

COMMUNITY SAFETY



POLICE DEPARTMENT

Department Overview

The Arlington Police Department (APD) continued with protocols and procedures established during the pandemic to keep officers and residents as safe as possible throughout 2021. Although some programs continued to be suspended, several other programs that could be held outside were able to continue once again. Throughout the year APD remained dedicated to implementing new technologies and improving its wide range of media capacities to continue 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 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 Brendan Kiernan, 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. 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.

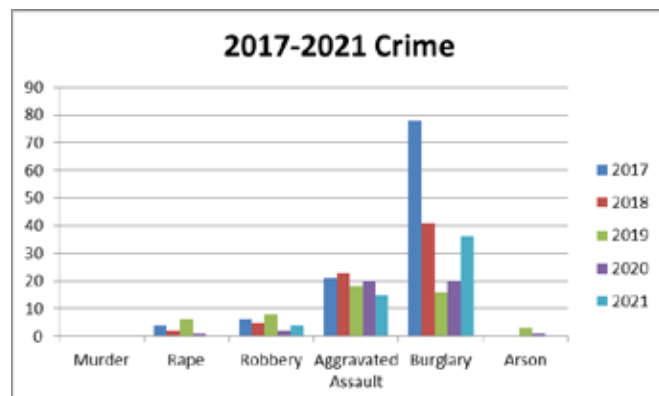
The Investigative Services & Professional Standards Division administers the Criminal Investigation Bureau (CIB) and the Professional Standards/Accreditation Office. The CIB is responsible for the follow up investigation of all crimes, the sex offender registry, police prosecutions at district and juvenile 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. Additionally, with the creation of POST through police reform legislation in 2021, this division is also responsible for maintaining compliance with all POST Standards.

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 issuance of departmental records. This Division oversees compliance of individual officers training and certification standards to meet POST requirements.

Crime

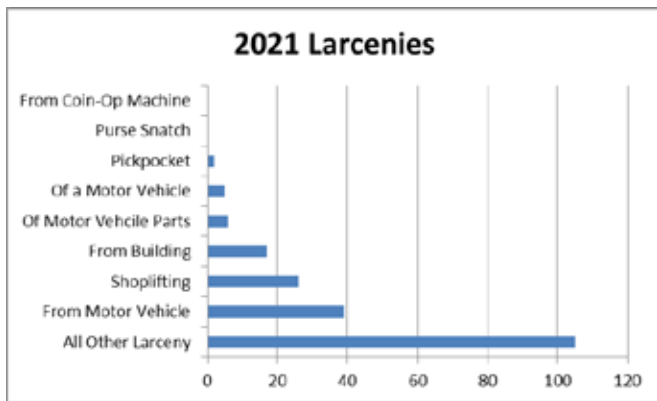
The Department collects incident information using a system called the National Incident-Based Reporting System or NIBRS. NIBRS is an improvement on the summary-based system known as the Uniform Crime Reporting Program, or UCR. Since 1930 the Federal Bureau of Investigation (FBI) has administered the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

The following is a summary of Part I Crimes in Arlington in 2021. Part I Crimes are crimes designated by the 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 2021 there were a total of 255 Part I Crimes reported in Arlington, a decrease of 18% from the 312 Part I Crimes reported in 2020.



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There were no murders or rapes in Arlington in 2021. Arlington had four robberies, two more than 2020. Of the four robberies committed, suspects were unarmed in three incidents. Arlington experienced fifteen aggravated assaults; fourteen involved weapons and six involved domestic violence. Of the incidents involving weapons, eight involved knives or cutting instruments, one involved a firearm, three involved various blunt objects, and two involved a shod foot. Arlington had thirty-six reported burglaries in 2021, sixteen incidents more than last year. There were five motor vehicles stolen, a decrease of seven incidents from 2020. There were no arsons reported this year. In 2021 there were 200 reported larcenies, which is a decrease of sixty-eight incidents from 2020.



Calls for Service

The Police Department logged 24,579 calls for service. Officers filed 2,439 incident reports as compared to 2,718 in 2020. In 2021, sixty-one people were arrested, an increase of three. Twenty-four 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 2021, 720 motor vehicle citations and 13,371 parking tickets were issued. Traffic issues continue to be one of the greatest areas of complaints to the Department.

Calls for Service	2018	2019	2020	2021
Emergency Calls	29,880	27,649	21,850	24,579
Police Reports	3,271	2,827	2,718	2,439
Arrests	118	88	58	61
Protective Custody	21	9	17	24
Summons	84	80	50	41
Motor Vehicle Citations	2,011	1,552	524	720

Community Services

Patrol

The Community Services (Patrol) Division responded to 24,579 calls for service during 2021. The majority of calls involve services other than responding to crimes. For instance, the Department responded to a total of 945 alarms (residential, business, bank, and municipal), 588 disturbance calls, 390 reports of suspicious activity, 134 traffic complaints and 196 animal complaint calls. The Community Service Division also investigated 60 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 pandemic.

In 2021 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 2022.

The Department's Coffee with A Cop program was able to safely restart this year with help from Kickstand Café. In October Officers were able to meet with community members in the Café's outdoor patio. 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.

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Officer Zona meets with a resident during Coffee with a Cop

This summer, Community Outreach Officers organized several outdoor events throughout the community as part of the National Night Out Campaign. National Night Out is an annual community-building initiative that promotes police-community partnerships and neighborhood camaraderie to make our neighborhoods safer, more caring places to live. National Night Out enhances the relationship between neighbors and law enforcement while bringing back a true sense of community. Furthermore, it provides a great opportunity to bring police and neighbors together under positive circumstances.



Officer Canniff and Officer White at National Night Out

Homeless Outreach

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, area hospitals, 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 ser-

vices. Attendance at this group has created invaluable relationships with shelter staff, resources, and agencies throughout the area. In 2021 the HOT team, in coordination with the Somerville Homeless Coalition, successfully re-located 12 chronically un-sheltered homeless individuals into permanent housing.

In February the HOT team collaborated with St. Agnes Parish to assemble and distribute donated backpacks containing cold weather gear and supplies to homeless populations throughout MDOT communities.



Backpacks donated to the homeless community

During the year, APD continued their partnership 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, numerous volunteer organizations to remove two dumpsters with discarded waste from the homeless camps at the Mugar Woods.

Officers participated in a number of initiatives in



Waste discarded from the homeless camp at Mugar Woods.

support of a broad spectrum of community members. These initiatives included: "No Shave November" to raise money for the Mass General Hospital Cancer Research, Pink Patch Initiative for Breast Cancer Aware-

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ness/Fundraising, and the Autism Awareness Patch Initiative for Awareness/Fundraising.



APD Patches and Cruiser for Autism and Breast Cancer Awareness

School Resource Officer

SRO Bryan White continued in his role as a full-time Police Officer dedicated to all the schools in the Arlington Community. The School Resource Officer position falls under the umbrella of the Patrol Division (Community Services Division).

Officer White, who was assigned the School Resource Officer position in 2019, completed his 2nd full year in this capacity. 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.

In 2021 Officer White remained the Advisor for the AHS club “Creating Connections and Change in the APD.” He also attended many student-involved extracurricular activities including Prom, Graduation, Athletic events, and was a Counselor at the Arlington Community Ed Summer Sports Camp alongside AHS Varsity Football Coach Matt O’Laughlin. Officer White and APD also collaborated with Community Education co-hosting two free Bicycle Safety Events for Arlington youth.

Officer White also completed the MPTC’s specialized training in September and has been certified as a School Resource Officer in the Commonwealth of MA.



Officers Mahoney, Hogan and White at the Bike Event at Gibbs Middle School.

Canine

During 2021, K9 Officer Hogan continued working patrol with K9 Eiko. In addition to serving the community of Arlington, the K9 unit assisted many other local police departments, including Cambridge, Somerville, Lexington, and Belmont.

One of the most rewarding parts of the K9 Program is conducting K9 Demonstrations for students in our school systems. These interactions form lasting community policing relationships with the residents of Arlington. During the past year, the K9 unit provided fifteen K9 demonstrations. As with many other programs within the Department, meetings with large groups were somewhat limited due to the pandemic.

K9 Eiko was instrumental in numerous calls for service. One particular incident resulted in a felony arrest, the recovery of a stolen firearm, and the apprehension of two suspects.

The K9 unit plans to continue its dedication to the Town of Arlington and the residents it has served for the past 15 years.



K9 Officer Hogan and Eiko conducting water retrieval training.

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 2021 the ACO received over 22,000 inquiries from residents regarding calls for service, animal/wildlife questions or concerns, and to report incidents. As the ACO she also completed forty-seven quarantines for domestic animal. Quarantines are followed by a visual check and then a release from quarantine. There were thirteen chicken coop inspections and five dog kennel inspections.

The ACO participated in numerous web-based community meetings and worked with local community media company ACMi to create public service an-

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nouncements regarding domestic pets and wildlife. In addition to media education, the ACO also contributes to the Department's Animal Control 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 one Hackney License and 260 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 2021 the Training Division continued online training with the pandemic restricting several in-person trainings. In service training was completed online through the Municipal Police Training Committee (MPTC). CPR training was conducted by Officer John Costa and Firearm training was held at the Riverside Gun Club in Hudson, both were taught in person with Covid safety protocols in place. Officers also attended these trainings throughout the year: ICAT De-escalation and Implicit Bias training, SRO Training, Matthew Shepard Investigating Hate Crimes Training, ABLE Training (Active Bystandership for Law Enforcement), Shades of Brown and Blue, and Police Reform Law training. The Training Division also sent four new officers to the Police Academy in 2021 and oversaw their field training when they returned from the Basic Recruit Academy.

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 Support Services Division also hosted a Gun Buyback event during the 'Safer Homes, Safer Community' initiative in 2021.

Traffic Unit

During 2021 the Arlington Police Department responded to over 412 motor vehicle crashes. Statistically, overall this represented 13% increase from the previous calendar year. We responded to nine less pedestrian crashes than the previous year (a 45% decrease).

Throughout the year, Traffic Unit staff-members continued to serve on several boards and committees in Town including the Parking Implementation Governance Committee (PIGC), Transportation Advisory Committee (TAC), and the Arlington Sustainability Plan Advisory Committee. The Unit regularly assisted the Select Board with matters regarding traffic safety not referred to TAC including; overnight parking permit requests, traffic and parking complaints, signage requests, 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 coordinates with outside contractors to ensure the efficiency and operation of the parking meters within the Parking Benefits District/Broadway Plaza Sidewalk Project as well as the new section of meters on Broadway between Franklin and Webster Streets. The Traffic Unit also continues to work with PayByPhone and Cardinal Tracking to maintain our parking enforcement software. This ensures successful integration with the Town's contactless mobile payment option for metered parking.

Working in conjunction with the Arlington Engineering Division of the Department of Public Works, the Traffic Unit continues to monitor/recommend upgrades to the Town's traffic signals and Mass Ave. and Appleton St. intersection upgrade. 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. This year the Traffic Unit helped coordinate safety plans for several National Grid projects, a major MWRA project, and various major DPW-contracted projects.

The Traffic Unit worked together with the Department of Planning and Community Development on various projects involving traffic safety to include the planning stages of the MassDOT's Safe Routes to School program for the Stratton School.

The unit administered the EOPPS/MASDOT 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, Speeding, and Pedestrian/Bicyclist Safety.

The Traffic Unit continued its partnership with AAA on traffic safety initiatives in the Northeast Region. At their request, Officer Rateau participated in online panels, giving testimony and fielding questions related to various traffic safety matters. -

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.

We worked with our partners in the Department of Health and Human Services to plan and ensure safe and efficient COVID-19 vaccination sites.

The Traffic Unit continued to supervise the three parking enforcement officers, who combined to issue in excess of 13,300 citations for parking violations.

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As Arlington Public Schools shifted back to in-person classes, 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.

The Firearms Licensing Office issued 260 Licenses to Carry Firearms/Firearms Identification Cards.

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 800 reports generated by officers. In addition, detectives have followed up on 421 reports filed through the Department's Online Police Reporting System.

The crime that victimizes more residents are the various types of frauds. Criminals add new twists to old schemes and exert pressure on people to make important decisions on the spot. 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 and up 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 as a general rule, 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 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 mis-

sion 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 2021 over 1,000 pounds of assorted prescription medications were dropped off at the Police 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 24/7.

In October, Officer Edward Savill and Captain Brendan Kiernan took part in the National Drug Take Back Day sponsored by the Drug Enforcement Agency. During this event, 300 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.

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 170 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.

Records

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

Records Processed	2018	2019	2020	2021
Calls	29,880	27,649	21,850	24,579
Arrests	118	88	58	61
Citations	2,011	1,552	523	720
Parking	17,599	16,329	5,510	13,371
Accidents	660	433	364	412
Hackney	10	7	2	1

Grant Funding

In 2010 APD, in partnership with the Edinburg Center, was awarded a grant from the Massachusetts Department of Mental Health (DMH) for a Jail Diversion Program (JDP). The goal of the program is to divert individuals with mental illness, substance use disorder, and developmental disabilities from the criminal justice system to appropriate treatment options. The program model was collaboratively developed by members of the Police Department, the Edinburg Center, Arlington Health and Human Services Department, and other community stakeholders.

The Department based clinician accompanies police officers on calls for service and provides an immediate evaluation on scene. The Arlington Police Jail Diversion Program (JDP), clinician averaged forty-three (i.e. co-response, outreach and follow-up) per month in 2021. 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 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 continues. Various agencies/stakeholders in Arlington including the Board of Health, Housing Authority, Police, Council on Aging, Food Pantry, Arlington Youth Counseling Center, 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 2021, APD continued its work operating the Arlington Opiate Overdose Outreach Initiative (AOOI). AOOI aims to reduce the stigmatization sur-

rounding those who suffer from Substance Use Disorders, 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 2021 the APD did follow ups with OD victims and provided resources and Narcan.

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 2021 APD hosted a training for the West Orange NJ Police Department.

In 2021 our long-time clinician Rebecca Wolfe retired in May and the APD started a search for a new clinician. After a process of resume reviews and interviews, in partnership with the Edinburg Center, Christina Valeri was hired as the new APD Clinician. Starting in September the new clinician has been integrated into the department's mission of assisting the community with mental health and addiction issues.

Accreditation/Professional Standards

The Police Accreditation process is an ongoing daily function of the Department. The Arlington Police Department was successfully re-accredited in 2020, 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 2021 the Department had to make a difficult decision and cancel the annual Employee Recognition Awards Ceremony due to the pandemic. However, Chief Flaherty was able to recognize the following officers at outdoor Roll Calls for their actions during 2021: Inspector William Milner (Life Saving Ribbon, Meritorious Service Ribbon), Officer Joseph Canniff (Life Saving Ribbon, Meritorious Service Ribbon), Captain Sean Kiernan (Letter of Commendation), Sergeant John Kelley (Letter of Commendation), Lieutenant Bryan Gallagher (Certificate of Commendation), Sergeant James Kiernan (Certificate of Commendation), Officer Michael Foley (Certificate of Commendation), Officer Thomas Guanci (Meritorious Service Ribbon), Officer

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Paul Collins (Meritorious Service Ribbon), Officer Brad Chella (Letter of Commendation) and Officer Tenzing Dundutsang (Letter of Commendation).

Appointments/Promotions/Retirements

Throughout the year several promotions were made. Brendan Kiernan was promoted to Captain, Scott Paradis and Gregory Flavin were promoted to Lieutenant, and Stephen Porciello, Brandon Wenz, and Edward DeFrancisco were promoted Sergeant.

Captain James Curran, Lieutenant Michael Sheehan and Officer Edward Walsh all retired in 2021.



FIRE DEPARTMENT

Mission Statement

The Arlington Fire Department (AFD) strives for excellence in the performance of duty and service to the community and the customers it serves. The Department is committed to 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 2021 the AFD responded to 5,141 calls for assistance. Reported dollar loss for 2021 totaled \$2,960,502. This includes structure fires, motor vehicle accidents, water hazard incidents, and hazardous condition incidents. Of these 5,141 calls 3,299 were for medical emergencies which was consistent with 2020 and 64% of all Fire Department responses. Medical emergencies include emergency medical responses and emergency medical assists. Rescue 1, the AFD ambulance, transported 1,815 patients to area hospitals. This is consistent with the amount of transports in 2020.

Responses Fire Call Type	2018	2019	2020	2021
Fire	123	118	93	79
Carbon Monoxide Activations	99	87	99	105
Water Hazards	74	50	33	57
Mutual Aid	40	24	42	41
Lock Out/In	54	46	41	49
Electrical Hazards/ Down Lines	348	313	264	265
Motor Vehicle Accidents	167	146	107	141
Smoke Scares	65	40	28	49
Natural Gas Emergencies	135	102	73	98
Flammable Liquid Hazards	19	21	19	14
Hazardous Conditions	125	74	31	12
Other	475	145	79	59
Emergency Medicals	2,883	2,900	2,703	3,016
Medical Assists	294	283	223	283
Alarms Sounding	652	697	675	873
Total Calls for Assistance	5,553	5,046	4,510	5,141

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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 971 permits in the year 2021 totaling \$57,435. Certificates of Compliance for Smoke Detectors and Carbon Monoxide Alarms accounted for 702 permits and 72% of all permits issued. The Arlington Fire Department completed 1,532 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			
2018	2019	2020	2021
953	874	879	971
\$49,300	\$44,155	\$47,895	\$57,435

The Fire Investigation Unit (FIU) responds to all fires within Arlington 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 79 times this past year to investigate various incidents including, structure fires, vehicle fires, dumpster fires, and grass fires.

2021 FIU Fire Investigations	
Structures	21
Cooking	24
Motor Vehicle	4
Outside	24
Other	6



In terms of fire prevention for the Town of Arlington, public education is a key component. Without question the most influential group of citizens reached are children. The program, Student Awareness of Fire Education (SAFE), has been an extremely successful curriculum that has been presented to the grammar school children since 1996. This year's topic was "Learn the Sounds of Fire Safety." 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 2021 we were not able to go to the schools due to the pandemic, but we were able to update some of our supplies and materials. Currently our SAFE coordinators are hoping to visit our students in the Spring of 2022 if we are able to do safely.

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 2022. We were able to purchase new Vial of Life magnets for that target population. 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 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.

COVID-19 continued to impact training, however our members were able to continually adapt to any

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required changes. Training was either broken up into smaller working groups or conducted outside in the open air.

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 2021 AFD members received training in such areas as engine pumping drills, foam operations, communications, boat drills/ ice rescue, Rapid Intervention Team tactics, and the National Registry of EMTs National Continued Competency Program. Members also trained with new portable cordless extrication tools.

The Department was able start the process of hiring 8 new employees to replace members who have retired; the new employees are expected to graduate the Massachusetts Fire Academy in the summer of 2022.

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

EMS Staff	2018	2019	2020	2021
EMTs	77	75	76	71
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. Sean Mullane 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 2021 the Department responded to 3,047 medical emergencies. Of those emergencies, 388 were for advanced life support and 1,427 for basic life support and were transported to the appropriate facility by the Town operated ambulance, Rescue 1. There were 570 medical emergencies where Rescue 1 was at another emergency medical call and another agency assisted with patient care and transport. 662 medical emergency responses occurred where no transport to a hospital was needed based on a variety of circumstances.

In September 2021 Captain Sean Mullane took over from Captain Paul Houser as the EMS Coordinator. In May a new Class I ambulance equipped with a state-of-the-art stretcher designed to carry patients up to 650lbs was delivered from Greenwood fire apparatus.

New defibrillators were purchased through capital funding for our front-line apparatus. Members maintained their continuing education for EMS through Prodigy's online classes and we moved back to in person classes in the late spring. A second Rescue was staffed starting in November five days a week to alleviate critical staffing shortages in the EMS field.

Ambulance Response	2018	2019	2020	2021
Advance Life	684	617	449	388
Basic Life	1184	1144	1172	1427
Patient refused transport/ NO EMS	626	559	622	662
Transports Missed Because R1 was on Other Call/ training	567	512	520	570
Total Medical Emergencies	3061	2832	2243	3047

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New Horton Rescue 1

2021 Highlights

- 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 Town Manger’s COVID Response team.
 - Member of the Core Racial Equity Team.
 - Member of the Homelessness Task Force and its Impact Team.
 - Member of the Human Services Network.
 - Participated in and completed 3 part series on Disrupting Racism.
 - Recipient of a \$20,000 Fire Safety and Equipment Grant.
 - Recipient of a \$15,000 Emergency Management Planning Grant.
 - Recipient of a \$9,000 Student Awareness and Fire Education Grant.
 - Acquired and placed into service new front-line ambulance .
 - Acquired and placed into service new AED’s.
 - Acquired and placed into service a LUCAS chest compression system.
 - Acquired new thermal imaging cameras to increase firefighter survivability/safety
 - Installed the Stryker Power Stretcher system into Rescue1 which drastically limited patient contact in response to the COVID epidemic and will decrease firefighter injuries caused from lifting.
 - Began the process of designing a new air supply/lighting unit for purchase in FY23.
 - Began the process of identifying, purchasing, and implementation of a Records Management System.
 - Began process of interviewing, vetting, and hiring of 8 Firefighter recruits.
 - Identified and removed all firefighting foam products containing PFAS and replaced with a both firefighter and environmentally safe product.
- Continued use of 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.
 - Continued use of 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.
 - Integral role in design and development of fire protection systems for the AHS and DPW projects
 - In coordination with the Health and Human Services, School Department, and Recreation Department, trained and certified over 74 public citizens, School, and Town employees in CPR, AED, Tourniquet, and Narcan training programs.
 - Continued annual Fire and Life Safety inspections of over 300 commercial properties.
 - Inspected over 638 residences to ensure proper smoke/carbon monoxide detector installation.
 - Performed Fire and Life safety inspections of 41 high-rise buildings.



Members of Arlington’s Fire Department training to assist the Health Department with booster and vaccine clinics.

Retirements/Promotions/Appointments

- Deputy Chief Bernard “Chip” Ryan retired June 30th. He was appointed on May 29, 1994.
- Captain Michael Kelly was promoted to Deputy Chief on September 5th.
- Lieutenant Sean Mullane was promoted to Captain on September 5th.
- Firefighter Colin Willey was promoted to Lieutenant on September 5th.

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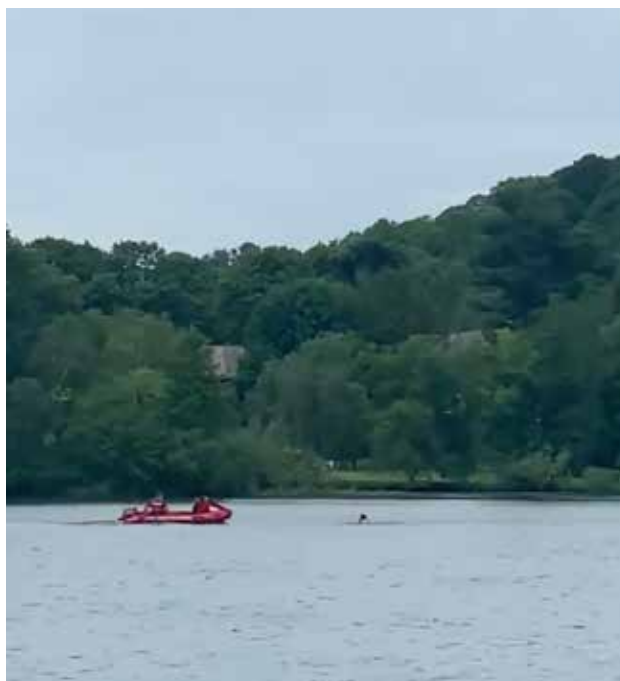
2022 Goals

- 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.
- Upgrade of existing Zetron fire station notification system.
- Purchase EJaws – Electric auto extrication equipment.
- Replace obsolete 4-gas meters with new meters and a calibration station for easier OSHA compliance.
- Complete implementation of new electronic records and reporting system.
- Training and implementation of new thermal imaging cameras.
- Replace Emergency Managements Air Supply vehicle and Lighting vehicle consolidating into one Air Supply/Lighting/Rehab unit.
- Use FSEG Grant to purchase a SCBA mask fit testing machine to start a in-house program in order to perform annual fit tests for OSHA compliance.
- Replacement of Park Circle mechanical systems with new energy efficient equipment.
- Complete EMT recertification of department members.
- Purchase 10 sets of PPE as part of the Department's PPE replacement program.
- Complete hiring process and Fire Academy training of 8 recruits.
- Complete radio repeater upgrade at Turkey Hill sight.
- Continue to oversee Fire and Life Safety planning of the new High School.
- Ensure compliance with 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 Hu-

- man Service's Homeless Outreach programs.
- Research and secure alternative sources of funding to continue smoke/carbon monoxide detector program for Senior Citizens.
- Coordinate with MA DEP to safely dispose of all remaining PFAS firefighting foam.



AFD conducts foam training using a mixture of non toxic training foam and a soap/water solution.



AFD conducting boat drills on Spy Pond.

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INSPECTIONAL SERVICES

The Inspectional Services Department is responsible for enforcement of the Commonwealth of Massachusetts Building, Electrical, and Plumbing & Gas Codes, as well as all related regulations, standards, and Town Bylaws. Additionally, the Inspectional Services Department implements strategic projects as assigned by the Town Manager.

2021 Accomplishments

- Inspectional Services continued to maintain full operations during pandemic, while abiding with all state and local regulations.
- Issuance of permit for demolition of existing High School and construction of the remainder of the new building. Continued inspections for construction of the new high school.
- Issuance of certificates of occupancy for mixed-use buildings at the Downing Square Broadway Initiative (DSBI) at 117 Broadway, and 19R Park Ave, which will provide 48 units of affordable housing for the community.
- Issued permits for 31 new single-family and 9 new two-family home permits and 21 mixed use residential units.
- Issued and inspected 113 solar panel installations, an increase of 10 from last year.
- Performed annual inspections of 36 beer and wine licenses.
- Performed annual inspections of 29 daycare facilities.
- Participated in Zoning Bylaw Working Group, discussing possible changes or amendments to add clarity and accessibility to the bylaw for the general public.
- Continued enforcement of the “Good Neighbor” agreement per Town bylaws for certain residential construction projects.
- Continued work with the Tree Warden on enforcement of the Tree Bylaw and incorporating information on tree regulations into building permit applications.
- Continued work with the Engineering Department

on enforcement of stormwater management and erosion control regulations.

- Work with Planning & Community Development Department (DPCD) on accessory dwelling unit application process.
- Updated Inspectional Services web page with inclusive building permit application packets.
- Created database for tracking building permit applications from submittal to issuance to ensure applications are reviewed in the order they were received.
- Initiated inspection reports for tracking daily inspections, which records general information of the inspections, site conditions, and any relevant special conditions.

2022 Goals

- Streamline the process for fulfilling public record requests.
- Continue to administer the Vacant Storefront Registry Program with the DPCD.
- Initiate a process to begin digitizing existing files, including restructuring the organization of files by address versus year. This process will help streamline processing the fulfillment of public records requests etc.
- Explore options for an online building permit system in coordination with the Information Technology Department.
- Inform builders and residents of bylaw amendments recently approved by the Attorney General, such as Accessory Dwelling Units and exemptions for building energy efficient homes.
- Work with the Department of Planning and Community Development on future bylaw amendment proposals for 2022 Annual Town Meeting.
- Explore ways to make information regarding upcoming large projects more accessible to the public, in coordination with the DPCD.
- Create FAQ or other general information section online that answers questions and provides examples through illustration.

Inspectional Services Permits Issued	2019	2020	2021	2022
Building	2,645	2,457	2,813	2,900
Residential projects exceeding \$200,000 building cost	62	49	89	95
Plumbing	1,104	817	787	850
Gas	921	662	625	700
Wiring	1,233	1,093	1,117	1,250
Electric Vehicle Chargers	12	23	27	35
Energy Storage Systems	3	2	10	15
Revenues	\$1,850,000	\$1,734,609	\$2,217,813	\$2,300,000