



**Program Description**

The Police Department has the following primary responsibilities:

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

**The Police Mission:**

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

**Our Values:**

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

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

**Program Description (cont.)**

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

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

**Budget Statement**

The Department consists of the following divisions and work units:

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

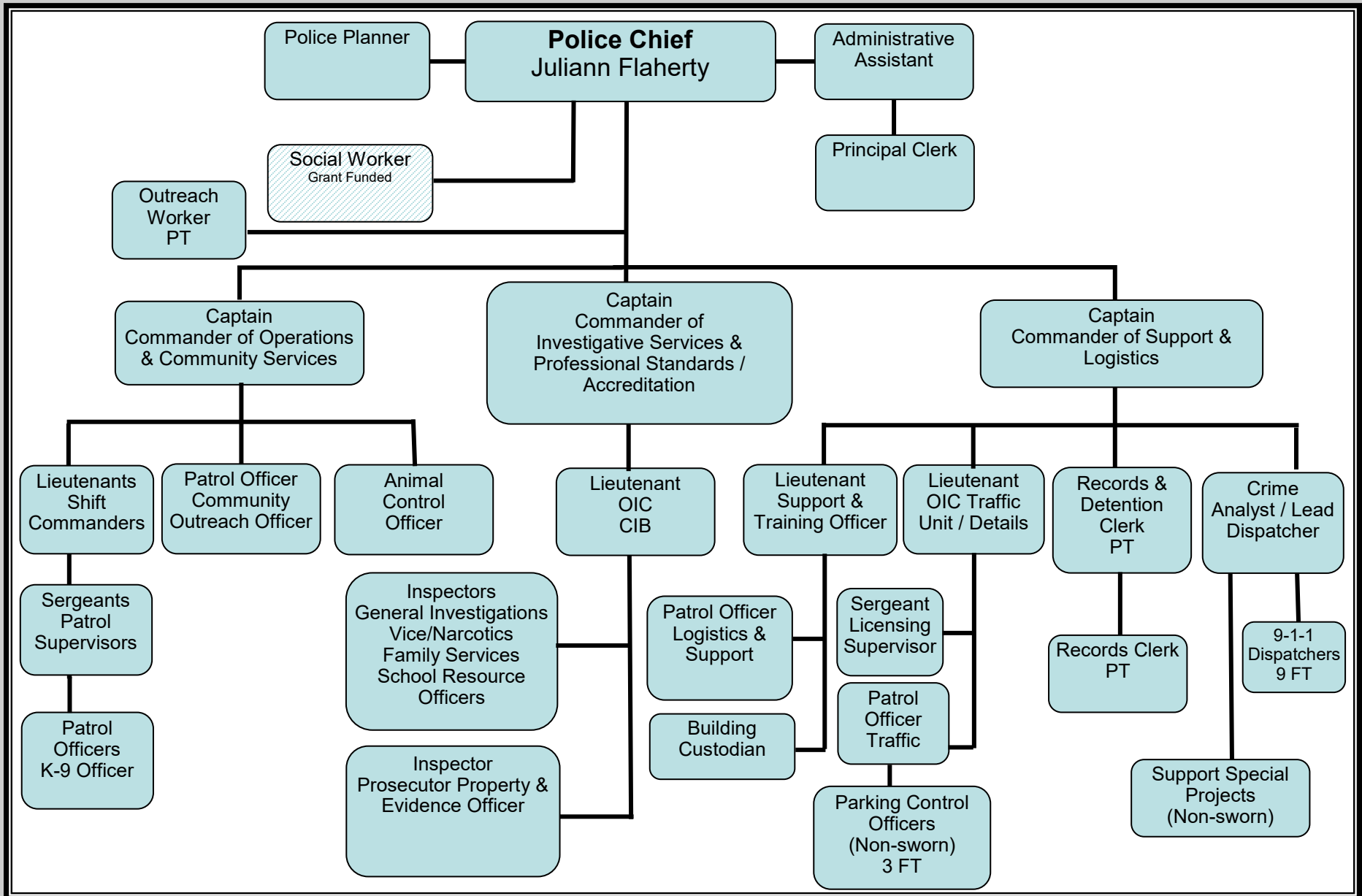
These seven divisions are funded with a level-services budget.

**PROGRAM COSTS**

	<b>FY2020 Actual</b>	<b>FY2021 Actual</b>	<b>FY2022 Budget</b>	<b>FY2023 Request</b>
<b>Police</b>				
Personnel Services	7,600,607	7,355,654	8,053,973	8,160,655
Expenses	624,386	630,446	754,050	726,050
<b>Total</b>	<b>8,224,993</b>	<b>7,986,100</b>	<b>8,808,023</b>	<b>8,886,705</b>



<b>STAFFING</b>				
<b>Police</b>	<b>FY2020 Actual</b>	<b>FY2021 Actual</b>	<b>FY2022 Budget</b>	<b>FY2023 Request</b>
Chiefs	1	1	1	1
Captains	3	3	3	3
Lieutenants	6	6	6	6
Sergeants	9	9	9	9
Police Officers	49	49	49	49
Parking Control Officers	2.8	2.8	2.8	2.8
Animal Control Officer	1	1	1	1
Social Worker	0.5	0.5	0.75	0.75
Dispatchers	10	10	10	10
Clerical	4.29	4.29	4.29	4.29
<b>Total</b>	<b>86.57</b>	<b>86.57</b>	<b>86.82</b>	<b>86.82</b>





### FY2023 Objectives

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

- Provide professional services to all community members while working to minimize the fear and negative perception associated with crime.
- Virtually and in person meet with neighborhood groups, business owners, and property owners to address the quality of life issues that arise throughout the town.
- Host a Citizens Police Academy to educate and engage residents, utilizing an in person or virtual format. Possibly utilizing a hybrid version of the two models.
- Foster innovative partnerships with the Human Rights Commission, LGBTQIA+ Rainbow Commission, and Disability Commission to enhance partnerships with all members of the community.
- Host virtual and/or in person programs for women in self-defense education using the RAD (Rape, Aggression, Defense Systems) model. Possibly utilizing a hybrid version of the two models.
- Provide education at community meetings around strengthening home security and deterring crime through target-hardening strategies.
- Host community outreach events to enhance community relationships, inclusion and partnerships.
- Provide information and site patrols to manage security of Arlington High School throughout construction and phasing.

### Major Accomplishments for 2021

- Maintained the priorities of effective law enforcement response for all calls for service during the COVID-19 pandemic with police response to over 685 calls for service involving calls related to the pandemic.
- Utilized data gathered and analyzed by the department's crime analyst to reduce crime, enhanced roadway safety, and address quality of life issues.
- Using our data, we worked closely with the Department of Public Works, TAC, and Planning to address ongoing issues in the area of Massachusetts Avenue and Appleton St to reduce bicycle crashes by temporary traffic control devices.
- Enhanced community policing efforts and engagement through increased use of directed patrols to include foot patrols, bicycle patrols, motorcycle patrols and ATV patrols. Officers regularly patrolled on the Minuteman Bikeway and recreational parks in town allowing for more interaction with community members and providing safety education.
- Partnered with the Greater Boston Regional Critical Incident Stress Management Team to provide peer support and counseling to officers who have experienced traumatic events or were affected by loss.
- Expanded homeless outreach, by assigning a liaison officer to the homeless population areas. This officer conducted weekly outreach throughout the community to the homeless population. We partnered with Somerville Homeless Coalition for this endeavor.

# Fiscal Year 2023 Budget



## Police Department Community Services Division

<b>Performance / Workload Indicators</b>				
	<b>FY2019 Actual</b>	<b>FY2020 Actual</b>	<b>FY2021 Actual</b>	<b>FY2022 Estimated</b>
<b>Community Services (Patrol)</b>				
Robbery	5	5	2	2
Burglary	35	22	30	36
Rapes	4	3	1	2
Motor Vehicle Theft	6	13	9	8
Larceny	231	202	188	253
Shoplifting	24	39	31	20
Assaults	90	83	62	68
Assault and Battery on a Police Officer	0	1	3	2
Criminal Arrests	107	73	61	40
Criminal Summons	81	56	50	60

<b>Performance / Workload Indicators</b>				
	<b>FY2019 Actual</b>	<b>FY2020 Actual</b>	<b>FY2021 Actual</b>	<b>FY2022 Estimated</b>
<b>Dispatch</b>				
Calls For Service	29,032	25,156	21,281	27,492



### FY2023 Objectives

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

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

### Major Accomplishments for 2021

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



**FY2023 Objectives**

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

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

**Major Accomplishments for 2021**

- Detectives investigated over 840 reports of criminal activity.
- The Family Service Unit investigated over 188 domestic violence-related incidents.
- Audited and administered the Town of Arlington Sex Offender Registry.
- Participated in multi-jurisdictional drug task force investigations, which resulted in numerous arrests and indictments. Detectives assigned participated in numerous search warrants, which resulted in heroin, fentanyl, cocaine, methamphetamine, and other controlled substances being seized.
- Participated in the drafting of and execution of numerous search warrants.
- Participated in the destruction of over 800 lbs. of prescription medication collected through the combined efforts of the Drug Take Back Kiosk located in the Police Station Lobby and the Drug Take Back Event.
- Investigated over 806 reports of identity theft reported to the department, via online and in person reporting.

**Performance / Workload Indicators**

	FY2019	FY2020	FY2021	FY2022
Criminal Investigation Bureau	Actual	Actual	Actual	Estimated
Licenses to Carry/FID	267	211	345	240
Missing Persons Investigations	236	43	45	52
Domestic Violence	192	194	188	140
Criminal Investigations	1,260	933	841	760
Level 2 & 3 registered Sex Offenders monitored	16	12	8	8



**FY2023 Objectives**

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

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

**Major Accomplishments for 2021**

- Coordinated with our partners in the Department of Public Works redesign of the Appleton St./Mass Ave. intersection.
- Participated in MASSDOT Highway Safety Division Bicycle and Pedestrian Safety Grant Providing education and enforcement opportunities at major intersections throughout town.
- Participated in Mass-DOT Highway Safety Division Traffic Safety Grant with particular emphasis on impaired driving, distracted driving, occupant safety, and speed enforcement.
- Conducted numerous traffic counts in locations in town, providing valuable data and feedback to other government entities and neighborhood groups.
- Assisted with our partners in the Arlington School Department to facilitate school crossings, drop off, and pick up.
- APD Traffic Unit conducted annual training for the traffic supervisors and orientation for new employees.
- Partnered with AAA on projects such as the School Safety Patrol and testifying at the State House in support of various traffic-related legislative bills including Primary Seatbelt Law.
- Supervised safe, efficient traffic flow and ensured pedestrian safety for several major public works and public utility infrastructure project.

**Performance / Workload Indicators**

	FY2019 Actual	FY2020 Actual	FY2021 Actual	FY2022 Estimated
<b>Traffic</b>				
Hackney Licenses Issued New	6	1	1	1
Parking Violators	17,425	11,183	8,316	14,451
Moving Violations	1,657	1,221	144	1,500

\*Estimates for 2021 far below typical due to COVID





**FY2023 Objectives**

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

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

**Major Accomplishments for 2021**

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

**Performance / Workload Indicators**

	FY2019 Actual	FY2020 Actual	FY2021 Actual	FY2022 Estimated
<b>Animal Control</b>				
Animal Complaints	538	334	223	192
Humans Bitten/Scratched by Dogs	10	23	13	40



### FY2023 Objectives

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

- Identify and provide alternatives to arrest and criminal prosecution for persons suffering from mental health and substance use issues.
- Respond to Community calls for service to provide crisis assessment, crisis counseling, outside referral, and involuntary commitments to hospitals emergency departments, as needed.
- Remain focused on Arlington's homeless population through outreach initiatives and other collaborative interventions.
- Provide requested technical assistance to other law enforcement agencies and departments through the Police Assisted Addiction and Recovery Initiative (PAARI) and the Mental Health Learning Site status.
- Partner with PAARI to bring a full time Recovery Coach to APD to assist community members and families who are in need of services involving Substance Use Disorder.
- Partner with the Department of Mental Health to research opportunities for grant funds to add a mental health clinician to assist with our vulnerable population residing in group homes and Arlington Housing Authority Properties.
- Coordinate the Opiate Outreach Initiative through our two-pronged approach of:
  - Follow up with persons who have overdosed in the community and provide outreach to known substance users.
  - Continue to host monthly meetings and special events where residents can be trained to administer the lifesaving drug, Narcan.

### Major Accomplishments for 2021

- Provided support and resources to the Arlington Community during the COVID19 Pandemic.
- Provided guidance of Arlington Police Department's Jail Diversion Program Training to out of state departments as a designated Law Enforcement Mental Health Learning Site.
- Provided NARCAN and presented Arlington Opiate Overdose Training to community members.
- Assisted unsheltered persons with services and resources.
- Responded to and/or followed up with an average of 35 mental health/substance use community calls monthly assisting residents in need of behavioral health services with treatment options.
- Responded with Arlington Health Inspectors to multiple homes with hoarding concerns and assisted with resources.
- Facilitated Section 35's through the Cambridge District Court for community members without other options.
- Provided multiple police departments written program information and PowerPoint presentation on starting co-responder programs of their own.



**FY2023 Objectives**

- Train officers annually in de-escalation techniques and biased-free policing.
- Expand on-line training to have all sworn officers conduct annual in-service training on-line/remotely.
- Conduct training for newly-promoted officers to properly fill their new roles in the department.
- Process candidates for 6 vacancies, including backgrounds, physical agility tests, psychological testing and oral boards.
- Modernize civilian fingerprinting and gun licensing process with automated finger print machine.
- Explore rotating hybrid vehicles into the marked vehicle fleet with the goal of greater sustainability.
- Research non pain compliance devices to reduce the potential for injury to non-compliant arrestees.

**Major Accomplishments for 2021**

- Procured and issued first responders personal protective equipment to keep officers and community safe during the pandemic.
- Recruited, hired, and trained four new police officers.
- Ensured compliance with training mandate requirements to maintain POST certification per Police Reform Legislation.
- Conducted several trainings including:
  - Anti-Defamation League (ADL) Law Enforcement Seminar
  - Working with LGBTQIA+ Community
  - MAWLE (MA Assoc. of Women in Law Enforcement)
  - Criminal Reform Act Training
  - Cultural Diversity and Bias Training for Public Safety
  - Procedural Justice & Implicit Bias Training
  - ABLE Training (Active Bystandership for Law Enforcement)
  - SRO compliance training for Police Reform
  - Public Records compliance training for Police Reform
  - Shades of Brown and Blue Training
  - Stand Against Racism Training
- Hosted Matthew Shepard Foundation training, focusing on hate crimes, investigation and prosecution. Open to community partners.
- Ensured training continued through online training platform as COVID-19 limited the number of in-person training options.
- Successfully completed another accident-free work zone construction year.
- Processed 345 License to Carry Firearms (LTC)/Firearms Identification Card (FID) applications, issued 23 Solicitor Licenses and 1 Hackney License.



**Program Description**

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

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

**Budget Statement**

The Fire department is currently staffed at 74 personnel. It is budgeted for 81 personnel. In the start of FY23 there will be 73 personnel assigned to suppression duty and one firefighter vacancy, three members assigned to staff duty, two mechanics, one administrative assistant, and one Chief of Department. We anticipate no retirements in FY23.

**PROGRAM COSTS**

Fire	FY2020 Actual	FY2021 Actual	FY2022 Budget	FY2023 Request
Personnel Services	7,299,596	7,199,032	7,513,304	7,530,039
Expenses	371,404	401,951	437,400	427,400
<b>Total</b>	<b>7,671,000</b>	<b>7,600,982</b>	<b>7,950,704</b>	<b>7,957,439</b>

**FY2023 Objectives**

- Continue to provide programs such as the Fire Investigation Unit, Vial of Life, and Student Awareness Fire Education (SAFE).
- Expand the SAFE program to educate middle school students on the dangers of vaping, alcohol, and drugs. Use SAFE funding for more programs for senior citizens.
- Continue with annual Fire and Life Safety Inspections of commercial properties including nursing homes and preschools.
- Purchase new frontline Engine to replace 20yo+ Seagrave Engine.
- Upgrade of existing Zetron fire station notification system.
- Purchase EJaws – Electric auto extrication equipment allows the department to decrease its carbon footprint by eliminating the use of fuel and hydraulic fluids.
- Complete implementation of new electronic records and reporting system.
- Replace Emergency Managements Air Supply vehicle and Lighting vehicle consolidating into one Air Supply/Lighting/Rehab unit.
- Replacement of Park Circle mechanical systems with new energy efficient equipment.
- Complete EMT recertification of department members.
- Purchase ten sets of Personal Protective Equipment (PPE) as part of the department’s PPE replacement program.
- Complete hiring process and Fire Academy training of eight 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 Active Shooter/Hostile Event Response (ASHER) coordinated incident plan.



**Objectives (cont.)**

- Continue to identify opportunities for the improvement and streamlining of department processes.
- Continue to look for and promote existing collaborative efforts with other departments such as the CPR training of School and Town employees and supporting Health and Human Service’s Homeless Outreach programs.
- Research and secure alternative sources of funding to continue smoke/carbon monoxide detector program for Senior Citizens.

**Major Accomplishments for 2021**

- Assisted in COVID vaccination clinics by providing EMT’s and administering vaccination shots.
- Implemented policies and procedures to protect both the members of the AFD and the citizens of Arlington from COVID, including quarantining staff to a specific fire house, removed jumping houses during a shift and twice a day temperature and COVID screening. Implemented the “one firefighter in” policy limiting potential exposure for both the firefighters and the patient.
- Member of the Manger’s COVID Response team.
- 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 three-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 frontline ambulance, new AED’s, and a LUCAS chest compression system.
- 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 eight Firefighter recruits.
- Identified and removed all firefighting foam products containing PFAS and replaced with a 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.



**Major Accomplishments (cont.)**

- 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 people in Arlington businesses and organizations, 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.

**STAFFING**

Fire	FY2020 Actual	FY2021 Actual	FY2022 Budget	FY2023 Request
Chiefs	1	1	1	1
Deputy Chiefs	5	5	5	5
Captains	7	7	7	7
Lieutenants	15	15	15	15
Firefighters	50	50	50	50
Professional/Technical	2	2	2	2
Clerical	1	1	1	1
<b>Total</b>	<b>81</b>	<b>81</b>	<b>81</b>	<b>81</b>

**Performance / Workload Indicators**

Fire Department	FY2019 Actual	FY2020 Actual	FY2021 Actual	FY2022 Estimated
Emergency Calls	5,150	4,749	4,737	5,000
Rescue Response	3,272	2,456	2,412	2,600
Overlapping Calls	1,282	1,208	1,266	1,200
Private Ambulance ALS/BLS	1,179	1,685	1,054	1,100
Average Response Times	3m 15s	2min 59s	3min 34s	3min 15s
Average Time Rescue Calls	31min 41s	33min 58s	34min	32min
Fire Calls	122	106	92	100
Average Total Time Fire Calls	38m 38s	43min 54s	46min	45min
Loss Property	\$3.7 million	\$4.7 million	\$2.9 million	\$3 million
SAFE Students Taught	3,905	3,952	*0	*3,900

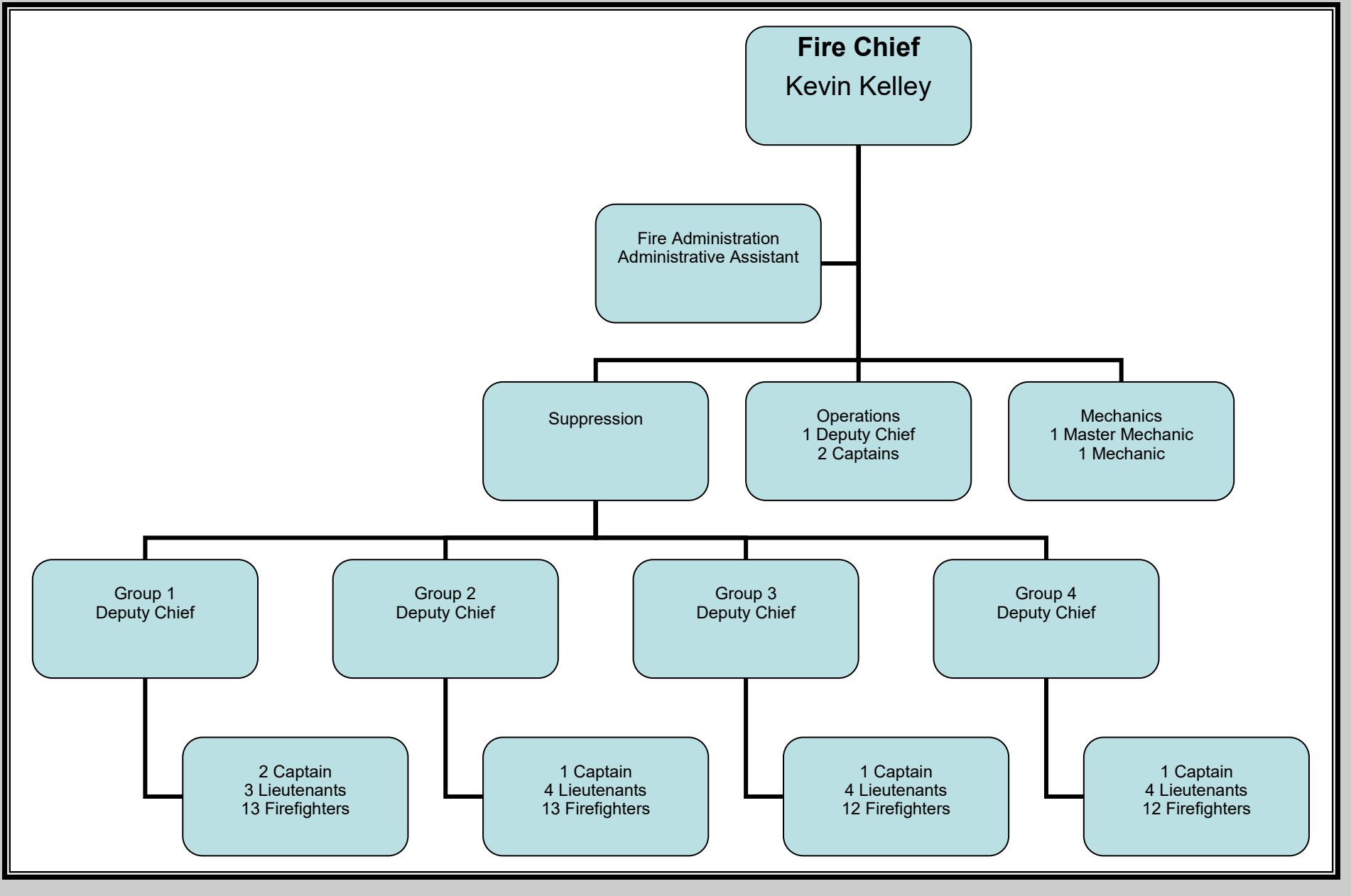
\*Subject to COVID restrictions

**Performance / Workload Indicators**

Fire Prevention	FY2019 Actual	FY2020 Actual	FY2021 Actual	FY2022 Estimated
Hours of School Fire Drills	50	21	0	50
Hours of Fire Protection System Inspection	545	436	775	700
Hours Strategic/Tactical Ops Plan.	34	38	41	41
Permits Issued	903	732	1,099	1,000
Permits Issued Revenue	\$ 46,995	\$ 39,015	\$ 57,130	\$ 55,000

**Performance / Workload Indicators**

Fire Training	FY2019 Actual	FY2020 Actual	FY2021 Actual	FY2022 Estimated
Training Sessions	202	181	136	200
Training Hours	1,010	905	680	1,000
Total Attendees	1,694	1,475	1,569	1,500





**Program Description**

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

**Budget Statement**

Inspectional Services maintains a level-funded budget.

**PROGRAM COSTS**

	FY2020	FY2021	FY2022	FY2023
Inspectional Services	Actual	Actual	Budget	Request
Personnel Services	505,404	594,721	532,553	483,872
Expenses	8,807	7,873	15,200	15,200
<b>Total</b>	<b>514,211</b>	<b>602,595</b>	<b>547,753</b>	<b>499,072</b>

**STAFFING**

	FY2020	FY2021	FY2022	FY2023
Inspectional Services	Actual	Actual	Budget	Request
Managerial	1	1	1	1
Clerical	1	1.7	1.7	1.8
Professional/Technical	4	3.6	3.6	3.5
<b>Total</b>	<b>6</b>	<b>6.3</b>	<b>6.3</b>	<b>6.3</b>

**FY2023 Objectives**

- Streamline the process for fulfilling public record requests.
- Continue to administer the Vacant Storefront Registry Program with the Department of Planning and Community Development.
- Initiate a process to begin digitizing existing files, including restructuring the organization of files by address versus year. This

**Objectives (cont.)**

- 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.
- Explore ways to make information regarding upcoming large projects more accessible to the public, in coordination with the Department of Planning and Community Development.
- Create FAQ or other general information section online that answers questions and provides examples through illustration.

**Major Accomplishments for 2021**

- Issuance of permit for demolition of the existing High School and construction of the remainder of the new building. Continued inspections for construction of the new high school.
- Final phase of inspections 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 27 new single-family and 8 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 32 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





**Major Accomplishments (cont.)**

- 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 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 the general information of the inspections, site conditions and any special conditions that may be relevant later.
- Inspectional Services continued to maintain daily full operations during COVID period while abiding with all state and local regulations.

**Performance / Workload Indicators**

Inspectional Services	FY2019 Actual	FY2020 Actual	FY2021 Actual	FY2022 Estimated
Building	1,996	1,801	1,898	2,100
Wiring	1,170	1,093	1,110	1,200
Gas	733	662	613	675
Plumbing	925	816	756	830
Roof Mounted Solar	101	123	113	125
Electric Vehicle Charger	12	23	16	18
Energy Storage Systems	3	2	6	7
Certificate of Occupancy	40	20	15	17
Certificate of Approval	572	332	434	480
Certificate of Inspection	27	57	29	31
Pod Permits	39	36	27	30
Dumpsters	112	100	58	64
Residential projects exceeding \$200,000 building cost	62	49	68	55
Total Value	\$85,309,966	\$95,398,765	\$281,539,215	\$309,693,137
Revenues	\$1,898,024	\$1,725,183	\$ 1,808,685	\$1,989,554

