



Program Description

The Police Department has the following primary responsibilities:

- Protection of the lives and property of all citizens.
- Preservation of the peace.
- Prevention of crime and disorder.
- Identification and prosecution of violators of the law.
- Plan for and supervision of public safety at special events, parades, elections, etc.
- Response to and management of all critical incidents and emergencies.
- Support of regional and national homeland security strategies.
- Collaboration with community stakeholders to creatively address quality of life concerns and the fear of crime.
- Protection of the individual rights of all persons within the Town of Arlington.

The Police Mission:

To promote, preserve, and deliver quality services and to ensure the safety of **ALL** members of our community.

Our Values:

This mission is a commitment to quality performance from all members. It is critical that all members understand, accept, and be aligned with the responsibilities established by this mission. It provides the foundation upon which all operational decisions and organizational directives will be based. Directives include rules, regulations, operating policies, procedures, and practices.

This mission represents the commitment of this administration to the concepts of quality performance management. In other words, members are expected to work consistently in a quality manner in the daily performance of those duties, job responsibilities, and work tasks associated with this mission. Quality manner means that performance outcomes comply with the performance standards established for the Arlington Police Department and for each associated member.

Program Description (cont.)

Examples of performance standards include the oath of office, code of ethics, rules, policies, procedures, directives, general and supervisory orders, work productivity, and behavior.

Each member is required to accept the responsibility for the achievement of this mission and publicly register his or her commitment to it and to the concepts of quality service.

PROGRAM COSTS

	FY2019 Actual	FY2020 Actual	FY2021 Budget	FY2022 Budget
Police				
Personnel Services	7,519,229	7,600,607	7,804,505	8,053,973
Expenses	661,470	624,386	714,070	754,050
Total	8,180,698	8,224,993	8,518,575	8,808,023

STAFFING

	FY2019 Actual	FY2020 Actual	FY2021 Budget	FY2022 Budget
Police				
Chiefs	1	1	1	1
Captains	3	3	3	3
Lieutenants	6	6	6	6
Sergeants	9	9	9	9
Police Officers	49	49	49	49
Parking Control Officers	2.7	2.8	2.8	2.8
Animal Control Officer	1	1	1	1
Social Worker	0.5	0.5	0.5	0.75
Dispatchers	10	10	10	10
Clerical	4.29	4.29	4.29	4.29
Total	86.44	86.57	86.57	86.82



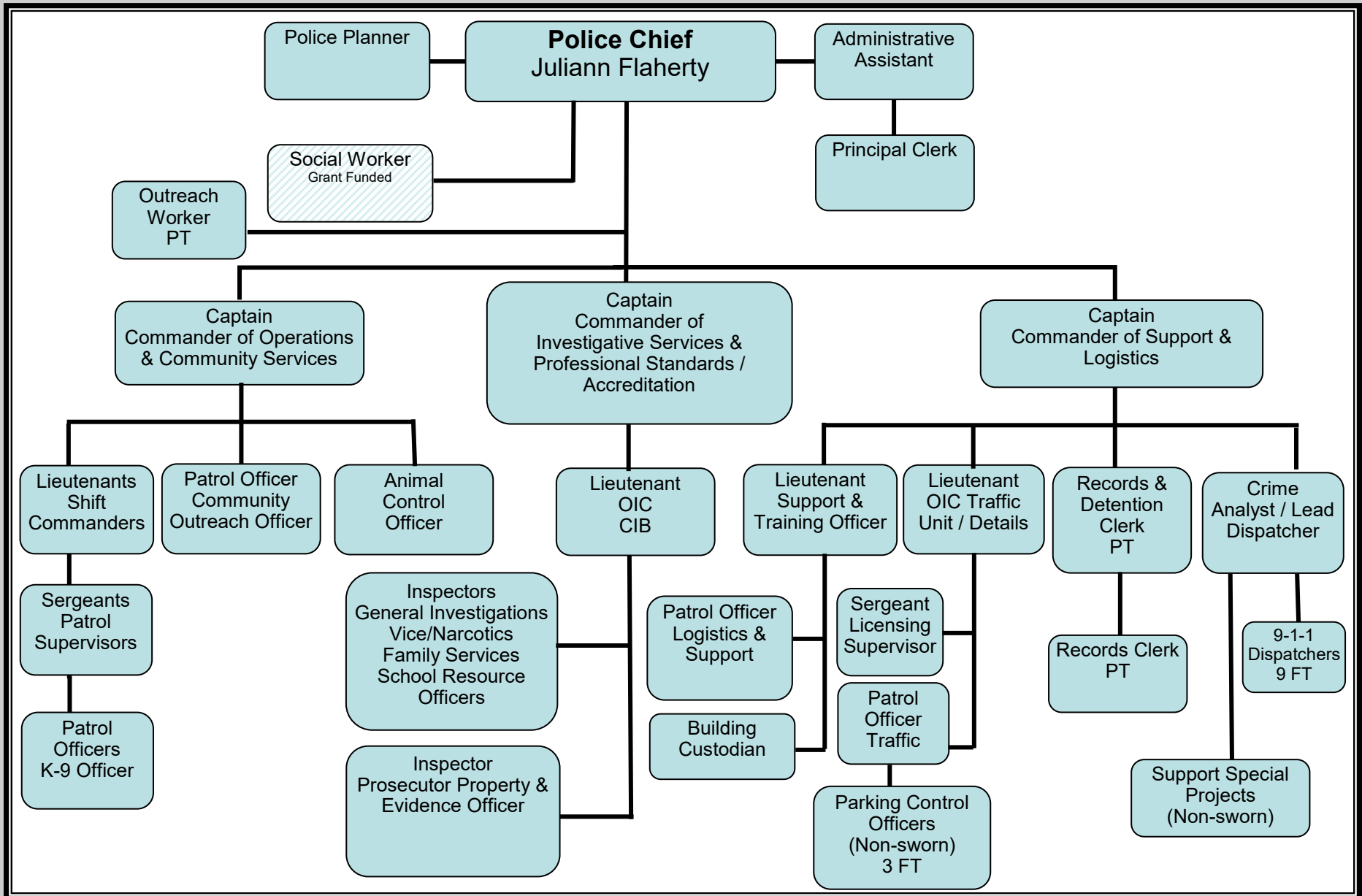
Budget Statement

The Department consists of the following divisions and work units:

- Support Services Division**
- Community Services Division (Patrol)**
- Professional Standards and Accreditation Unit**
- Criminal Investigation Bureau**
- Traffic and Parking Unit**
- Animal Control Officer/Animal Inspector**
- Jail Diversion Program**

These seven divisions are funded with a level service budget.

The budget increased by \$288,891 to reflect the arbitration award settlement of the Patrol Union contract for FY2019-FY2021.





FY2022 Objectives

The Community Services Division patrols all sectors of town, identifying and preventing criminal activity, and maintains a police presence to serve as a deterrent of crime. The members of this division also serve as initial investigators and first responders to all critical incidents and administer all programs aimed at developing partnerships and problem solving in the community.

- Provide professional services to all community members while working to minimize the fear and negative perception associated with crime.
- Virtually meet with neighborhood groups, business owners, and property owners to address the quality of life issues that arise throughout the town.
- Explore hosting a virtual Citizens Police Academy to educate and engage residents.
- Continue to partner with the Human Rights Commission, LGBTQIA+ Rainbow Commission, and Disability Commission to enhance partnerships with all members of the community.
- Explore virtual programs for women in self-defense education using the RAD (Rape, Aggression, Defense Systems) model.
- Provide education at community meetings around strengthening home security and deterring crime through target-hardening strategies.
- Host community outreach events to enhance community relationships and partnerships.
- Provide information and site patrols to manage security of Arlington High School throughout construction and phasing.
- Work with consultants from VISIONS, Inc. to reinforce recommendations from FY2020 assessment and study around diversity and inclusion in the Arlington Police Department

Major Accomplishments for 2020

- Maintained the priorities of effective law enforcement response for all calls for service during the COVID-19 pandemic with police response to over 500 calls for service involving calls related to the pandemic.
- Utilized data gathered and analyzed by the department's crime analyst to reduce crime, enhance roadway safety, and address quality of life issues. Using our data, we worked closely with the Department of Public Works to make improvements to the area of Massachusetts Avenue and Paul Revere Road to reduce pedestrian crashes by improving lighting and refiguring parking spaces.
- Enhanced community policing efforts and engagement through increased use of the bicycle fleet. Officers regularly patrolled on the Minuteman Bikeway and recreational parks in town allowing for more interaction with community members and providing safety education.
- Partnered with the Greater Boston Regional Critical Incident Stress Management Team to provide peer support and counseling to officers who have experienced traumatic events or were affected by loss.
- In partnership with the Arlington Housing Authority, opened a police substation in the new Life and Skills building. Officers are often on site assisting Menotomy Manor students with homework and engaging with residents.

Fiscal Year 2022 Budget



Police Department Community Services Division

Performance / Workload Indicators				
	FY2018 Actual	FY2019 Actual	FY2020 Actual	FY2021 Estimated
Community Services (Patrol)				
Robbery	6	5	5	5
Burglary	72	35	22	15
Rapes	6	4	3	4
Motor Vehicle Theft	9	6	13	18
Larceny	223	231	202	342
Shoplifting	24	24	39	33
Assaults	107	90	83	96
Assault and Battery on a Police Officer	4	0	1	1
Criminal Arrests	131	107	73	51
Criminal Summons	75	81	56	69

Performance / Workload Indicators				
	FY2018 Actual	FY2019 Actual	FY2020 Actual	FY2021 Estimated
Dispatch				
Calls For Service	30,587	29,032	25,156	20,721



FY2022 Objectives

Professional Standards & Accreditation Unit is responsible for preventing employee misconduct, conducting all internal investigations, and the developing and implementing departmental rules and regulations. The unit is also responsible for ensuring compliance with state standards and police accreditation.

- Prepare for 2023 tri-annual accreditation by the Massachusetts Police Accreditation Commission, Inc.
- Enhance capability of accreditation software program in an effort to take full advantage of the effective maintenance of standards, crucial documents, training, and assignments.
- Continuously review and update policies and procedures to reflect changes in Federal Laws, Massachusetts General Laws, Municipal Law Enforcement, municipal bylaws, community needs, and as required by the Massachusetts Police Accreditation Program.
- Supervise the Community Prescription Drug Take Back Program at Arlington Police Department with the goal of developing new ways to get unwanted medications out of homes, such as scheduled home visits and Senior Center events.
- Implement programs that focus on our most vulnerable population including homeless, those suffering from substance use disorder, and those with behavioral health concerns. A full time social worker works closely with our homeless population providing resources and tools needed to secure housing and employment.
- Focus on early intervention with the goal of eliminating absenteeism, poor work performance, and misconduct through officer wellness programs, employee training, and supervisor leadership training.

Major Accomplishments for 2020

- Achieved Re-Accreditation status in compliance with the standards and mandates set forth by the Massachusetts Police Accreditation Commission (MPAC) for a fully accredited law enforcement agency.
- Unwavering commitment to the Arlington Opiate Outreach Initiative and its goal of reducing opiate overdoses and the stigma associated with addiction in our community. Our Jail Diversion Clinician has assisted hundreds of community members with resources for successful recovery.
- Developed new policies to proactively navigate the department through new and challenging issues that face law enforcement, our community, and personnel including Use of Force and De-escalation policy.
- Educated personnel in new departmental policies, procedures, and accreditation standards.
- Assisted Massachusetts Police Accreditation Commission in assessing various departments throughout the state for certification/accreditation compliance.
- Conducted comprehensive audit/inventory of all evidence and property held by the Arlington Police Department as required by the Massachusetts Police Accreditation Commission.
- Assisted those suffering from behavioral health conditions through our Jail Diversion Program and Mental Health/Law Enforcement Learning Site, which has been recognized nationally. Our Clinician Co-response model has been duplicated by other departments across the country.
- Secured grant funding to provide Rapid Housing for seven Unsheltered/Homeless individuals within the community.
- Conducted weekly outreach to provide services to our homeless population.



FY2022 Objectives

Criminal Investigations Bureau is responsible for the follow up investigation of all crimes. The Bureau’s goals include the protection of persons, the identification, apprehension and successful prosecution of criminal offenders, the recovery of property, and the prevention of crime through hard work, perseverance, and the use of the most modern forensic technology.

- Assign an Inspector to follow-up on all criminal complaints filed by the patrol division and those complaints filed with the department’s online report writing system, where residents are able to complete a report on our town website for certain categories of incidents.
- Address controlled substance drug abuse. This includes the assignment of Inspectors to both the DEA (Drug Enforcement Agency) at the Federal level, and the SMCDTF (Suburban Middlesex County Drug Task Force) at the local level.
- Work in partnership with Communities for Restorative Justice (C4RJ) to offer offenders and victims of crime an alternative to the traditional criminal court through participation with C4RJ and the Middlesex District Attorney’s Office Young Adult Diversion Program as an alternative to the traditional criminal justice system.
- Work in partnership with the Arlington Youth Health & Safety Coalition to address juvenile-related issues.
- Obtain training for the Inspectors to be able to utilize the most current technology to assist in the apprehension of criminals.
- Partner with the Council on Aging and the various stakeholders to ensure that seniors are aware of the various larcenous scams, and the ways to lessen the risks to their personal financial security.
- Assign an Inspector as the Police Prosecutor to handle all arrests, civil and criminal motor vehicle citations, probable cause hearings, and to act as liaison between the Arlington Police Department and the various courts along with the Middlesex District Attorney’s Office.
- Identify and address High Risk Domestic Violence situations by working with our partners and stakeholders in the towns’ FIRSTSTEP Program and our regional partners at Cambridge Arlington Belmont High Risk Assessment Team (CABHART).
- Work with the Town to coordinate the opening and monitor compliance of two recreational marijuana shops.

Major Accomplishments for 2020

- Detectives investigated over 800 reports of criminal activity.
- The Family Service Unit investigated over 200 domestic violence-related incidents.
- Audited and administered the Town of Arlington Sex Offender Registry.
- Participated in multi-jurisdictional drug task force investigations, which resulted in numerous arrests and indictments. Detectives assigned participated in numerous search warrants, which resulted in heroin, fentanyl, cocaine, methamphetamine, and other controlled substances being seized.
- Participated in the drafting of and execution of numerous search warrants.
- Participated in the destruction of over 800 lbs. of prescription medication collected through the combined efforts of the Drug Take Back Kiosk located in the Police Station Lobby and the Drug Take Back Event.
- Investigated over 400 reports of identity theft reported through the department’s online report system.

Performance / Workload Indicators

	FY2018 Actual	FY2019 Actual	FY2020 Actual	FY2021 Estimated
Criminal Investigation Bureau				
Licenses to Carry/FID	188	267	211	405
Missing Persons Investigations	421	236	43	36
Domestic Violence	236	192	194	192
Criminal Investigations	1,414	1,260	933	1,068
Level 2 & 3 registered Sex Offenders monitored	15	16	12	12



FY2022 Objectives

Traffic & Parking Unit is responsible for safety education and enforcement of all laws relating to traffic and parking within the Town of Arlington. This unit also represents the Arlington Police Department on the Transportation Advisory Committee.

- Expand the Traffic Unit capacity by assigning sworn personnel and increasing the hours of operation to cover both the day and night shifts.
- Use high-visibility enforcement to improve operator compliance and reduce motor vehicle crashes.
- Reduce the number of injuries due to motor vehicle crashes by enforcement and education of seatbelt laws.
- Increase bicycle and pedestrian safety through education and enforcement. Extra patrols to be funded through the Massachusetts Executive Office of Public Safety and Security (EOPSS) Traffic Safety Grants related to impaired driving, speeding, distracted driving, and occupant protection.
- Increase parking enforcement in the business districts with no parking meters to ensure vehicle turnover and availability of customer parking.
- Work with and support the Town Manager's Office and the Select Board's Office work on parking, traffic, and other quality of life issues affecting the community.
- Partner with the Department of Planning and Community Development on community transportation and traffic safety initiatives.
- Work with the Transportation Advisory Committee (TAC) on various transportation related projects to include sustainability initiatives and the East Arlington Dedicated Bus Lane (BRT) Project.
- Continue to collect traffic data, including vehicle speeds, volume, and/or classification, as requested, to improve roadway conditions.
- Maintain collaborations with outside agencies such as MASSDOT (Safe Routes to Schools, Highway Safety Division, etc.) and AAA.

Major Accomplishments for 2020

- Implemented Pay By Phone, a mobile parking payment app creating a safer and improved parking experience for residents and visitors.
- Participated in MASSDOT Highway Safety Division Bicycle and Pedestrian Safety Grant Providing education and enforcement opportunities at major intersections throughout town.
- Participated in MassDOT Highway Safety Division Traffic Safety Grant with particular emphasis on impaired driving, distracted driving, occupant safety, and speed enforcement.
- Conducted multiple traffic counts in locations in town, providing valuable data and feedback to other government entities and neighborhood groups. The data have proved valuable for several infrastructure improvements made in front of the Starbucks and Trader Joe's shopping area where multiple pedestrian crashes had occurred.
- Coordinated with our partners in the Department of Public Works on the Lake St./Bike Way Project and redesign of the Appleton St./Mass Ave. intersection.
- Assisted with our partners in the Arlington School Department to facilitate school crossings, drop off, and pick up.
- Partnered with AAA on projects such as the School Safety Patrol and testifying at the State House in support of various traffic-related legislative bills including Primary Seatbelt Law.
- Supervised safe, efficient traffic flow and ensured pedestrian safety for several major public works and public utility infrastructure projects.
- Coordinated with the Department of Planning and Community Development to facilitate the implementation of the Town's "Shared Streets" program on Mary St. and Brooks Ave., and traffic/parking issues related to the COVID-19 pandemic.

Performance / Workload Indicators

	FY2018	FY2019	FY2020	FY2020	FY2021
Traffic	Actual	Actual	Estimated	Actual	Estimated
Hackney Licenses Issued New	10	6	10	1	5
Parking Violators	18,191	17,425	17,930	11,183	1,284*
Moving Violations	2,325	1,657	2,363	1,221	100*

*Estimates for 2021 far below typical due to COVID



FY2022 Objectives

The **Animal Control Officer/Animal Inspector** enforces all laws relating to control and care of animals, investigates reports of animal cruelty, facilitates conflict resolution pertaining to animal complaints, investigates animal bites, quarantines animals that have bitten or have been bitten by an unknown source, and provides education and assistance with domestic and wild animals.

- Work throughout Arlington to promote animal health and safety through educational programs, social media posts, and community engagement.
- Work with school and youth groups to offer educational programs with the goal of creating ongoing long-term learning and kindness for animals.
- Assess the needs of low income and elderly pet owners for rabies vaccines and/or spay/neuter services. Provide vouchers for no cost spay/neuter services under the Commonwealth’s Massachusetts Animal Fund.
- Work closely with the Parks Department and Board of Health in areas of canine control, hoarding, zoonotic disease, and rabies control.
- Explore hosting a rabies clinic for low-cost rabies vaccinations.
- Investigate reports of dog bites, animal related noise complaints, and off leash violations.
- Educate and expand upon the dog license program.

Major Accomplishments for 2020

- Provided high level of service to community during COVID-19 pandemic as animal related calls drastically increased due in part to an increase of residents working from home.
- Conducted multiple interviews with local media outlets to educate the public on the safety and behavior of domestic and wild animals.
- Supplied over 15 residents access to assistance programs for low-cost or free spay/neuter.
- Addressed increased volume of service calls and provided guidance related to rodents.
- Worked with the Board of Health to provide chicken coop and dog kennel inspections.
- Increased animal-related social media posts to media channels to increase awareness, educate, and assist in reuniting lost pets with their owners.
- Hosted virtual meetings with youth groups to provide education regarding animals, what it means to be a responsible pet owner, and leaving no trace when out in nature.

Performance / Workload Indicators

	FY2018 Actual	FY2019 Actual	FY2020 Actual	FY2021 Estimated
Animal Control				
Animal Complaints	527	538	334	336
Humans Bitten/Scratched by Dogs	17	10	23	15



FY2022 Objectives

The Arlington Police Department Jail Diversion Program (APD JDP), created in 2010, is a collaboration between the police department and a mental health clinician from The Edinburg Center. Together, we focus on creating alternatives to arrest and jail detention for individuals who come in contact with the police and could benefit from mental health and substance abuse services or other social services.

- Respond to the Arlington Public Schools to provide crisis assessment, crisis counseling, outside referral, and involuntary commitments to hospitals emergency departments, as needed.
- Work with Arlington's homeless population through outreach initiatives and other collaborative interventions.
- Provide requested technical assistance to other law enforcement agencies and departments through the Police Assisted Addiction and Recovery Initiative (PAARI) and the Mental Health Learning Site status.
- Identify and provide alternatives to arrest and criminal prosecution for persons suffering from mental health and substance use issues.
- Coordinate the Opiate Outreach Initiative through our two-pronged approach of:
 - Follow up with persons who have overdosed in the community and provide outreach to known substance users identified by patrol officers, the Criminal Investigative Bureau, and Drug Task Force.
 - Continue to host Arlington ACTS (Addiction Community Training and Support) monthly meetings and special events where residents can be trained to administer the lifesaving drug, Narcan.

Major Accomplishments for 2020

- Provided twelve hours of Arlington Police Department's Jail Diversion Program Training to two out of state departments as a designated Law Enforcement Mental Health Learning Site.
- Hosted NARCAN Night and presented Arlington Opiate Overdose Training to 80+ community members.
- Assisted unsheltered persons with services and resources.
- Decreased the number of overall opiate overdoses through outreach, training, and increased resident and family engagement.
- Responded to and/or followed up with an average of 35 mental health/substance use community calls monthly assisting residents in need of behavioral health services with treatment options.
- Responded with Arlington Health Inspectors to multiple homes with hoarding concerns and assisted with resources.
- Facilitated Section 35's through the Cambridge District Court for community members without other options.
- Assisted Arlington residents in finding detox and outpatient treatment for substance misuse.
- Provided multiple police departments written program information and PowerPoint presentation on starting co-responder programs of their own.



FY2022 Objectives

- Continue to train officers annually in de-escalation techniques and biased-free policing.
- Expand on-line training to have all sworn officers conduct annual in-service training on-line/remotely.
- Conduct training for newly-promoted officers to properly fill their new roles in the department.
- Acquire software for tracking use of force reports and professional standards investigations upgrading from a file system.

Major Accomplishments for 2020

- Installed automatic door opening technology on public entrances.
- Procured and issued first responders personal protective equipment to keep officers and community safe during the pandemic.
- Recruited, hired, and trained two new public safety dispatchers.
- Conducted Training in Procedural Justice and Implicit Bias Training.
- Conducted several trainings including:
 - Anti-Defamation League (ADL) Law Enforcement Seminar
 - Working with LGBTQIA+ Community
 - MAWLE (MA Assoc. of Women in Law Enforcement)
 - Criminal Reform Act Training
 - Cultural Diversity and Bias Training for Public Safety
 - Procedural Justice & Implicit Bias Training
- Ensured training continued through online training platform as COVID-19 limited the number of in-person training options.
- Successfully completed another accident-free work zone construction year.
- Processed 240 License to Carry Firearms (LTC)/Firearms Identification Card (FID) applications, issued 40 Solicitor Licenses and 1 Hackney License.



Program Description

The Arlington Fire Department's primary functions are the prevention of fire, preservation of life and property, and the overall wellness of the community. These functions are achieved through code enforcement and inspections. Being an all-hazards service, the department will respond to and mitigate any emergency to which our customers request our assistance. Planning for local emergencies, whether natural (i.e., hurricanes) or human-made (i.e., terrorist events), has become an integral component of this department's yearly mandate. The Fire Department is dedicated to the health of our community. Our FF/EMT's respond with both an ambulance and the closest fire apparatus to assess and mitigate all medical emergencies. Community education, such as the Student Awareness of Fire Education Program (SAFE), and the Juvenile Firesetters Intervention Program (JFIP) helps us contribute to the wellness of our customers.

The Department is broken down into two Divisions, Suppression and Operations. Suppression, or line personnel, are the 74 firefighters and officers tasked with responding to emergency calls, public education, inspections of property, drills, training, pre-fire planning, and the daily maintenance of the Department buildings, apparatus, and equipment. The Operations Division is made up of the three Fire Officers assigned to day shifts and mainly oversees Fire Prevention, Training, and EMS. The Fire Prevention Deputy oversees building inspections, code compliance, permitting, school safety, public education, and interaction with public vendors, contractors, and citizens. The Training Captain is responsible for internal and external Departmental training and certifications. He is also responsible for all apparatus, protective gear, and equipment inventory, and serves as the Keeper of Records. The EMS Captain is responsible for training, maintaining, and certifying all Department Emergency Medical Technicians and Paramedics, and is responsible for all EMS licensing, vehicle certification, and inventory of EMS equipment and supplies.

Budget Statement

The Fire department is currently staffed at 75 personnel. It is budgeted for 81 personnel. In the start of FY22 there will be 67 personnel assigned to suppression duty and 7 firefighter vacancies, 3 members assigned to staff duty, 2 mechanics, 1 administrative assistant, and 1 Chief of Department. We anticipate no retirements in FY22.

STAFFING

Fire	FY2019 Actual	FY2020 Actual	FY2021 Budget	FY2022 Request
Chiefs	1	1	1	1
Deputy Chiefs	5	5	5	5
Captains	7	7	7	7
Lieutenants	15	15	15	15
Firefighters	50	50	50	50
Professional/Technical	2	2	2	2
Clerical	1	1	1	1
Total	81	81	81	81

FY2022 Objectives

- Continue to provide programs such as the Fire Investigation Unit, Vial of Life, and Student Awareness Fire Education (SAFE).
- Expand the SAFE program to educate middle school students on the dangers of vaping, alcohol, and drugs. Use SAFE funding for more programs for senior citizens.
- Continue with annual Fire and Life Safety Inspections of commercial properties including nursing homes and preschools.
- Purchase new frontline Engine to replace 20yo+ Seagrave Engine.
- Replace outgoing electronic records and reporting system.
- Replace Emergency Managements Air Supply vehicle and Lighting vehicle consolidating into one Air Supply/Lighting/Rehab unit.
- Replacement of the department's AEDs and Thermal Imaging cameras.
- Continue to oversee Fire and Life Safety planning of the new High School.
- Ensure compliance with newly adopted OSHA requirements.
- 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.
- Continue to identify opportunities for the improvement / streamlining of department processes.
- 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/ carbon monoxide detector program for Senior Citizens.



Major Accomplishments for 2020

- Implemented policies and procedures to protect both the members of the AFD and the citizens of Arlington from COVID, including quarantining staff to a specific fire house, removed jumping houses during a shift and twice a day temperature and COVID screening. Implemented the “one firefighter in” policy limiting potential exposure for both the firefighters and the patient.
- Member of the Manger’s COVID Response team.
- Acquired \$100k+ of PPE at no cost to the Town of Arlington.
- Member of the Core Racial Equity Team.
- Became a member of the both the Homelessness Task Force and its Impact Team.
- Became a member of the Human Services Network.
- Implemented online smoke detector inspection scheduling system for sale of homes which has been well-received by real estate agents and homeowners. The online system has improved the efficiency of department operations and has provided more control to our customers.
- Purchased and implemented the online training program Prodigy to provide the required continuing education to the Department’s Firefighter/EMT in a virtual setting, allowing firefighters to continue training during COVID.
- Received, programmed, and placed into service new portable radios as part of the Fire and Police effort to update the communication system.
- In coordination with the Health and Human Services, School Department, and Recreation Department, trained and certified over 30 public citizens, School, and Town employees in CPR, AED, Tourniquet, and Narcan training programs.
- Began the process of acquiring and designing a new frontline ambulance.
- Continued annual Fire and Life Safety inspections of over 150 commercial properties.
- Inspected over 500 residences to ensure proper smoke/carbon monoxide detector installation.
- Performed Fire and Life safety inspections of 41 high-rise buildings.
- Ongoing training and implementation of new procedures and medications for responses to opioid overdoses and fentanyl usage.

Performance / Workload Indicators

Fire Department	FY2018 Actual	FY2019 Actual	FY2020 Actual	FY2021 Estimated
Emergency Calls	5,562	5,150	4,749	5,300
Rescue Response	3,408	3,272	2,456	3,000
Overlapping Calls	1,643	1,282	1,208	1,300
Private Ambulance ALS/BLS	1,318	1,179	1,685	1,600
Average Response Times	3m 17s	3m 15s	2min 59s	3min
Average Time Rescue Calls	31m 53s	31min 41s	33min 58s	32min
Fire Calls	109	122	106	110
Average Total Time Fire Calls	30m 12s	38m 38s	43min 54s	40min
Loss Property	\$2.3 million	\$3.7 million	\$4.7 million	\$5 million
SAFE Students Taught	3,888	3,905	3,952	*3,900

*Subject to Covid restrictions

Performance / Workload Indicators

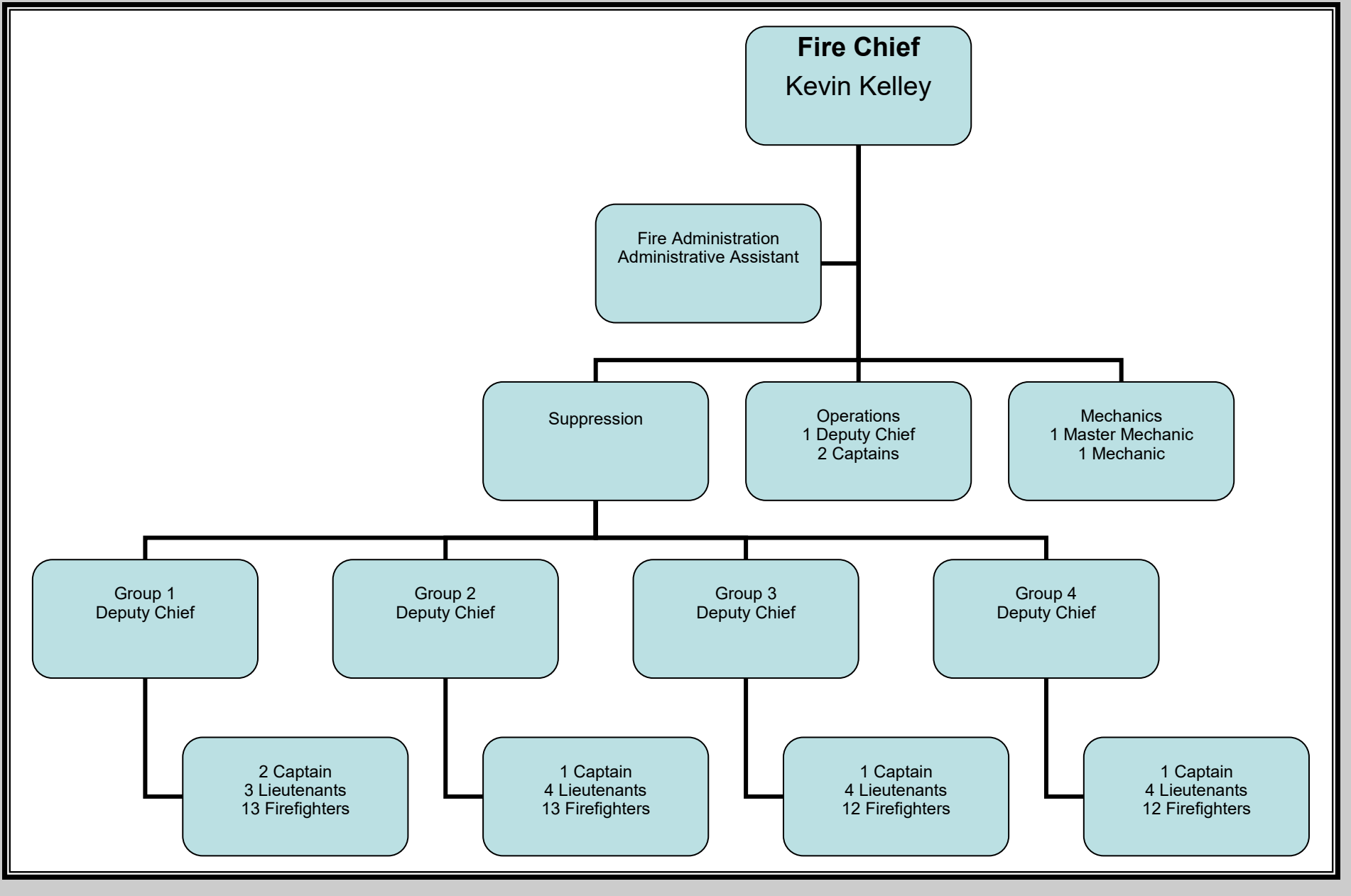
Fire Prevention	FY2018 Actual	FY2019 Actual	FY2020 Actual	FY2021 Estimated
Hours of School Fire Drills	50	50	21	50
Hours of Fire Protection System Inspection	746	545	436	500
Hours Strategic/Tactical Ops Plan.	34	34	38	34
Permits Issued	903	903	732	900
Permits Issued Revenue	\$ 46,750	\$ 46,995	\$ 39,015	\$ 50,000

Performance / Workload Indicators

Fire Training	FY2018 Actual	FY2019 Actual	FY2020 Actual	FY2021 Estimated
Training Sessions	167	202	181	200
Training Hours	835	1,010	905	1,000
Total Attendees	1,522	1,694	1,475	1,500

PROGRAM COSTS

Fire	FY2019 Actual	FY2020 Actual	FY2021 Budget	FY2022 Request
Personnel Services	7,166,229	7,299,596	7,545,625	7,509,178
Expenses	394,535	371,404	420,400	437,400
Total	7,560,764	7,671,000	7,966,025	7,946,578





Program Description

The Inspectional Services Department is responsible for enforcement of the Commonwealth of Massachusetts's Building, Electrical, and Plumbing and 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.

Budget Statement

Inspectional Services maintains a level funded budget.

Major Accomplishments for 2020

- Received and processed 112 public record requests.
- Inspection and issuance of Certificate of Occupancy for newly renovated Central School/Community Center.
- Inspection and issuance of Certificate of Occupancy for a Medical and a Recreational Marijuana facility.
- Issued permits for 17 new single-family and 3 new two-family home permits and 55 mixed use units.
- Issued and inspected 103 solar panel installations.
- Performed annual inspections of 27 beer and wine licenses.
- Performed annual inspections of 21 daycare facilities.
- Assisted homeowners, contractors, and attorneys with appeals processes.
- Continued enforcement of the new "Good Neighbor" agreement per Town bylaws for certain residential construction projects.
- Worked with the Town's Engineering Department on Storm Water management bylaw and the Tree Warden on the Town's tree bylaws.
- Issued permits for second phase Central School/Community Center renovation.
- Permitted and issued Occupancy permits for Youth Villages at previous site of Germaine Lawrence facility.
- Inspectional Services continued to maintain daily full operations during COVID period while abiding with all state and local regulations.

PROGRAM COSTS

	FY2019	FY2020	FY2021	FY2022
Inspectional Services	Actual	Actual	Budget	Request
Personnel Services	490,793	505,404	519,048	527,414
Expenses	11,085	8,807	15,200	15,200
Total	501,878	514,211	534,248	542,614

STAFFING

	FY2019	FY2020	FY2021	FY2022
Inspectional Services	Actual	Actual	Budget	Request
Managerial	1	1	1	1
Clerical	1	1	1.7	1.7
Professional/Technical	4	4	3.6	3.6
Total	6	6	6.3	6.3

Performance / Workload Indicators

	FY2018	FY2019	FY2020	FY2021
Inspectional Services	Actual	Actual	Actual	Estimated
Building	2,681	2,645	2,457	2,800
Plumbing	954	1,104	817	1,000
Gas	708	921	662	1,000
Wiring	1,281	1,233	1,093	1,100
Revenues	\$1,831,800	\$ 1,850,000	\$ 1,734,609	\$1,900,000

FY2022 Objectives

- Receive and process an increasing number of public record requests.
- Assist Zoning Board of Appeals.
- Continue to administer the Vacant Storefront Registry Program with the Planning and Community Development Department.
- Communicate with contractors and homeowners regarding the "Good Neighbor" bylaw requirements.
- Review, issue permits and inspect anticipated: new High School, new DPW complex, multiple 40B applications, Housing Corporation of Arlington projects at 117 Broadway, 19 Park Ave. and 122 Lowell St.

