

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. 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 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 Acting Chief Juliann Flaherty 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 Paul Conroy.

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, Canine Unit, Bicycle Unit, School Resource Officer, 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 allowing 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/Accreditation Office. The CIB is responsible for the follow up investigation of all crimes, the sex offender registry, po-

lice prosecutions at district and juvenile court, 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.

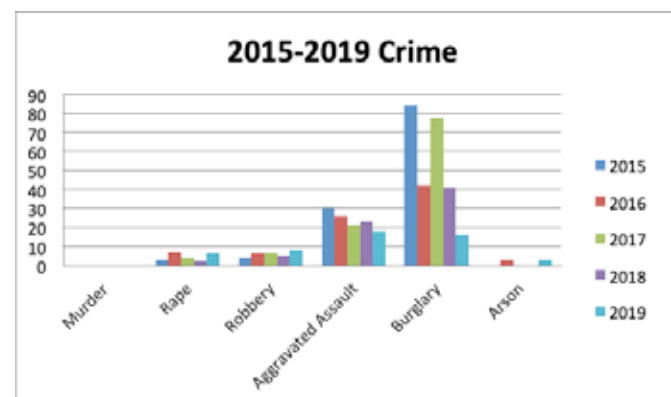
The Support Services Division is responsible for providing logistical support to all work units in the Department as well as overseeing the administrative functions. The Division is responsible for the Traffic Unit, training, new officer recruitment and hiring, information systems management, firearm/hackney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

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.

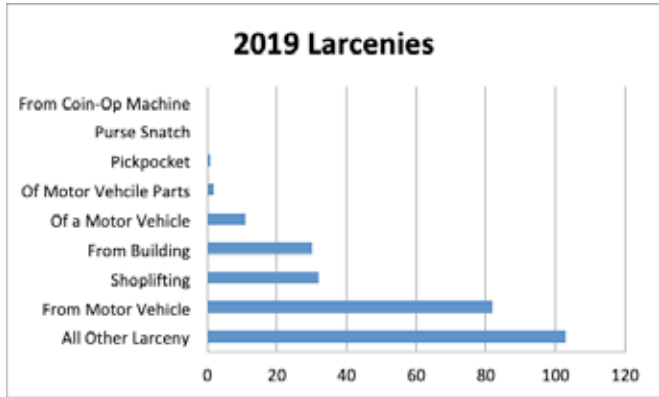
The following is a summary of Part I Crimes in Arlington in 2019. Part I Crimes are crimes designated by the Federal Bureau of Investigation (FBI) to be the most serious crimes affecting a community, they include: murder/non-negligent homicide, rape, robbery, aggravated assault, burglary, larceny, arson, and motor vehicle theft. In 2019 there were a total of 312 Part I Crimes reported in Arlington, up 7% from 291 Part I Crimes in 2018.

There were no murders in Arlington in 2019. There were six reported rapes, four more than last year. Arlington had eight robberies, three more than 2018. Of the eight robberies committed, suspects were armed in three incidents and unarmed in five incidents. Arlington experienced eighteen aggravated assaults; sixteen involved weapons and ten involved domestic violence. Of the incidents involving weapons, six involved knives or cutting instruments, eight involved various blunt objects,



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and two involved a shod foot. Arlington had sixteen reported burglaries in 2019, twenty-five less incidents than last year. There were eleven motor vehicles stolen, an increase of five incidents from 2018. There were three arsons reported this year. In 2019, there were 250 reported larcenies, which is an increase of thirty-six incidents from 2018.



Calls for Service

The Police Department logged 27,649 calls for service. Officers filed 2,827 incident reports as compared to 3,271 in 2018. In 2019, 88 people were arrested, a decrease of thirty. Nine 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 2019, 1,552 motor vehicle citations and 16,329 parking tickets were issued. Traffic issues continue to be one of the greatest areas of complaints to the Department.

Calls for Service	2016	2017	2018	2019
Emergency Calls	31,412	31,707		27,649
Police Reports	4,023	4,156	3,271	2,827
Arrests	122	138	118	88
Protective Custody	11	7	21	9
Summons	90	92	84	80
Motor Vehicle Citations	2,527	3,120	2,011	1,552

Community Services

Patrol

The Community Services (Patrol) Division responded to 27,649 calls for service during 2019. The majority of calls involve services other than responding to crimes. For instance, the Department responded to

a total of 1,194 alarms (residential, business and municipal), 458 disturbance calls, 470 reports of suspicious activity, 154 traffic complaints and 300 animal complaint calls. The Community Service Division also investigated over 100 reports of missing persons.

Community Policing

Effective community policing has a positive impact on reducing crime, helping to reduce fear of crime and enhancing the quality of life within the Arlington community. It accomplishes these things by combining the efforts and resources of the police, community governance, and community members. It involves all elements of the community in the search for solutions to these problems and is founded on close, mutually beneficial ties between police and community members. 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 the homeless and mentally ill, saving lives of those afflicted with substance use disorders, solving problems, enforcing the law, and apprehending criminals. 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 2019 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 2019 the Department ran its fourth 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.

In September, we hosted our first "Pizza in the Park with the Police" event. It was very well attended with close to five hundred people in attendance. It was an opportunity for families to share the evening with the Police Department and create bonds between the community and the officers that serve and protect them.

The first Tuesday of every month, our officers attend the Veteran's Breakfast hosted by Brightview Senior Living in Arlington. It's a casual morning event that allows our officers to meet and share stories with our nation's Veterans and their spouses.

During the year, APD partnered with the Health and Human Services Division (H&HS) to help with the homeless population. An officer was assigned to partner with the City of Cambridge in their well-resourced

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program to help with this initiative. Additionally, APD's mental health clinician also works 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 10th annual HRC camp for youths. In July, APD officers assisted the Middlesex Sheriff's Department to run a Youth Public Safety Academy.



Officer Simard and Officer Canniff

Throughout the year, we also continued our Coffee with A Cop program. Hosting "Coffee with a Cop" in August at Starbucks and on National "Coffee with a Cop Day" in October at the Kickstand Café. 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.

School Resource Officer

Under Acting Chief Julie Flaherty's leadership, the School Resource Officer position has become exclusively a full-time position dedicated to all the schools in the Arlington Community. It is now under the umbrella of the Patrol Division (Community Services Division). Officer White officially stepped into his new role in August 2019, and will serve as the SRO for all Arlington Schools.

Aside from coordinating all of the school based investigations and safety protocols, Officer White is also responsible for prioritizing potential criminal cases that involve school aged children for review and consideration to the Diversion Program or the Restorative Justice Program.

Canine

During 2019, K9 Officer Hogan continued working with K9 Eiko in Patrol. During the year, K9 Eiko was certified by the United States Police Canine Association.

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. During the past year, the K9 unit provided 25 K9 Demonstrations.

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 13 years.

Animal Control

The Animal Control Officer (ACO) enforces all Town Bylaws 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 2019, the ACO responded to over 300 animal complaints, issued 14 quarantines and inspected 13 chicken coops. The ACO worked 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, educate, and assist in reuniting lost and found pets.

Support Services

The APD licensing office processed 79 solicitor's licenses, 7 Hackney Licenses, and 270 Firearms Licenses. Through the departments 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.

In 2019 the Training Division hosted several trainings here at the Department and sent officers to many more offsite trainings. APD hosted Integrated Communications and Tactics Training facilitated by PERF (Police Executive Research Forum) that concentrated on de-escalation in volatile situations. We also conducted Active Shooter training for all personnel in conjunction with the FBI here in Town and hosted an Active Shooter Dispatch training as well. The Department hosted the MaeBright Group to train everyone on best practices in

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dealing with the LGBTQ+ community and went to Cambridge for Implicit Bias Training with Harvard Professor Mahzarin Banaji. In addition, several other trainings included Cultural Diversity and Bias Training for Public Safety, Criminal Reform Act Training, the 2019 ADL Law Enforcement Seminar, Procedural Justice Training, Recognizing Symbols of Hate, and Improving Public Perception of Police.

Traffic Unit

During 2019 the Police Department responded to over 750 motor vehicle crashes. Statistically, overall this represented no difference from the previous calendar year. While we responded to three more pedestrian crashes than the previous year (a 37% increase) and reported Hit and Runs (+43%) we responded to less crashes with injuries (-14%), crashes without injuries (-2%).

There was one fatal crash reported on December 31, 2019.

Throughout the year, Traffic Unit staff members continued to serve on several boards and committees in the Town including the Parking Implementation Governance Committee (PIGC), Transportation Advisory Committee (TAC), and the newly-formed Arlington Sustainability Plan Advisory Committee. The Unit regularly assisted the Select Board with matters regarding traffic safety not referred to TAC including, overnight parking requests, traffic and parking complaints, road race operations planning, and traffic control plans for other major events. 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 to issue in excess of 13,000 citations for parking violations.

The Traffic Unit continued to work with our partners in the School Department with supervising the School Traffic Supervisors. This included training several new replacements and substitutes for retiring Traffic Supervisors. The Traffic Unit continues to monitor and facilitate safe school crossings, drop off, and pick up.

Working in conjunction with the Arlington Engineering Department and Public Works, the Traffic Unit continues to monitor/recommend upgrades to the Town's traffic signals. Traffic Unit personnel conducted multiple traffic counts in various locations in Town, providing valuable feedback to other governmental entities and neighborhood groups. This speed/volume data is vital for planning future traffic safety initiatives. Traffic Unit personnel provide planning and direction to ensure the supervision of safe, efficient traffic flow and pedestrian safety for major public works and public utility infrastructure projects.

The unit administered the EOPPS/MASSDOT Highway Safety Division Pedestrian and Bicyclist Safety

Grant providing education and enforcement opportunities at major intersections throughout Town. The Unit also partnered with AAA on projects such as the School Safety Patrol and legislation.

Officer Rateau of the Traffic Unit provided testimony at the State House in support of various traffic-related legislative bills. The Massachusetts Major Cities Chiefs of Police Association routinely requests that the APD's Traffic Unit provide testimony for MMCC's traffic safety legislative agenda.

APD's Traffic Unit was instrumental in the implementation of the MBTA BRT Project in East Arlington and provided constructive feedback and monitoring to make the project more successful.

Criminal Investigation Bureau

The Criminal Investigation Bureau has remained busy during the past year investigating various crimes. Detectives have conducted over 1,000 criminal investigations, followed up on over 100 Missing Person reports, conducted the Spring ALICE Drills at schools in town, and investigated approximately 200 domestic violence related incidents.

The Detective Unit is comprised of a Detective Lieutenant, and nine Detectives. Of these nine Detectives, two are assigned as Task Force Officers to a Federal Task Force (DEA and FBI), an additional Detective is assigned to regional drug task force, one is assigned as the Police Prosecutor, and one is assigned as the Family Services Unit Coordinator.

Burglary

In January, as a result of an increase in residential burglaries occurring in the METRO Boston Area, detectives took part in a regional task force comprised of numerous greater Boston area police detectives. This investigation resulted in the arrest of a suspect who was involved in several housebreaks in the Jason Heights area of Arlington. The suspect has since been indicted by a Middlesex Grand Jury and is awaiting trial.

Domestic Violence

We have resources in Arlington, including our own Family Services Unit here at APD. Our Family Services Unit works closely with the Cambridge Arlington Belmont High Risk Assessment Team (CABHART). Detectives help victims of domestic abuse safety plan and identify support options in the community. The Unit investigated approximately 200 domestic violence related incidents.

Another responsibility of this unit is the managing of the Sex Offender Registry Information for the Town of Arlington. This involves community notifications every time a high-risk offender either moves into Arlington or starts working in Arlington.

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Drug Investigations

Detectives have participated in multi-jurisdictional drug task force investigations both on a Federal and on a local jurisdiction level. Detectives are assigned to the Drug Enforcement Agency (DEA) and to the Southern Middlesex County Drug Task Force (SMCDTF). The SMCDTF agencies include Arlington, Lexington, Belmont, Waltham, Watertown, Newton, Weston, and Lincoln. These investigations have resulted in numerous arrests and indictments where the detectives have seized heroin, fentanyl, cocaine, Methamphetamine, and other controlled substances.

In January, the culmination of numerous undercover drug purchases led to the arrest of a Lynn man for selling Cocaine to an undercover narcotics officer. This defendant has been arraigned and is awaiting trial in Middlesex Superior Court.

In November, members of both the DEA and the SMCDTF executed a search warrant on a Windsor Street address. The search resulted in the seizure of over 250 grams of Methamphetamine.

Federal Bureau of Investigation Violent Crimes against Children Task Force

A Detective is currently assigned to the FBI's Violent Crimes against Children Task Force. The mission of the Violent Crimes Against Children program is threefold: first, to decrease the vulnerability of children to sexual exploitation; second, to develop a nationwide capacity to provide a rapid, effective, and measured investigative response to crimes against children; and third, to enhance the capabilities of state and local law enforcement investigators through programs, investigative assistance, and task force operations.

In May, the Task Force acting on a cyber-tip began an investigation into a Silk Street address where it was reported that known child pornography images were being downloaded from the internet. As a result, a male suspect was arrested. This matter is still pending in the court system.

Drug Take Back

Over the course of 2019, 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 the year, Inspector Edward DeFrancisco, Captain Richard Flynn, members of Arlington Youth Health and Safety Coalition (AYHSC), and H&HS take part in the National Drug Take Back Days sponsored by the Drug Enforcement Agency. During the most recent take back event, over 300 pounds of assorted prescription medication was turned in for destruction.



Captain Flynn & Inspector DeFrancisco at the Melrose Police Department Drug Takeback

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.

Bank Robbery Investigations

Over the course of two months in 2018 the Winchester Savings Bank located at 188 Medford Street was robbed twice. The suspects responsible for these robberies were identified and they were later arrested and indicted. In July, one of the defendants, plead guilty and was sentenced to 6 – 10 years to serve. The other two defendants are awaiting trial in Middlesex Superior Court.

In April 2019, the Leader Bank at 141 Mass Ave was robbed. This suspect has been identified, and was indicted by a Middlesex Grand Jury, and is awaiting trial.

During the months of June and July, the Leader Bank and Winchester Saving Bank were both robbed. These matters remain active and detectives are investigating these crimes.

Records

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

Records Processed	2016	2017	2018	2019
Calls	31,412	31,707	29,880	27,649
Arrests	122	138	118	88
Citations	2,527	3,120	2,011	1,552
Parking	15,498	19,258	17,599	16,329
Crashes	710	626	660	433
Hackney	25	15	10	7

Grant Funding

In 2010 APD, in partnership with the Edinburg Center, was awarded a grant from the Massachusetts

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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, H&HS, 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 2019. 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 (meaning 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, as well as the homeless outreach team, that serve at risk populations.

Arlington Human Services Network started in the spring of 2019. Various agencies/stakeholders in Arlington including the Board of Health, Housing Authority, Police, Council on Aging, Food Pantry, and Arlington Youth Counseling Center, Arlington Public Libraries came together to start a group 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.

Throughout 2019 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 September of 2019 the AOOI held a Narcan Night at the Fox Library where over fifty people learned how to save someone experiencing an overdose.

In 2018 the APD was honored by 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 2019 the APD created and hosted trainings for police and civilian staff from police departments in Oregon, Tennessee, Minnesota, and Wisconsin.

In 2018 the APD started a Homeless Outreach Team (HOT). This team includes a patrol officer, the JDP clinician, a health inspector, a firefighter/EMT and staff from the Somerville Homeless Coalition outreach team. In 2018 this team joined the Cambridge Multi-Disciplinary Outreach Team (MDOT). This group meets weekly in Cambridge to discuss at-risk homeless individuals and families. The group consists of staff from homeless shelters and homeless outreach groups in Cambridge and Somerville, and now Arlington. After meeting together, the individuals return to their respective communities and conduct outreach – locating homeless people and offering services. Attendance at this group has created invaluable relationships with shelter staff, resources and agencies throughout the area. The HOT team also coordinated a Help the Homeless clean-up of the Mugar Woods in November 2019.

In 2018 the APD was awarded a MHASA (Massachusetts Housing and Shelter Alliance) rapid-re-housing grant. This grant funds rent for one year for individuals living in the Mugar woods and Alewife train station area. In 2019 the team placed seven individuals in apartments. These individuals also receive counseling and assistance from the Somerville Homeless Coalition with the long-term goal of financial self-sufficiency.

Accreditation/Professional Standards

The Police Accreditation process is an ongoing daily function of the Department. The APD was successfully re-accredited in 2017 after achieving its original accreditation status in 2014 and is focused on its second re-accreditation in the summer of 2020. 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

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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.

Awards and Recognitions

In March of 2019 the Department held its annual Employee Recognition Awards Ceremony. Officer Brandon Wenz was carefully chosen as Officer of the Year for 2018. An eleven-year veteran of the Department, Officer Wenz is a confident and knowledgeable employee that has been a vital member of the organization. As a Police Officer assigned to the patrol division, he has demonstrated commitment and dedication to the goals of APD.

Officer Wenz has consistently performed his duties in an exemplary manner. Through his performance and actions, it is clear he genuinely cares about the public he serves and the officers he serves with. He treats every call as if it is the most important call he has been assigned, giving comfort to those he is serving. He treats everyone as he would want members of his own family treated and in doing so has gained the respect and trust of his peers and supervisors.

Officer Wenz epitomizes the Department image we aspire to. His performance of duty and efforts affirmatively promote and support the mission of the Arlington Police Department.



Officer of the Year Brandon Wenz

The Department awarded three Meritorious Service Ribbons and nine Certificates of Commendation at its ceremony. Those employees receiving ribbons were: Sergeant Brian Fennelly, and Officers Michael Hogan and Dennis Mahoney.

Those employees receiving certificates were: Sergeant Brian Fennelly, Inspector Edward DeFrancisco

and Officers Joseph Dunn, Chad Brown, Michael Hogan, Michael Wesley, Bryan White, Jessica Scarbo, and Henry Donham.

Sergeant Michal Flynn was recognized with the Excellence in Leadership Award and Lieutenant Richard Pedrini received the Department's Top Gun Award.

The Department awarded nine Life Saving Ribbons for various life saving measures taken in 2018. Those employees receiving ribbons were: Sergeant Brian Fennelly, Sergeant David Martin, and Officers John Kelley, Will Milner, Nicholas Stotik, Tenzing Dundutsang, Thomas Guanci, and Selena Zona.

Senior Records Clerk Suzanne Santorelli was awarded with the Department's Employee of the Year award. As a civilian employee tasked with overseeing a wide variety of increasing responsibilities, Suzanne has demonstrated commitment and dedication to the goals of the Department for almost twenty years. She possesses exceptional customer service skills along with an empathetic and caring nature that makes each customer feel welcome regardless of the situation.

Suzanne can be relied upon to consistently do an outstanding job in the various aspects of her position. In her role as Firearms Licensing Coordinator for the APD, she has streamlined our process to one that maximizes efficiency on a workload that has almost doubled in recent years. She works tirelessly with staff to maintain and update the staff fitness and training area, which is essential to the wellness of the Department. Suzanne is an unsung hero working behind the scenes that makes it possible for the Support Services Division staff to excel. She is the face of the Support Services Division's informal motto of "people helping people" and Suzanne adds the smile.



Employee of the Year Suzanne Santorelli

Retirements/Promotions/Appointments

After spending twenty years as Chief of Police for Arlington, Chief Frederick Ryan retired in late 2019.

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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.

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 2019 the AFD responded to 5,046 calls for assistance. Reported dollar loss for 2019 totaled \$2,896,766. This includes structure fires, motor vehicle accidents, water hazard incidents, and hazardous condition incidents. Of these 5,046 calls 3,183 were for medical emergencies, which is consistent with 2018 and makes up 63% of all Fire Department responses. Medical emergencies include emergency medical responses and emergency medical assists. Rescue 1, the AFD ambulance, transported 1,761 patients to area hospitals. This is consistent with the amount of transports in 2018.

Responses Fire Call Type	2016	2017	2018	2019
Fire	129	91	123	118
Carbon Monoxide Activations	111	95	99	87
Water Hazards	75	72	74	50
Mutual Aid	31	70	40	24
Lock Out/In	44	53	54	46
Electrical Hazards/ Down Lines	218	294	348	313
Motor Vehicle Accidents	174	168	167	146
Smoke Scares	44	38	65	40
Natural Gas Emergencies	107	77	135	102
Flammable Liquid Hazards	36	13	19	21
Hazardous Conditions	77	20	125	74
Other	235	66	475	145
Emergency Medicals	3,068	3,374	2,883	2,900
Medical Assists	109	175	294	283
Alarms Sounding	747	667	652	697
Total Calls for Assistance	5,205	5,273	5,553	5,046

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

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impossible to calculate, but substantial. The Operations Division of the Arlington Fire Department issued 874 permits in the year 2019 totaling \$46,155. Certificates of Compliance for Smoke Detectors and Carbon Monoxide Alarms accounted for 622 permits and 71% of all permits issued. The Arlington Fire Department completed 1,236 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 have achieved towards this goal is to inspect every mercantile property within the town's borders.

Fire Permits and Revenue			
2016	2017	2018	2019
1,099	928	953	874
\$54,943	\$48,070	\$49,300	\$46,155

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 Deputy Chief Ryan Melly and a staff of three.

The FIU was activated 118 times this past year to investigate various incidents including, structure fires, vehicle fires, dumpster fires, and grass fires.

2019 FIU Investigations	
Structures	21
Cooking	47
Motor Vehicle	11
Outside	31
Other	8



In terms of fire prevention for the Town of Arlington, public education is a key component. Without question the most influential group of citizens reached are children. The program, Student Awareness of Fire Education (SAFE), has been an extremely successful curriculum that has been presented to the grammar school children since 1996. Our instructors continued to teach selected topics from the National Fire Protection Association.

This year's topic was "Not every hero wears a cape. Plan and practice your escape!" The curriculum produced by the National Fire Protection Association is 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 6,840 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 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 entrusted, the protection of the lives and property of the citizens of Arlington. Courses have been hosted internally with our staff as well as externally by bringing in Mass. Fire Academy professionals as instructors. Private sector representatives have also delivered training to all members of the Department. The Department EMS coordinator oversees all emergency medical service training.

COMMUNITY SAFETY

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. The Operations Division is also responsible for continuing education and re-certification of EMT's.

In 2019 AFD members received training in such areas as engine pumping drills, high-rise operations, OSHA safety, boat drills/ ice rescue, cancer prevention, 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 in limited visibility with simulated smoke.

Emergency Medical Services

The Arlington Fire Department staffs a Class 1 Rescue/Ambulance with two EMT-Basics, 24 hours a day, seven days a week. The Department currently has seventy-five EMT's. When staffing allows Rescue 2 is placed in service as a second transporting vehicle.

EMS Staff	2016	2017	2018	2019
EMTs	75	77	77	75
First Responders	1	0	0	0

In response to a 2014 change at the Office of Emergency Medical Services (OEMS), all EMT's 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. AFD is now the training center for all of its EMT's. Capt. Paul Houser 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 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, record 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 2019 the Department responded to 2,832 medical emergencies. Of those emergencies, 617 were for advanced life support and 1,144 for basic life support and were transported to the appropriate facility by the Town operated ambulance, Rescue 1. There were 512 medical emergencies where Rescue 1 was at another emergency medical call and another agency assisted with patient care and transport. 559 medical emergency responses occurred where no transport to a hospital was needed based on a variety of circumstances.

In 2020 the Department will be partnering with PRO Ambulance from Cambridge, MA to incorporate additional EMS training utilizing their subscription based "Prodigy" education system. This platform will enable department personnel to engage training material through various mediums and deliver high quality case based, interactive learning.

Ambulance Response	2016	2017	2018	2019
Advance Life	644	777	684	617
Basic Life	1,204	1,164	1,184	1,144
Patient refused transport/ NO EMS	538	661	626	559
Transports Missed Because R1 was on Other Call/ training	632	567	567	512
Total Medical Emergencies	3,068	3,169	3,061	2,832

2019 Highlights

- Performed Fire and Life safety inspections of 37 high-rise buildings. Crews physically walked through all high-rises familiarizing themselves with fire protection systems, layout, and issues particular to each building.
- Involved in planning and supporting of Town events including: Town Day, Veterans Day parade, and Memorial Day ceremonies.
- Ongoing training and implementation of new procedures and medications for responses to Opioid overdoses and fentanyl usage.
- Continued community CPR training program educating several members as instructors and teaching lifesaving skills to about 85 Town employees.
- Inspected over 600 residences to ensure proper smoke/carbon monoxide detector installation.
- As part of October being Fire Prevention Month the AFD hosted an Open House at

COMMUNITY SAFETY

Fire Headquarters and visited all 8 elementary schools speaking in approx. 144 classrooms about fire safety.

- Purchased ballistic helmets and vest and started the development of Active Shooter training, in coordination with the Police Department.

Retirements/Promotions/Appointments

- Chief Robert Jefferson retired June 25th. He was appointed on October 24th, 1982.
- Captain Jeff Cummings retired January 3rd. He was appointed on July 27th, 1986.
- Firefighter Donald Murphy retired April 7th. He was appointed on April 5th, 1998.
- Firefighter Jack Tracey retired April 7th. He was appointed on April 5th, 1998.
- Deputy Chief Kevin Kelley was promoted to Fire Chief on June 26th
- Captain Ryan Melly was promoted to Deputy Chief on August 4th.
- Lt. Paul Houser was promoted to Captain on March 24th.
- Lt. Martin Conroy was promoted to Captain on August 4th.
- Firefighter Paul Stanton was promoted to Lieutenant on September 22nd.
- Firefighter Rich Gallagher was promoted to Lieutenant on September 22nd.
- Appointed Jon Byrne to the position of Firefighter on October 20th.
- Appointed Mitchell Cummings to the position of Firefighter on October 20th.
- Appointed Andrew Flynn to the position of Firefighter on October 20th.
- Appointed Mikkel Flynn to the position of Firefighter on October 20th.
- Appointed Andrew Nadeau to the position of Firefighter on October 20th.
- Appointed Fidel Noguera to the position of Firefighter on October 20th.

2020 Goals

- Continue to provide ancillary programs such as the Fire Investigation Unit, Juvenile Fire Setter Intervention Program, Community CPR Training, Vial of Life, and Student Awareness Fire Education, within the limited resources and funding available.
- Change the frequency and types of annual Fire and Life Safety Inspections to include high-rises, mercantile, schools, and places of assembly.
- Train with APD, local and state agencies, and private partners to implement an ASHER, Active Shooter/Hostile Event Response, coordinated incident plan.
- Implement online scheduling of smoke detector inspections for sale of homes.
- Continue to identify opportunities for the improvement / streamlining of Department processes.
- Increase and improve Department readiness for responding to new threats including terrorism, mass casualty, and hazardous substances through local and regional training.
- Oversee Fire and Life Safety planning of the new High School.
- Purchase new frontline ambulance to replace 2013 Ford Horton.
- Become OSHA compliant to increase safety and minimize injuries.
- Continue to look for and promote existing collaborative efforts with other departments, such as the CPR training of School and Town employees and supporting Health and Human Service's Homeless Outreach programs.
- Research and secure alternative sources of funding to continue Smoke/CO program for seniors.



Open House at Arlington Fire headquarters in Arlington Center held in October as part of Fire Prevention month.

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.

2019 Accomplishments

- Inspection and issuance of Certificate of Occupancy for 2 Fremont Court, Life & Skills Center.
- Issuance of Certificate of Occupancy for Hardy School.
- Permit issuance and inspection of Mass Save initiatives such as window replacement, air sealing, and insulation projects.
- Assisted with compliance of our Good Neighbor agreement.
- Continued review and inspection of Solarize Arlington and Mass Save initiatives.
- Permits were issued for 15 new single-family homes and 2 new two-family homes, and 15 new mixed-use residential units
- Processed 110 public records requests, many of which were seeking multiple files.
- Assisting ZBA with appeals process.
- Participated in Master Plan Implementation Committee, Zoning Bylaw Law Working Group, and Residential Study Group.
- Assisted in implementation of new Tree Bylaw.
- Annual inspections of restaurants and places of assembly.

2020 Goals

- Assist Zoning Board of Appeals in their consideration of proposed 40B project.
- Continue participation in zoning recodification project, including MPIC and ZBRC
- Work with the Planning Department, implementing and enforcing new Vacant Storefront Registry.
- Continue improvement of the “Good Neighbor Agreement” our community’s new local construction regulations.
- A continuing goal is to maintain and improve transparency of information including plans and permits for active projects.

In 2019 the Inspectional Services Department issued a total of 5,631 permits, of which 2,797 were building permits, 930 were plumbing permits, 725 were gas permits, and 1,179 were wiring permits. Total fees collected by the Inspectional Services Department were \$1,704,704 with an estimated construction value of \$75,878,063.