

COMMUNITY SAFETY

ARLINGTON POLICE DEPARTMENT



Department Overview

The Arlington Police Department (APD) faced a very challenging and tumultuous year with the Coronavirus pandemic that appeared in March. This required the Department to establish new protocols for everyday procedures in order to keep officers and residents as safe as possible. These protocols forced many of our community programs to be suspended for the majority of the year and impacted our day-to-day operations; however, APD remained dedicated to implementing new technologies and improving its wide range of media capacities in an effort to continue essential communication with the citizens of Arlington.

For years, the Department has operated under a community policing philosophy that encourages citizen participation in solving problems, 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 Juliann Flaherty in the management, administration, and strategic planning for the Department. The Department maintains three divisions: The Community Services Division led by Captain Richard Flynn, the Investigative Services and Professional Standards Division led by Captain James Curran, and the Support Services and Logistics Division led by Captain Sean Kiernan.

The Community Services Division is responsible for uniformed patrol operations and the E-911 Dispatchers. 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 Officer. 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 a variety of other assignments. These deal with a wide-range of issues that affect the quality of life in Arlington. They include enforcing traffic and parking laws, preserving the peace, protecting life and property, school safety, special event planning, and grant coordination. Also, 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.

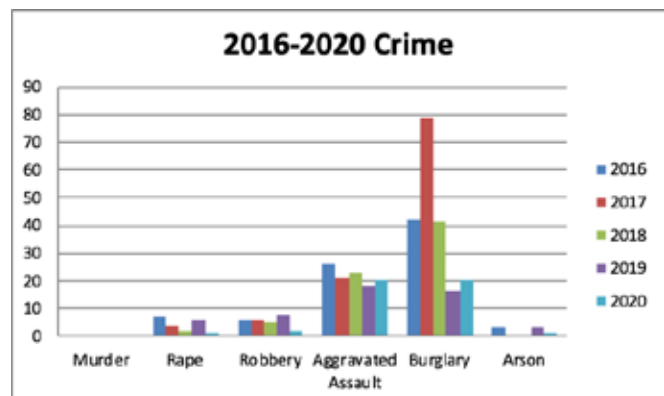
The Investigative Services & Professional Standards Division administers the Criminal Investigation Bureau (CIB) and the Professional Standards/Accreditation Office. The CIB is responsible for the follow up investigation of all crimes, the sex offender registry, police prosecutions at district and juvenile 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, and culmination of all departmental records.

Crime

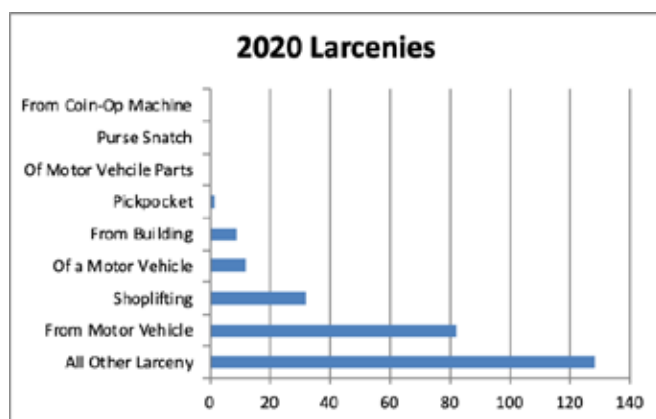
The Department collects incident information using a system called the National Incident-Based Reporting System or NIBRS. NIBRS is an improvement on the summary-based system known as the Uniform Crime Reporting Program, or UCR. Since 1930 the FBI has administered the UCR Program using statistics supplied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

The following is a summary of Part I Crimes in Arlington in 2020. 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, rape, robbery, aggravated assault, burglary, larceny, arson, and motor vehicle theft. In 2020 there were a total of 312 Part I Crimes reported in Arlington, the same amount of Part I Crimes as reported in 2019.



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There were no murders in Arlington in 2020. There was one reported rape, five less than last year. Arlington had two robberies, six less than 2019. Of the two robberies committed, suspects were unarmed in both incidents. Arlington experienced twenty aggravated assaults; nineteen involved weapons and eleven involved domestic violence. Of the incidents involving weapons, five involved knives or cutting instruments, three involved firearms, seven involved various blunt objects, three involved a shod foot and one involved a motor vehicle. Arlington had twenty reported burglaries in 2020, four incidents more than last year. There were twelve motor vehicles stolen, an increase of one from 2019. There was one arson reported this year. In 2020, there were 253 reported larcenies, which is an increase of three incidents from 2019.



Calls for Service

The Police Department logged 21,850 calls for service. Officers filed 2,718 incident reports as compared to 2,827 in 2019. In 2020 fifty-eight people were arrested, a decrease of thirty. Seventeen 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 2020, 524 motor vehicle citations and 5,510 parking tickets were issued. Traffic issues continue to be one of the greatest areas of complaints to the Department.

| Calls for Service | 2020 |
|-------------------------|--------|
| Emergency Calls | 21,850 |
| Police Reports | 2,718 |
| Arrests | 58 |
| Protective Custody | 17 |
| Summons | 50 |
| Motor Vehicle Citations | 524 |

Patrol

The Community Services (Patrol) Division responded to 21,850 calls for service during 2020. The majority of calls involve services other than responding to crimes. For instance, the Department responded to a total of 869 alarms (residential, business, bank and municipal), 681 disturbance calls, 462 reports of suspicious activity, 88 traffic complaints and 330 animal complaint calls. The Community Service Division also investigated 28 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. Officers attempt to assist in several different functions, not just law enforcement and apprehending criminals such as: resolving conflicts, helping the homeless and mentally ill, and saving lives of those afflicted with substance use disorders. 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. The Department generally offers a number of community policing programs to the public, designed to provide citizens with tools, information, and skills useful in solving those problems; however, several of these programs had to be temporarily suspended due to the COVID-19 pandemic.

In 2020 the Department was unable to run its fifth 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 offer 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. APD hopes to offer it again in 2021.

The Department's Coffee with A Cop program was also suspended this year. 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. This program will restart when it is safe to do so.

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

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allows our officers to meet and share stories with our nation's Veterans and their spouses. This enjoyable event ran for the first couple months of the year until the pandemic made it impossible because of safety concerns. The officers are looking forward to restarting this monthly event as soon as possible.

During the year, APD 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, the Arlington Police Department's mental health clinician also works with this population. APD also partnered with the Somerville Homeless Coalition and other volunteers to fill up two dumpsters with discarded waste from the homeless camps at the Mugar Woods.



Officer Canniff, our Homeless Outreach Officer, delivers 15 cases of water to the homeless population.

APD partnered with the Boy Scouts for a Holiday Gift Drive. APD also partnered with Abbott's Frozen Custard to give kids a gift certificate for wearing a protective mask during the pandemic.

In the fall, Officers participated in "No Shave November" to raise money for the Children's Room here in Arlington. Over \$6,000.00 was donated.

During the spring and summer, Officers participated in several birthday and graduation caravans to support members of our community during the pandemic, including the 2020 AHS Graduation Parade. The Bishop Bears 5th grade celebration caravan was attended by Officers White and Zona and officers also participated in a Parade for the Arlington Boys and Girls club in June.

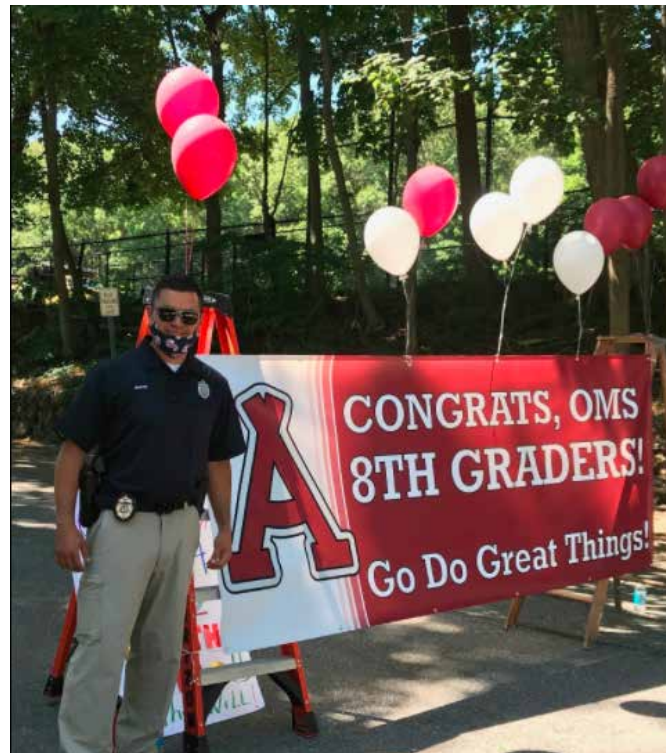
School Resource Officer

The School Resource Officer position continued to flourish as 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, who was assigned the School Resource Officer in 2019, and has continued with the role throughout 2020.

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.

Although Officer White could not engage with the students in person as much this year due to the pandemic, he continued to visit schools daily and met with students and faculty in person (socially-distanced) and virtually. Officer White visited many classrooms and participated in law classes, career exploration, and Q&A sessions. He also met with student-led clubs including the Political Action Club and has been asked by students to be an Advisor for the club "Creating Connections and Change in the APD."



Officer White, the School Resource Officer, celebrates the graduates of Ottoson Middle School.

Canine

During 2020, K9 Officer Hogan continued working with K9 Eiko in Patrol. The K9 unit assisted many local departments, including Cambridge, Somerville, Lexington, Belmont, in addition to 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 community policing relationships with the residents of Arlington. During the

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past year, the K9 unit provided several K9 Demonstrations although they were somewhat limited with the Covid-19 pandemic.

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 14 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 been bitten or have been bitten by an unknown source), and provides education assistance for domestic and wild animals to residents and the schools.

In 2020 the ACO received over 20,000 phone calls, text messages, and Facebook messages from residents regarding animal questions and incidents. The ACO also completed seventeen quarantines for animal bites, thirteen chicken coop inspections, and five dog kennel inspections. The ACO did six Zoom meetings for the Fox Library's Celebration of Animals as well as worked with ACMi to create public service announcements regarding domestic pets, wildlife, 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 and education, plus assists in reuniting lost and found pets.

Support Services

The APD licensing office processed six solicitor's licenses, two hackney licenses, and 281 firearms licenses. Through the Department's growing social media sites, such as Twitter, Nextdoor, and Facebook, the Department was able to keep its commitment of transparency by keeping the community well informed through constant information sharing.

In 2020 the Training Division was forced to transition to online training, restricting multiple in-person trainings. Training was completed online through the Municipal Police Institute (MPI). CPR training was conducted with the assistance of the Arlington Fire Department and firearms training was held at the Riverside Gun Club in Hudson, both were taught in person with COVID-19 safety protocols in place. Officers also attended trainings throughout the year, which included: Improving Relations and Building Trust Through Social Media, Demystifying the OUI Stop/Arrest/Prosecution, ICAT De-escalation and Implicit Bias training, and SRO Training - Massachusetts Educators Seminar on School Law and Discipline.

The Training Division ordered and issued protective gear for the Department including masks, gloves, goggles, face shields, gowns as well as sanitizer and

wipes. This unit also constantly monitored and ensured that the building and all vehicles were cleaned and sanitized, especially after any type of possible exposure.

The Training Division also helped create new court protocols regarding arrests, court appearances, Restraining Orders, Section 12's and Section 35's so they could all be done remotely from the station.

Traffic Unit

During 2020 the Police Department responded to 364 motor vehicle crashes. Statistically, this represented a 51% difference from the previous calendar year. This large decline is likely a result of the COVID-19 stay at home orders given in the spring.

There was one fatal crash involving a bicyclist reported on May 5, 2020. A bicycle crash with serious injury was reported on June 23, 2020, and there was a pedestrian crash with serious injury on September 10, 2020.

Throughout the year, Traffic Unit staff-members continued to serve on several boards and committees in Town to include the Parking Advisory Committee (PAC) and Transportation Advisory Committee (TAC). The Unit regularly assisted the Select Board with matters regarding traffic safety not referred to TAC including overnight parking requests and traffic and parking complaints.

Due to the pandemic meter enforcement was suspended for several months resulting in a drastic reduction of citations for parking violations. In the interim, The Traffic Unit coordinated with DPW and outside contractors on the removal and re-installation of parking meters within the Parking Benefits District/Broadway Plaza Sidewalk Project as well as the installation of a new section of meters on Broadway between Franklin and Webster Streets. The Traffic Unit also upgraded their parking enforcement equipment and worked with PayByPhone and Cardinal Tracking to update our parking enforcement software, resulting in a successful integration into the Town's new contactless mobile payment option for metered parking. During this time, the non-sworn Parking Control Officers were reassigned to the Town Clerk's Office and assisted that department with processing the large number of mail-in and absentee ballots for multiple elections.

The Traffic Unit worked with the Department of Planning and Community Development to develop solutions for safe outside dining and coordinated the implementation of the Town's Shared Streets Pilot Programs on Brooks Ave. and Mary St.

During the periods when in-person learning was in session, the Traffic Unit continued to work with our partners in the School Department overseeing 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.

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Working in conjunction with the Arlington Engineering Division and Public Works, the Traffic Unit continues to monitor/recommend upgrades to the Town's traffic signals at the new Lake St. Bikeway Re-Design and at the on-going Mass Ave. and Appleton St. intersection. 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 Traffic Enforcement Grant Program providing education and enforcement opportunities at major intersections throughout Town. These enforcement and education mobilizations concentrated on impaired driving, occupant safety, and speeding.

The Traffic Unit continued its partnership with AAA on traffic safety initiatives in the Northeast Region. At their request, Officer Rateau was a member of two separate online panels, giving testimony and fielding questions on distracted/drowsy driving and the slow down/move over law, respectively.

APD's Traffic Unit monitored the MBTA BRT Project in East Arlington for compliance and took the initiative to implement and supervise directed patrols at the Mass. Ave/Appleton St. intersection to improve bicyclist safety.

The Traffic Unit took great pride in coordinating the 2020 AHS Graduation Parade which was a tremendously successful event. We also worked with our partners in the Department of Health and Human Services to plan and ensure safe and efficient COVID-19 Testing Sites.

Criminal Investigation Bureau

The Detective Unit is comprised of a Detective Lieutenant, and seven detectives. Of these seven detectives, two are assigned as Task Force Officers to Federal Task Forces. These task forces include the Drug Enforcement Agency and the Federal Bureau of Investigation. One detective is assigned to nights, one is assigned as the Police Prosecutor, and one is assigned as the Family Services Unit Coordinator.

The Criminal Investigation Bureau has remained busy during the past year investigating various crimes. Detectives have followed up on 1,000 reports generated by officers. In addition, detectives have followed up on 1,300 reports filed through the Department's Online Police Reporting System.

One crime that continues to victimize Arlington residents are various types of frauds. Criminals constantly add new twists to old schemes and exert pressure on people in order for them to make spontaneous decisions.

They often combine sophisticated technology with age-old tricks to get people to send money, or to give out personal information. Many scams are initiated through the Internet; victims range in age from eighteen to eighty, and they come from all socio-economic backgrounds. While confidence schemes have been around for a long time, the Internet has greatly increased their prevalence. Scams evolve constantly, and a good general rule is, "if it sounds too good to be true, it probably is".

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 dangerous controlled substances.

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.

Drug Take Back Program

Over the course of 2020 over 650 pounds of assorted prescription medications were dropped off at the Department lobby for destruction. The various prescription medications were discarded in the Drug Take Back Kiosk. The drug kiosk is located in the Police Headquarters Lobby and is available 24 hours a day and 7 days a week.

In October Inspector Edward Defrancisco and Captain Richard Flynn took part in the National Drug Take Back Day sponsored by the Drug Enforcement Agency. During this event, over 165 pounds of assorted prescription medication was turned in for destruction. National Drug Take Back Day is a free and anonymous event coordinated by the DEA and police departments. The designated day gives the public an opportunity to prevent substance abuse by disposing of potentially dangerous expired, unused, or unwanted prescription drugs in their possession.

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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 over 140 domestic violence related incidents.

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

Tip411

Beginning in the spring of 2020 the Arlington Police unveiled tip411. This new app opens us up to two-way communications anonymously with citizens who have tips or other information that will help us solve crimes and create a safer community. The APD app puts a powerful new tool into the hands of community members of all ages to help fight crime and protect their community.



Coplogic Reports

Beginning in 2015 the Arlington Police has utilized a Desk Officer Online Reporting System. This web-based reporting system allows the public to file certain incident types of reports over the internet at their convenience. These reports included minor theft, vehicle burglary, lost property, and larcenies, etc.

During 2020, as a result of the pandemic, residents were encouraged to file reports online. Detectives have followed up on over 1,300 reports which had been filed through this website. Included in that number there were over 600 fraudulent unemployment claims.

Records

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

| Records Processed | 2020 |
|-------------------|--------|
| Calls | 21,850 |
| Arrests | 58 |
| Citations | 523 |
| Parking | 5,510 |
| Accidents | 364 |
| Hackney | 2 |

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 thirty-five (i.e. co-response, outreach and follow-up) per month in 2020. 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 have a de-escalating outcome 68% 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 and continued through 2020. Various agencies/stakeholders in Arlington including the Health Department, Housing Authority, Police, Council on Aging, Food Pantry, Arlington Youth Counseling Center,

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and 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 2020 the Department continued its work operating 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. Since 2018 Arlington has worked 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 these municipalities, and various treatment providers, come together and hold a resources event. Due to COVID-19 restrictions, we were unable to hold events in person but continued to offer assistance and resources virtually by phone, email, and social media.

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. Due to COVID-19 restrictions the APD JDP hosted no in-person trainings, but did assist a few out of state police departments (New Jersey and Illinois) by sharing our documents and program specifics.

The APD Homeless Outreach Team (HOT) has been in operations since 2018. 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-ups of the Mugar Woods in November 2019 and 2020.

Accreditation/Professional Standards

The Police Accreditation process is an ongoing daily function of the Department. The Arlington Police Department was successfully re-accredited this year, after achieving its original accreditation status in 2014 and being re-accredited for the first time in 2017. 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.

Awards and Recognitions

In March of 2020 the Department had to make a difficult decision and cancel the annual Employee Recognition Awards Ceremony due to the pandemic. However, during a separate ceremony a lifesaving ribbon was delivered to Officer Brandon Wenz for his outstanding performance and dedication to duty on September 30, 2020. On that date, officers were dispatched to Hodge Road for a large tree that fallen into a house. Upon arrival, Officer Wenz discovered that there was an elderly female trapped inside. Without hesitation, Officer Wenz went through the front door and made a forced entry, knowing that the home could collapse at any minute. Officer Wenz physically carried the elderly female of the house. Thanks to his quick action and dedication to duty, the victim survived this incident.

Appointments/Promotions/Retirements

At the start of 2020 Acting Chief Juliann Flaherty was made the permanent Chief of the Department. She is the first woman appointed to this role. Chief Flaherty brings over twenty-five years of experience to the position; she served eight of those years as Captain of the department’s Support Services and Logistics Division.

Throughout the year, several promotions were also made. Sean Kiernan was promoted to Captain, Bryan Gallagher was promoted to Lieutenant, and John Kelley was promoted Sergeant.

In 2020 Captain Paul Conroy, Lieutenant Daniel Kelly, and Officer Joseph Dunn all retired after distinguished careers and service to the Town of Arlington. Each of these officers gave over 30 years of service to the Department.

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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 2020 the AFD responded to 4,510 calls

for assistance. Reported dollar loss for 2020 totaled \$3,144,932. This includes structure fires, motor vehicle accidents, water hazard incidents, and hazardous condition incidents. Of these 4,510 calls 2,926 were for medical emergencies which was consistent with 2019 and 65% of all Fire Department responses. Medical emergencies include emergency medical responses and emergency medical assists. Rescue 1, the AFD ambulance, transported 1,621 patients to area hospitals. This is consistent with the amount of transports in 2019.

| Responses Fire Call Type | 2017 | 2018 | 2019 | 2020 |
|-----------------------------------|--------------|--------------|--------------|--------------|
| Fire | 91 | 123 | 118 | 93 |
| Carbon Monoxide Activations | 95 | 99 | 87 | 99 |
| Water Hazards | 72 | 74 | 50 | 33 |
| Mutual Aid | 70 | 40 | 24 | 42 |
| Lock Out/In | 53 | 54 | 46 | 41 |
| Electrical Hazards/ Down Lines | 294 | 348 | 313 | 264 |
| Motor Vehicle Accidents | 168 | 167 | 146 | 107 |
| Smoke Scares | 38 | 65 | 40 | 28 |
| Natural Gas Emergencies | 77 | 135 | 102 | 73 |
| Flammable Liquid Hazards | 13 | 19 | 21 | 19 |
| Hazardous Conditions | 20 | 125 | 74 | 31 |
| Other | 66 | 475 | 145 | 79 |
| Emergency Medicals | 3,374 | 2,883 | 2,900 | 2,703 |
| Medical Assists | 175 | 294 | 283 | 223 |
| Alarms Sounding | 667 | 652 | 697 | 675 |
| Total Calls for Assistance | 5,273 | 5,553 | 5,046 | 4,510 |

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 Arlington Fire Department issued 879 permits in the year 2020 totaling \$47,895. Certificates of Compliance for Smoke Detectors and Carbon Monoxide Alarms accounted for 615 permits and 71% of all permits issued. The

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Arlington Fire Department completed 1,161 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 | | | |
|--------------------------|----------|----------|----------|
| 2017 | 2018 | 2019 | 2020 |
| 928 | 953 | 874 | 879 |
| \$48,070 | \$49,300 | \$46,155 | \$47,895 |

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

| FIU Fire Investigations Type | 2020 |
|------------------------------|------|
| Structures | 25 |
| Cooking | 42 |
| Motor Vehicle | 4 |
| Outside | 18 |
| Other | 4 |

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. This year's topic was "Serve Up Fire Safety in the Kitchen." 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. Each Fall we reach out to over 6,500 students in person to teach and discuss a variety of fire safety related topics. Unfortunately, in the Fall of 2020 we were not able to go to the schools due to the pandemic. Currently our SAFE coordinators are working on plans to get materials to all of the kindergarten's in town, as well as make videos for some of the other grades with the information that we normally stress in the school visits.

The SAFE Program also continued to roll out Senior Safe targeting the elderly, this too was delayed with the pandemic but we have plans to make a strong

push to update all of the vial of life information at our elderly housing units at the beginning of 2021. 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 in a normal 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.

Due to COVID-19 training had to be adjusted and altered this year. Members quickly learned to conduct training while socially distanced and with personal protective equipment (PPE) on at all times. New decontamination equipment and accessories for PPE had to be demonstrated to all members.

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.

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 2020 AFD members received training in such areas as engine pumping drills, foam operations, com-

munications, 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.



Training in simulated smoke. View on right is through a thermal imager.

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-six EMT's. When staffing allows Rescue 2 is placed in service as a second transporting vehicle.

| EMS Staff | 2017 | 2018 | 2019 | 2020 |
|------------------|------|------|------|------|
| EMTs | 77 | 77 | 75 | 76 |
| First Responders | 0 | 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. The Arlington Fire Dept is responsible for keeping records on all EMT training under the oversight of both Region 4 of OEMS and Medical control at Mt. Auburn Hospital. The Fire Department is now the training center for all of its EMTs. 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 po-

lice 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 2020 the Department responded to 2,243 medical emergencies. Of those emergencies, 449 were for advanced life support and 1,172 for basic life support and were transported to the appropriate facility by the Town operated ambulance, Rescue 1. There were 520 medical emergencies where Rescue 1 was at another emergency medical call and another agency assisted with patient care and transport. 622 medical emergency responses occurred where no transport to a hospital was needed based on a variety of circumstances.

In 2020 the EMS Coordinator Capt. Paul Houser developed new protocols in response to the pandemic. A major shift in our EMS response was the "One In" policy. The policy mandated that one member, in full PPE, make initial patient contact and evaluation. This new policy dramatically decreased patient/firefighter contact protecting both the patient and firefighter from exposure. The Department partnered with PRO Ambulance from Cambridge, MA to incorporate additional EMS training utilizing their subscription based "Prodigy" education system. This platform enabled department personnel to engage training material through various mediums and deliver high quality case based, interactive learning.

| Ambulance Response | 2017 | 2018 | 2019 | 2020 |
|--|--------------|------|--------------|--------------|
| Advance Life | 777 | 684 | 617 | 449 |
| Basic Life | 1,164 | | 1,144 | 1,172 |
| Patient refused transport/ NO EMS | 661 | 626 | 559 | 622 |
| Transports Missed Because R1 was on Other Call/ training | 567 | 567 | 512 | 520 |
| Total Medical Emergencies | 3,169 | | 2,832 | 2,243 |

2020 Highlights

- Implemented policies and procedures to protect both the members of the AFD and the citizens of Arlington from COVID-19 including quarantining staff to a specific fire house, removed jumping houses during a shift and twice a day temperature and COVID-19 screening. Implemented the "one firefighter in" policy limiting potential exposure for both the firefighters and the patient.
- Training on new decontamination equipment

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and PPE for response to COVID-19.

- Modified Record Management Software to become compliant for a U.S. Fire Administration COVID-19 Special Study.
- Purchased and implemented the online training program Prodigy to provide the required continuing education to the departments Firefighter/EMT in a virtual setting, allowing firefighters to continue training during COVID.
- AFD Chief attended daily COVID-19 Response team meetings since beginning of pandemic.
- Acquired \$100k+ of PPE at no cost to Town.
- Chief joined the Core Racial Equity Team.
- Department became a member of the both the Homelessness Task Force and its Impact Team.
- Department became a member of the Human Services Network.
- Performed Fire and Life safety inspections of 41 High-rise buildings. Crews physically walked through all High-rises familiarizing themselves with fire protection systems, layout, and issues particular to each building.
- Inspected over 600 residences to ensure proper smoke/carbon monoxide detector installation.
- Continued annual Fire and Life Safety inspections of over 150 commercial properties.
- 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.
- Ordered new Ambulance to replace R1 with anticipated delivery date summer of 2021.
- Received, programmed, and placed into service new portable radios as part of the Fire and Police effort to update the communication system.
- In coordination Health and Human Services, School Department, and Recreation Depart-

ment, trained and certified over 30 public citizens, School, and Town employees in CPR, AED, Tourniquet, and Narcan training programs.



Garage door forcible entry in progress.

Retirements/Promotions/Appointments

- Lieutenant Bryan French retired February 23rd. He was appointed on February 22nd, 1988.
- Firefighter Mark Cummings retired February 23rd. He was appointed on February 22nd, 1988.
- Firefighter Lawrence Marquis retired February 23rd. He was appointed on February 22nd, 1988.
- Firefighter Anthony Mignanelli retired February 9th. He was appointed on May 29th, 1994.
- Firefighter Thomas Vincent retired February 23rd. He was appointed on February 22nd, 1988.
- Firefighter Ben Potter was promoted to Lieutenant on March 8th.



Awaiting to join the funeral procession of Army Chief Warrant Officer Marwan S. Ghabour, an active duty helicopter pilot killed during a peacekeeping mission in Egypt. Ghabour grew up in Arlington.



Jaws of life training at the Ed Burns Arena.

2021 Goals

- Continue to provide members with the equipment and training to safely and effectively respond to our citizens during the COVID-19 pandemic.
- Continue to support and assist all Town departments with their efforts in response to

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the COVID-19 pandemic.

- 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.
- 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.
- Increase and improve Department readiness for responding to new threats including terrorism, mass casualty, and hazardous substances through local and regional training.
- Continue to oversee Fire and Life Safety planning of the new High School.
- Receive and place into service new frontline ambulance to replace 2013 Ford Horton.
- Purchase new frontline Engine to replace 20+ year old Seagrave Engine.
- 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.
- Ensure OSHA compliance 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.
- Replace outgoing electronic records and reporting system.
- Purchase mobile tablets to allow members to enter/view inspections and other pre-fire planning from the field.

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.

2020 Accomplishments

- Planning review, inspection, and permitting for New Arlington High School.
- Completion of Parmenter School Renovations.
- Review, issuance, and inspections for Arlington Housing Corp projects at Park Ave., Lowell St., and Broadway.
- Increased review and inspection for Solarize Arlington and Mass Save initiatives.
- Permits were issued for 17 new single-family homes and 4 new two-family homes, and 15 new mixed-use residential units.
- Processed 118 public records requests, many of which were seeking multiple files.
- Continued assistance with ZBA appeals process.
- Participated in Master Plan Implementation Committee, Zoning Bylaw Law Working Group, and Residential Study Group.
- With the Tree Warden helped enforce Tree Bylaw.
- Annual inspections of restaurants and places of assembly.

2021 Goals

- Continued Assistance with Zoning Board of Appeals in their consideration of proposed 40B project.
- Look forward to participation in zoning recodification project, including MPIC and ZBRC.
- Work with the Planning Department, implementing any approved new zoning bylaws.
- Streamline the "Good Neighbor Agreement", one of 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.
- Informing citizens of benefits and safety hurdles both with the Mass State Building and Mass Fire Codes regarding potential bylaw changes such as accessory dwelling units.

In the Inspectional Services Department issued a total of 5,286 permits, of which 1,979 were building permits, 940 were plumbing permits, 155 were gas permits, and 1,279 were wiring permits. Total fees collected by the Inspectional Services Department were \$1,769,311 with an estimated construction value of \$110,485,733.