the Department issued 953 permits in the year, totaling \$49,300. Certificates of Compliance

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for Smoke Detectors and Carbon Monoxide Alarms accounted for 659 permits and 69% of all permits issued. AFD completed 1,732 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 goals we achieved towards this goal is to inspect every mercantile property within the Town's borders.

Fire Permits and Revenue			
2015	2016	2017	2018
1972	1099	928	953
\$50,780	\$54,943	\$48,070	\$49,300

The Fire Investigation Unit (FIU) responds to all fires within the Town and is responsible for determining their cause and origin. A thorough investigation of the cause, origin, and circumstances of how a fire occurred will often prevent similar incidents from happening again.

The experience, knowledge, and continuous training of the members of the FIU, working in conjunction with the State Fire Marshal's Office and the Attorney General's Office, allows for numerous resources to successfully investigate and prosecute all fire related crimes. The FIU consist of Team Coordinator Captain Ryan Melly and a staff of three.

The FIU was activated 123 times this past year to investigate various incidents including, structure fires, vehicle fires, dumpster fires, and grass fires. This is up almost 50% from the previous year of 83.

2018 FIU Investigations	
Structures	27
Cooking	51
Motor Vehicle	10
Outside	32
Other	3



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 Look, Listen, Learn, Fire can happen anywhere 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 6,888 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 elder populations. 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 12,195 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. 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 AFD EMS coordinator delivered all emergency medical service training in-house.

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

In 2018 AFD members received training in such areas as emergency vehicle operations, HIPPA, subway

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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	2015	2016	2017	2018
EMTs	71	75	77	77
First Responders	1	1	0	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. AFD 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's role 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), and 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 2018 the Department responded to 3,061 medical emergencies. Of those emergencies, 684 were for advanced life support and 1,184 for basic life support and 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. 626 medical emergency responses occurred where no transport to a hospital was needed based on a variety of circumstances.

In 2018 the Department sent 5 additional members to CPR instructor training and rolled out a program to train the Town employees in Hands only CPR, Defib usage and Narcan. Following the STOP the BLEED campaign by the Center for Disease Control, we also incorporated the use of Tourniquets during CPR training. During the infancy of this program we were able train 80 Town employees.

Ambulance Response	2015	2016	2017	2018
Advance Life	760	644	777	684
Basic Life	1090	1204	1164	1184
Patient refused transport/ NO EMS	556	538	661	626
Transports Missed Because R1 was on Other Call/ training	737	632	567	567
Total Medical Emergencies	3,143	3068	3169	3061

2018 Highlights

- 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.
- Collaborated with Council on Aging, and using a State grant provided eligible seniors with installed smoke detectors and carbon monoxide detectors in their homes. 752 detectors were installed in 198 homes impacting over 300 residences.
- Involved in planning and supporting of Town events including: Town Day, Town Night fireworks display, Veterans Day parade, and Memorial Day ceremonies.
- Took delivery of a 2017 Pierce 100 foot aerial tower ladder to replace the 1994 Pierce Ladder 1. New Tower is equipped with new electric Jaws of Life and modern firefighting equipment.
- Took delivery of a 2018 E-One Pumper to replace the 2001 Pierce Engine 4. The new pumper is equipped with a state of the art Thermal Imaging Camera and other modern firefighting equipment.

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- Took delivery of new water rescue equipment. This included an inflatable Zodiac boat, trailer, Mustang cold-water rescue suits and an ice rescue sled.
- Ongoing training and implementation of new procedures and medications for responses to opioid overdoses and Fentanyl usage.
- Began a community CPR training program educating several members as instructors and teaching lifesaving skills to about 80 Town employees.
- Assisted the School Dept. with streamlining their AED program so that they are compatible with the Fire and Police units.

Retirements/Promotions/Appointments

- Lt Robert Paone was awarded the Arlington Firefighter of the Year award at this year's banquet. Lt Paone is a member of the Fire Investigative Unit and the Coordinator of the SAFE program. Lt Paone has been a valuable member of the Fire Department for over 30 years.
- Citizen Harry Allen of Arlmont Fuel was given the Extraordinary Citizen of the Year award at the banquet. Mr. Allen has helped out the Department this year and many years in the past with his company. Mr. Allen has donated equipment for the annual Open House, provided temporary storage for our apparatus, and has been a generous contributor to all of our charitable endeavors.
- Fire Fighter David Young Retired January 7th. He was appointed on October 27th, 1985.
- Firefighter Philip Sirianni retired September 8th. He was appointed on September 8th, 1998.
- Captain Kevin Kelley promoted to Deputy Chief on January 28th.
- Lt. Michael Kelly was promoted to Captain on January 28th.
- Firefighter Kevin Burns was promoted to Lieutenant on January 28th.

2019 Goals

- Continue to provide ancillary programs such as the Fire Investigation Unit, Junior Fire Setter Intervention Program, Community CPR Training, Vial of Life, and Student Awareness Fire Education, 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.
- Train with the Arlington Police Department, Local and State agencies and private partners to implement an ASHER, Active Shooter/ Hostile Event Response, coordinated incident plan. Purchase body armor equipment for Fire/EMS first responders to be used in an ASHER incident.
- Convert over 3,000 paper permits to a digital format.
- Purchase new portable and mobile radio system to be compliant with new FCC regulations.
- 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.
- Become OSHA compliant to increase safety and minimize injuries.
- Research and secure alternative sources of funding to continue Smoke/CO program for seniors.



Ladder Tower 1

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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.

2018 Accomplishments

- Assisted with mutual aid in Andover, North Andover and Lawrence after Columbia Gas incident.
- Inspection and issuance of Certificate of Occupancy for newly renovated Gibbs School.
- Permit issuance and inspection of MassSave initiatives such as window replacement, air sealing, and insulation projects.
- Permit issuance and inspections of Hardy School.
- Assisted with compliance of our Good Neighbor agreement.
- Continued review and inspection of Solarize Arlington and MassSave initiatives.
- Permits were issued for 17 new single-family homes and six new two-family homes.
- Processed a significant increase in public records requests. From 69 in 2017 up to 150 in 2018.
- Assisting ZBA with appeals process.
- Participated in Master Plan Implementation Committee, Zoning Bylaw Law Working Group, and Residential Study Group.

2019 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.
- Continued improvement 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 2018 the Inspectional Services Department issued a total of 5,286 permits of which 2,645 were Building permits, 1104 were Plumbing permits, 921 were Gas permits, and 1,233 were Wiring permits. Total fees collected by the Inspectional Services Department were \$1,831,800 with an estimated construction value of \$83,856,586.