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# COMMUNITY SAFETY

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POLICE • FIRE • SUPPORT SERVICES •  
INSPECTIONAL SERVICES

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**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**

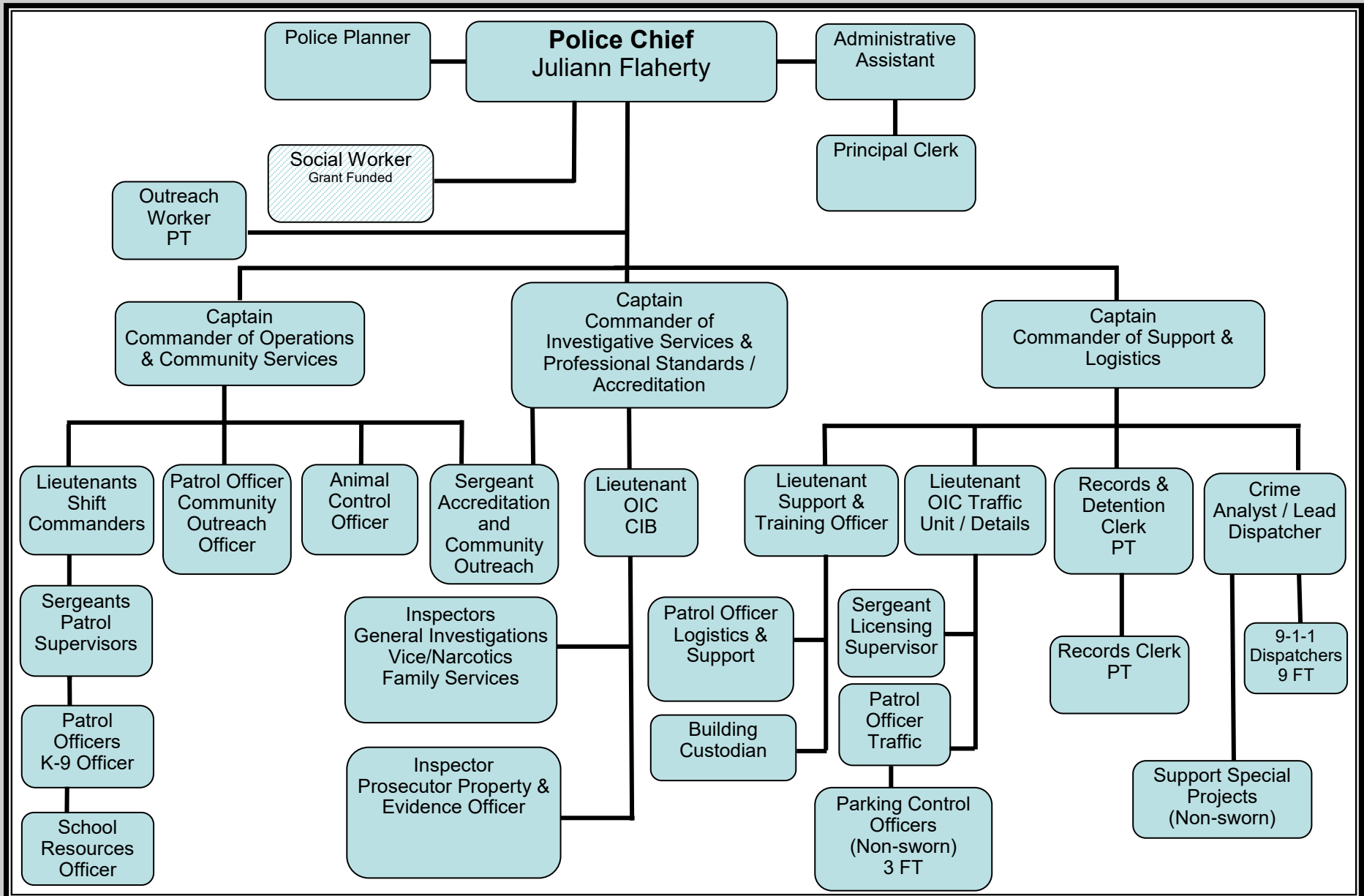
These seven divisions are funded with a level-services budget.

**PROGRAM COSTS**

<b>Police</b>	<b>FY2021 Actual</b>	<b>FY2022 Actual</b>	<b>FY2023 Budget</b>	<b>FY2024 Request</b>
Personnel Services	7,355,654	8,296,601	8,160,655	8,414,950
Expenses	630,446	708,738	726,050	761,050
<b>Total</b>	<b>7,986,100</b>	<b>9,005,338</b>	<b>8,886,705</b>	<b>9,176,000</b>



<b>STAFFING</b>				
<b>Police</b>	<b>FY2021 Actual</b>	<b>FY2022 Actual</b>	<b>FY2023 Budget</b>	<b>FY2024 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	3
Animal Control Officer	1	1	1	1
Social Worker	0.5	0.75	0.75	0.75
Dispatchers	10	10	10	10
Clerical	4.29	4.29	4.29	4.69
<b>Total</b>	<b>86.57</b>	<b>86.82</b>	<b>86.82</b>	<b>87.44</b>





### FY2024 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.
- Host community outreach events to enhance community relationships, inclusion and partnerships.
- 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 Rape, Aggression, Defense Systems (RAD) 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.
- Provide information and site patrols to manage security of Arlington High School throughout construction and phasing.
- 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.

### Major Accomplishments for 2022

- 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.
  - Utilized data gathered and analyzed by the department's crime analyst to reduce crime, enhanced roadway safety, and address quality of life issues.
  - Increase police education in managing and assisting people with mental illness and substance use.
  - Using our data, we worked closely with the Department of Public Works, TAC, and Planning Department to address ongoing issues in the area of Chestnut Street and Massachusetts Avenue at Appleton St in an effort to reduce pedestrian and bicycle crashes by temporary traffic control devices.
  - Expanded School Resource Officer Program to assist early childhood education businesses and places of worship in strengthening facility safety plans.
  - 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 with a liaison officer to the homeless population areas. This officer conducted weekly outreach throughout the community to the homeless population while partnered with the Somerville Homeless Coalition for this endeavor.



<b>Performance / Workload Indicators</b>				
	<b>FY2020</b>	<b>FY2021</b>	<b>FY2022</b>	<b>FY2023</b>
<b>Community Services (Patrol)</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Estimated</b>
Robbery	5	2	4	4
Burglary	22	30	54	24
Rapes	3	1	3	3
Motor Vehicle Theft	13	9	11	12
Larceny	202	188	207	160
Shoplifting	39	31	25	36
Assaults	83	62	82	100
Assault and Battery on a Police Officer	1	3	4	3
Criminal Arrests	73	61	78	68
Criminal Summons	56	50	61	52

<b>Performance / Workload Indicators</b>				
	<b>FY2020</b>	<b>FY2021</b>	<b>FY2022</b>	<b>FY2023</b>
<b>Dispatch</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Estimated</b>
Calls For Service	25,156	21,281	26,539	30,508



### FY2024 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. (MPAC). Accreditation team and manager will host assessors for on site evaluation.
- Train department members to be certified accreditation assessors MPAC.
- Enhance capability of accreditation software program in an effort to take full advantage of the effective maintenance of standards, crucial documents, training, and assignments.
- 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.
- Maintain Professional Standards Review File for submission to POST as police reform laws require.
- Ensure compliance for next segment of Officers to be certified by POST per police reform. One-third of officers are certified annually.

### Major Accomplishments for 2022

- 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.
- 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.
- Facilitated the certification of the first third of officers A-H through POST.



**FY2024 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 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 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).
- Monitor compliance of existing recreational cannabis shops.
- Streamline court notification process for officers through technology and electronic notifications.
- Educational campaign to increase awareness of scams to the public and financial institutions in real time.

**Major Accomplishments for 2022**

- Detectives investigated over 845 reports of criminal activity.
- The Family Service Unit investigated over 191 domestic violence and 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 search warrants.
- Participated in the destruction of unwanted 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. Over 500 pounds of unwanted medication was collected by the Arlington Police Department.

**Performance / Workload Indicators**

	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated
<b>Criminal Investigation Bureau</b>				
Licenses to Carry/FID	211	345	242	208
Missing Persons Investigations	43	45	45	36
Domestic Violence	194	188	191	240
Criminal Investigations	933	841	845	688
Level 2 & 3 registered Sex Offenders monitored	12	8	11	10





**FY2024 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.
- Work with the Parking Clerk’s Office to replace single space meters.

**Major Accomplishments for 2022**

- Coordinated with Department of Public Works to implement the current design of the Appleton St./Mass Ave. intersection.
- Participated in Mass-DOT Highway Safety Division Traffic Safety Grant with particular emphasis on impaired driving, distracted driving, occupant safety, and speed enforcement.
- Community Traffic Safety Grant: During the Spring and Summer of 2022 we sent 27 people to In-Control Driving School *Crash Prevention 101* course through a grant from the Executive Office of Public Safety. The course gives skills and tools for safe driving and confidence building.
- Conducted numerous traffic counts in locations in town, providing valuable data and feedback to other government entities and neighborhood groups.
- Worked with the Planning Department, Safe Routes to School, and the Dallin School administration to develop a new drop-off/pick-up pilot program that has since been fully adopted. Also worked with the DPW to have new signage made for the program.
- 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 and partnered on panel discussions for the “Slow Down Move Over” Law.
- Supervised safe, efficient traffic flow and ensured pedestrian safety for several major public works and public utility infrastructure project.
- Worked with the Arlington Enrichment Foundation to organize their first annual 5K road race.
- Transitioned the Parking Control Officers to fulltime schedules.
- Sent all radar and lidar units through for their annual calibration certifications.

**Performance / Workload Indicators**

	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated
<b>Traffic</b>				
Hackney Licenses Issued New	1	1	1	3
Parking Violators	11,183	8,316	14,594	15,296
Moving Violations	1,221	144	1,266	1,736



**FY2024 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. The Animal Control Officer is responsible for reporting animal related incidents to the Commonwealth of Massachusetts Department of Agriculture Resources, Animal Division.

- Respond to and investigate animal-related calls for service in a timely manner.
- Work throughout Arlington to promote animal health and safety through educational programs, social media posts, and community engagement.
- Investigate reports of dog bites, animal related noise complaints, and off leash violations.
- 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.
- Work with school and youth groups to offer educational programs with the goal of creating ongoing long-term learning and kindness for animals.
- Educate community members and expand compliance with the dog license program.
- Expand our partnerships with local businesses and concerned residents with the goal of domestic and wildlife harm reduction in the community.
- Partner with the Town Clerk's Office to assist with accurately tracking canine license, animal bites, and animal-related complaint data.

**Major Accomplishments for 2022**

- Provided quality animal-related services to community in person and virtually during COVID-19 pandemic including the Coyote forum, *Living with Coyotes*.
- Supplied community members access to assistance programs for low-cost or free spay/neuter.
- Addressed increased volume of service calls and provided guidance related to rodents.
- Provided dog kennel inspections.
- Increased animal-related social media posts to assist in reuniting lost pets with their owners.
- Hosted meetings with youth groups to provide education on what it means to be a responsible pet owner.
- Conducted interviews and webinars with local media outlets to educate the public on the safety and behavior of domestic and wild animals.

**Performance / Workload Indicators**

	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated
<b>Animal Control</b>				
Animal Complaints	334	223	195	172
Humans Bitten/Scratched by Dogs	23	13	11	12



### FY2024 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, de-escalation, crisis counseling, outside referral, safety planning 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 the Department of Mental Health to research opportunities for grant funds to add an additional 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
  - Continue to host on going meetings and special events where residents can be trained to administer the lifesaving drug, Narcan.

### Major Accomplishments for 2022

- Provided support and resources to the Arlington community during the COVID-19 Pandemic.
- Collaborated with Arlington Police Department's Domestic Violence Inspector to provide support and services for those impacted by domestic violence.
- 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.
- Partner with Arlington Board of Health to bring a Recovery Coach to APD to assist community members and families who are in need of services involving substance use disorders.
- Provided NARCAN and presented Arlington Opiate Overdose Training to community members.
- Assisted unsheltered persons with services and resources.
- Attend bi-weekly meetings with the Arlington Human Service Network and quarterly meetings with other mental health learning sites across the nation.
- Responded to and/or followed up with an average of 55 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. The Arlington Police Department has a clinician imbedded within the department who co-responds to calls for service in the community involving behavioral health concerns.
- Collaborated with local non-profit mental health agencies and other various Arlington town departments to assist with behavioral health episodes.



### FY2024 Objectives

The Support Services Division manages technology the department fleet and building. They are responsible for managing department records, training of all personnel, overseeing the detail and traffic unit and firearms licensing.

- 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 as well as other types training not limited to in-service.
- Process candidates for four vacancies, including backgrounds, physical agility tests, psychological testing and oral boards.
- Modernize civilian fingerprinting and gun licensing process with automated fingerprint machine.
- Rotate more hybrid vehicles into the marked vehicle fleet with the goal of greater sustainability.
- Implement use of non-pain compliance devices to reduce the potential for injury to non-compliant arrestees and introduce them into the current tools and equipment available to officers.

### Major Accomplishments for 2022

- Procured and issued first responders personal protective equipment to keep officers and community safe during the pandemic.
- Completed first-time annual in-service training in an online format.
- Recruited, hired, and trained six new police officers.
- Ensured compliance with training mandate requirements to maintain POST certification per Police Reform Legislation.
- Conducted several trainings including:
  - Body worn camera legal updates and training
  - Anti-Defamation League (ADL) Law Enforcement Seminar
  - MA Assoc. of Women in Law Enforcement (MAWLE)
  - Criminal Reform Act Training
  - Cultural Diversity and Bias Training for Public Safety
  - Procedural Justice & Implicit Bias Training
  - School Resource Officer (SRO) compliance training for Police Reform
  - Public Records compliance training for Police Reform
  - Firearms Licensing Legal Updates
  - Shades of Brown and Blue Training
  - Stand Against Racism Training
- Successfully completed another accident-free work zone construction year.
- Processed 242 License to Carry Firearms (LTC)/Firearms Identification Card (FID) applications, issued 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 78 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 81 personnel. It is budgeted for 81 personnel. In the start of FY24 there will be 74 personnel assigned to suppression duty, three members assigned to staff duty, two mechanics, one administrative assistant, and one Chief of Department. We anticipate no retirements in FY24.

**PROGRAM COSTS**

Fire	FY2021 Actual	FY2022 Actual	FY2023 Budget	FY2024 Request
Personnel Services	7,199,032	7,599,870	8,054,856	8,322,882
Expenses	401,951	457,888	427,400	429,900
<b>Total</b>	<b>7,600,982</b>	<b>8,057,758</b>	<b>8,482,256</b>	<b>8,752,782</b>

**FY2024 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 Rescue to replace 6yo+ Horton ambulance.
- Complete implementation/transition from our legacy Records Management System to First Due’s cloud based electronic records and reporting system.
- Consolidate Emergency Managements Air Supply vehicle and Lighting vehicle 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 additional LUCAS chest compression system.
- Complete Nero’s Law training for K9 resuscitation.
- Purchase ten sets of Personal Protective Equipment (PPE) as part of the department’s PPE replacement program.
- Oversee Park Circle water tower rehabilitation relative to the department’s radio repeater system.
- Continue to oversee Fire and Life Safety planning of the new Arlington High School (AHS) and Department of Public Works (DPW).
- 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 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 2022**

- Members of the department are part of the following cross-departmental teams:
- Core Racial Equity Team
- Homelessness Task Force and its Impact Team
- Human Services Network
- Development Review Team – Planning Department
- Permit Digitization Project Team
- DEI’s Planning Management Team
- Participated in the Strategy Matters five-part series on diversity, equity, and inclusion.
- Received several grants including a \$25,000 Fire Safety and Equipment Grant, a \$15,500 Emergency Management Planning Grant, and a \$9,000 Student Awareness and Fire Education Grant.
- Completed the hiring process and training of eight new Firefighters which included completion of the Mass Fire Academy and obtaining EMT certifications.
- Designed and purchased new frontline Engine to replace 25yo+ Pierce Engine.
- Purchased new ZETRON notification system to enhance communication between fire dispatch and all three fire stations.
- Purchased First Due’s Records Management System and began the implementation process.

**Major Accomplishments (cont.)**

- Purchased a new Automated External Defibrillator (AED) for Command staff vehicle through a state grant.
- Continued to service AEDs at Town buildings and the Reservoir.
- Completed successful recertification of 41 EMTs.
- Completed certification of both Rescue 1 and Rescue 2’s ambulance licenses through the Department of Public Health.
- Fully transitioned from firefighting foams containing PFAS to an environmentally and firefighter safe PFAS-free foam.
- All members completed the MIIA’s Emergency Vehicle Operators course.
- 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-19.
- Integral role in design and development of fire protection systems for the AHS and DPW projects.
- Continued annual Fire and Life Safety inspections of over 300 commercial properties.
- Inspected over 694 residences to ensure proper smoke/carbon monoxide detector installation.
- Performed Fire and Life safety inspections of high-rise buildings.

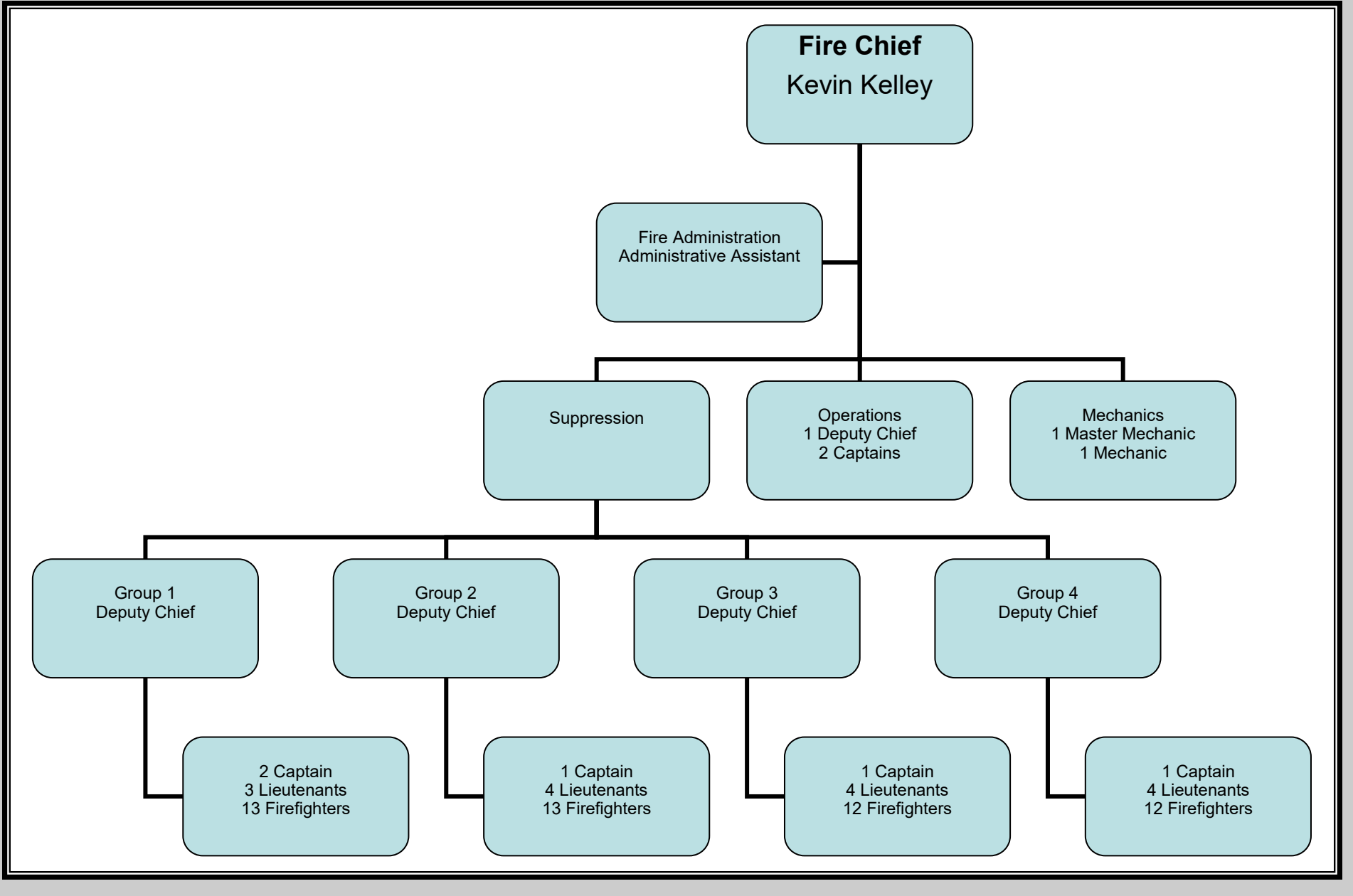


STAFFING				
Fire	FY2021 Actual	FY2022 Actual	FY2023 Budget	FY2024 Request
Chiefs	1	1	1	1
Deputy Chiefs	5	5	5	5
Captains	7	7	7	7
Lieutenants	15	15	15	15
Firefighters	50	50	50	50
Professional/Technica	2	2	2	2
Clerical	1	1	1	1
<b>Total</b>	<b>81</b>	<b>81</b>	<b>81</b>	<b>81</b>

Performance / Workload Indicators				
Fire Department	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimate
Emergency Calls	4,749	4,737	5,463	5,400
Rescue Response	2,456	2,412	3,027	2,800
Overlapping Calls	1,208	1,266	1,600	1,400
Private Ambulance ALS/BLS	1,685	1,054	569	600
Average Response Times	2min 59s	3min 34s	3min 43s	3min 23s
Average Time Rescue Calls	33min 58s	34min	35min	35min
Fire Calls	106	92	64	70
Average Total Time Fire Calls	43min 54s	46min	46 min	45min
Loss Property	\$4.7 million	\$2.9 million	\$1.7 million	\$2 million
SAFE Students Taught	3,952	*0	*0	3,900

Performance / Workload Indicators				
Fire Prevention	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimate
Hours of School Fire Drills	21	0	35	35
Hours of Fire Protection System Inspection	436	775	668	700
Hours Strategic/Tactical Ops Plan.	38	41	38	40
Permits Issued	732	1,099	957	1,000
Permits Issued Revenue	\$ 39,015	\$ 57,130	\$ 50,190	\$ 55,000

Performance / Workload Indicators				
Fire Training	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimate
Training Sessions	181	136	130	140
Training Hours	905	680	610	700
Total Attendees	1,475	1,569	1,351	1,400







**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-services budget.

**PROGRAM COSTS**

	FY2021 Actual	FY2022 Actual	FY2023 Budget	FY2024 Request
Inspectional Services				
Personnel Services	594,721	434,291	490,189	511,882
Expenses	7,873	16,891	15,200	15,200
<b>Total</b>	<b>602,595</b>	<b>451,183</b>	<b>505,389</b>	<b>527,082</b>

**STAFFING**

Inspectional Services	FY2021 Actual	FY2022 Actual	FY2023 Budget	FY2024 Request
Managerial	1	1.00	1.00	1.00
Clerical	1.7	1.69	1.80	1.89
Professional/Technica	3.6	3.60	3.51	3.51
<b>Total</b>	<b>6.3</b>	<b>6.29</b>	<b>6.31</b>	<b>6.40</b>

**FY2024 Objectives**

- Transition to an online permit system to allow people to apply and pay for permits online and make information regarding upcoming large projects more accessible to the public.
- Real-time inspection reports and project progress through in-the- field iPad use in concert with the online permit system.

**Objectives (cont.)**

- Continue the process of 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.
- Inform builders and residents of bylaw amendments recently approved by the Attorney General, such as the increase in floor area ratio for mixed-use structures to allow for larger buildings on lots in Town and changes to the tree bylaw.
- Create FAQ or other general information section online that answers questions and provides examples through illustration.

**Major Accomplishments for 2022**

- Issuance of building permit for the residential development at 1165R Massachusetts Avenue. This development will provide 124 dwelling units, 33 of which will be affordable.
- Issued permits for 17 new single-family, 12 new two-family home permits, and one energy-efficient two-family home (compliant with the zoning bylaw exemption allowing the construction of energy-efficient homes on nonconforming lots).
- Issued and inspected 128 solar panel installations, an increase of 15 from last year.
- Issued occupancy certificate for phase one of the new high school.
- Continued inspections for phase two of the new high school and town yard.
- 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.



**Major Accomplishments (cont.)**

- Continued database for tracking building permit applications from submittal to issuance to ensure applications are reviewed in the order they were received.
- Created new database to track daily inspections. System records the general information of the inspections, site conditions and any special conditions that may be relevant later.
- Updated Inspectional Services webpage to provide the ability to schedule building inspections online. Since launching this service in December 2021, there have been 1,068 requests for inspection submitted via the website.
- Updated Inspectional Services webpage to include a pre-application and general information for residents interested in creating accessory dwelling units to provide clarity around requirements.

**Performance / Workload Indicators**

Inspectional Services	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated
Building	1,801	1,898	2,224	2,020
Wiring	1,093	1,110	1,223	1,150
Gas	662	613	642	575
Plumbing	816	756	860	805
Roof Mounted Solar	123	113	128	125
Electric Vehicle Charger	23	16	41	28
Energy Storage Systems	2	6	18	14
Certificate of Occupancy	20	15	26	21
Certificate of Approval	332	434	350	340
Certificate of Inspection	57	29	63	45
Beer and Wine License Inspections	29	32	32	37
Pod Permits	36	27	32	28
Dumpsters	100	58	355	275
Residential projects exceeding \$200,000 building cost	49	68	121	90
Total Value	\$95,398,765	\$281,539,215	\$145,116,312	\$120,000,000
Revenues	\$1,725,183	\$ 1,808,685	\$2,826,282	\$2,200,000

