

# COMMUNITY SAFETY



## ARLINGTON POLICE

### Department Overview

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. 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 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 the Peace Officer Standards and Training (POST) Commission through police reform legislation in 2021, this Division is also responsible for maintaining compliance with all POST Standards.

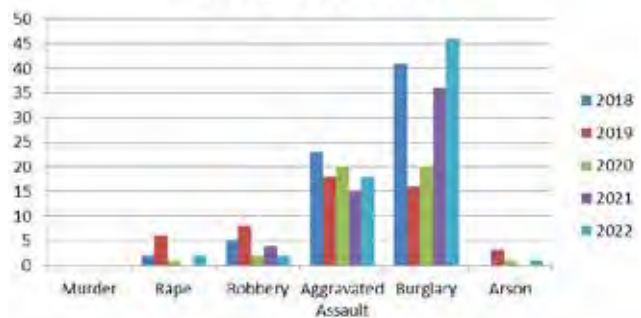
The Support Services Division is responsible for providing logistical support to all work units in the Department as well as overseeing the administrative functions. The Division is responsible for the Traffic Unit, training, new officer recruitment and hiring, information systems management, firearm/hackney 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 FBI has administered the UCR Program using statistics supplied by law enforcement agencies across the country.

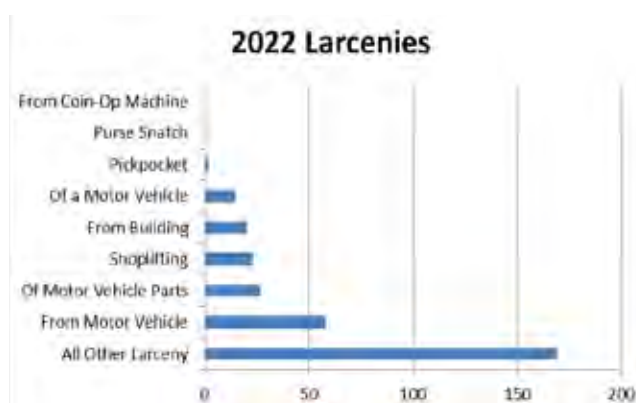
The following is a summary of Part I Crimes in Arlington in 2022. Part I Crimes are crimes designated by the Federal Bureau of Investigation (FBI) to be the most serious crimes affecting a community, they include: murder, rape, robbery, aggravated assault, burglary, larceny, arson, and motor vehicle theft. In 2022 there were a total of 383 Part I Crimes reported in Arlington, as compared to 255 Part I Crimes reported in 2021. This increase was a result of approximately 100 more larcenies being reported in 2022.

2018-2022 Crime



# COMMUNITY SAFETY

In 2022 there were no murders in Arlington. Arlington had two rapes reported, two more than last year. There were two robberies committed, both unarmed. Arlington experienced eighteen aggravated assaults; fifteen incidents involved a weapon and ten involved domestic violence. Of the incidents involving weapons, seven involved a shod foot, four involved blunt objects, three involved knives and one involved a motor vehicle. Arlington had forty-six reported burglaries in 2022, ten incidents more than last year. There were fifteen motor vehicles stolen, an increase of ten incidents from 2021. One arson was reported this year. In 2022 there were 299 reported larcenies, which is an increase of ninety-nine incidents from 2021.



## Calls for Service

The Police Department logged 27,947 calls for service. Officers filed 3,098 incident reports as compared to 2,439 in 2021. In 2022, ninety-three people were arrested, an increase of thirty-two. Forty-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. In 2022, 1,326 motor vehicle citations and 15,088 parking tickets were issued. Traffic issues continue to be one of the greatest areas of complaints to the Department.

Calls for Service	2019	2020	2021	2022
Emergency Calls	27,649	21,850	24,579	27,947
Police Reports	2,827	2,718	2,439	3,098
Arrests	88	58	61	93
Protective Custody	9	17	24	44
Summons	80	50	41	65
Motor Vehicle Citations	1,552	524	720	1,326

## Community Services

### Patrol

The Community Services (Patrol) Division responded to 27,947 calls for service during 2022. The majority of calls involve services other than responding to crimes. For instance, the Department responded to a total of 823 alarms (residential, business, bank and municipal), 673 disturbance calls, 444 reports of suspicious activity, 112 traffic complaints and 181 animal complaint calls. The Community Service Division also investigated 62 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 once again had to be temporarily suspended due to the COVID-19 pandemic.

In 2022 the Department was unable to run its popular 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 2023.

## 2022 Community Policing Events

### National Night Out

In Collaboration with the Arlington Housing Authority and other Town departments, the National Night Out event was held in August. The event was specifically held for family and friends of Menotomy Manor. Nation-



# COMMUNITY SAFETY

al Night out is a national community-building campaign that promotes police-community partnerships. The night out included a cookout, games, entertainment, bouncy house, a visit from the Environmental Protection Agency, and a fly over from the Massachusetts State Police Air Wing Unit.



*APD staff enjoys National Night Out festivities.*

## National Pride Month – Rainbow Crosswalk Painting

In June APD celebrates Pride Month. Officers attended the 2022 Arlington LGBTQIA+ Pride festival and oversaw the painting of the rainbow crosswalks throughout town.



*Captain Brendan Kiernan, Captain Sean Kiernan and Chief Flaherty at the Pride Festival.*

## National Coffee with a Cop Day

The Annual National Coffee with a Cop Day event was held in October. Residents were asked to join APD for coffee and conversation at the Kickstand Café, located in Arlington Center. Coffee with a Cop is an initiative implemented throughout cities and towns nationwide, that is designed to provide a welcoming environment for residents to get to know their police officers face-to-face and talk about what's going on in their community.



*APD staff meets with Rotary Club President Paul Buckley during Coffee with a Cop.*

## Veterans Breakfast at the Brightview

APD staff often attend the monthly Veterans Breakfast, held at Brightview senior living facility. It is a wonderful opportunity for officers to engage in conversations with those who have proudly served our country.



*APD Officers Zona and Hickey meets with Veterans at the Brightview.*

## 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 services. Attendance at this group has created invaluable relationships

# COMMUNITY SAFETY

with shelter staff, resources, and agencies throughout the area.

During the year APD continued their partnership with the Health and Human Services Department 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.

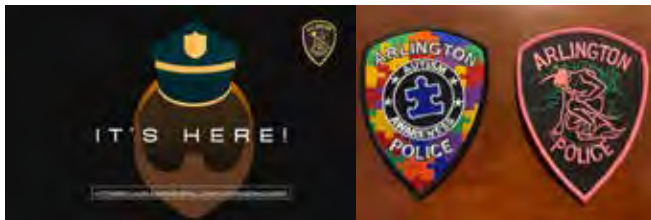
In February 2022 the HOT team collaborated with students at Arlington Catholic High School to assemble and distribute donated back packs containing cold weather gear and supplies to the homeless population throughout MDOT communities.



*Backpacks donated to the Homeless Community.*

## Community Support Initiatives

Officers participated in a number of initiatives in 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 awareness, and the Autism Awareness Patch Initiative for Autism awareness.



*No Shave November and APD Patches 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 Arlington. Officer White is certified as a School Resource Officer in the Commonwealth of MA through the Municipal Police Training Committee (MPTC). The School Resource Officer position falls under the umbrella of the Patrol Division (Community Services Division).

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 2022 Officer White attended many student-involved extracurricular activities including the prom, graduation, athletic events, and Community Education Summer Sports Camps to name just a few. He is the advisor for the AHS club Creating Connections and Change in the APD and collaborates with Community Education in co-hosting numerous free Bicycle Safety Events for Arlington youth.



*SRO White Reads a Story to a Pierce School Kindergarten Class.*

## APD Canine Program

In 2022 K9 Officer Hogan continued serving the community with partner K9 Eiko. In addition, they assisted multiple neighboring communities to include Somerville, Belmont, Cambridge, Watertown, and Lexington to name just a few.

There were numerous highlights of the APD Canine Program this year. In January K9 Eiko assisted with the apprehension of two felony B&E suspects by tracking, and supporting with the arrest. This incident placed Eiko at risk, as the suspects fell through the ice of the Mystic River during their attempted escape. Several days later Officer Hogan and Eiko assisted with an open water ice rescue of a victim who fell into the frigid waters of Spy Pond. Through their efforts both incidents ended with positive outcomes.

In August 2022 K9 Eiko was recognized by the Boston Red Sox as Service Dog of the Month. The ceremony was at Fenway Park during a Red Sox Game with Eiko proudly standing at home plate.

One of the most rewarding aspects of the K9 Program is meeting with students and residents. During



# COMMUNITY SAFETY

the past year the K9 unit provided over thirty K9 demonstrations. These interactions provide a memorable learning experience and form lasting relationships for all involved.

The APD Canine Program will continue its dedication to the Town of Arlington and the residents it has served for the past 16 years.



*K9 Officer Hogan and Eiko at Fenway Park.*

## Animal Control Program

The APD Animal Control Program is responsible for enforcing Town Bylaws and Massachusetts General Laws relative to the control and care of animals. Additionally, the Animal Control Officer (ACO) investigates reports of animal cruelty, provides conflict resolution pertaining to animal complaints, investigates animal bites, lost and found pets, facilitates quarantines (animals that have been bitten or have been bitten by an unknown source), and provides education assistance for domestic and wild animals to schools and residents within the community.

Each year the Animal Control Program responds to hundreds of calls for service, monitors licensing and vaccination records of pet owners in the community, assists with injured animals, and conducts inspections for residents permitted to have dog kennels and chicken coops. On occasion when needed, the ACO may be called to help neighboring communities with animal related emergencies.

The APD Animal Control Program prides itself by assisting residents via numerous in person or web-based community meetings. In addition, we work with local community media outlets and our own social media platforms to create public service announcements regarding domestic pets and wildlife. These connections contribute to overall community awareness and citizen education related to domestic and wild animals.

## Grant Funding

Since 2010, in partnership with the Edinburg Center, the APD Jail Diversion Program (JDP) has worked under a grant awarded from the Massachusetts Department of Mental Health (DMH). 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 fifty (i.e. co-response, outreach and follow-up) per month in 2022. 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 70% of the time (meaning instead of arrest or hospitalization).

In addition to immediate intervention, the clinician provides follow-up contact with individuals in an effort to focus on prevention and reduce future repeat calls to the same location. Follow up and outreach work also encompasses working with families, community treatment providers, hospitals, schools, DCF/DMH, Advocates Psychiatric Emergency Services, Minute-man Senior Services, and other essential persons and agencies involved in a person's care. We continue 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.

The Arlington Human Services Network started in the spring of 2019. This town-wide partnership brings together various agencies and stakeholders including the Board of Health, Housing Authority, Police, Fire, Council on Aging, Food Pantry, Arlington Youth Counseling Center, and Arlington Public Libraries. The goal was 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 2022 APD continued its work operating the Arlington Opiate Overdose Outreach Initiative

# COMMUNITY SAFETY

(AOOI). AOOI aims to reduce the stigmatization surrounding those who suffer from Substance Use Disorders (SUD), through follow up after an overdose has occurred, while offering these individuals and their loved ones support, access to resources, and community education to spread awareness and understanding. In 2022 the APD did follow ups with OD victims, provided resources and Narcan. In November the APD also sponsored another well attended Narcan Night.

In 2018 the APD was honored by becoming a Law Enforcement Mental Health Learning Site, one of a select few nationwide departments supported by the United States Justice Department's Bureau of Justice. In 2022 the APD provided numerous agencies with our blueprint on how to offer a successful Jail Diversion Program using the co-response model.

In September of 2021, and in partnership with the Edinburg Center, Christina Valeri was hired as the new APD Clinician. Christina has worked diligently to acclimate herself with the Department's mission of assisting those in the community with mental health and addiction issues. In 2022, when, our co-response calls for service increased, Christina's efforts certainly made a difference.

## Support Services

The APD licensing office processed one Hackney License, 229 Firearms Licenses and 8 Solicitor Licenses in 2022. Through the Department's growing social media sites, such as Twitter, Nextdoor, and Facebook, APD was able to keep its commitment of transparency by keeping the community well informed through constant information sharing.

In 2022 the Training Division continued with the online training model for in-service training adopted during the pandemic, which restricted in person trainings. In-service training was completed online through the Municipal Police Training Committee (MPTC). Firearms training was held at the Riverside Gun Club in Hudson. Officers also attended these trainings throughout the year: Implicit Bias training, SRO Training, ABLE Training (Active Bystandership for Law Enforcement), Shades of Brown and Blue, and Police Reform Law training, Firearms Licensing Legal Updates, Public Records Law Training, and DEI Training (Diversity Equity and Inclusion). The Training Division also sent six new officers to the Police Academy in 2022 and oversaw their field training when they returned from the Basic Recruit Academy.

The Support Services Division also began transitioning the marked patrol fleet to hybrid vehicles in 2022.

## Traffic Unit

During 2022 APD responded to over 561 motor vehicle crashes. Statistically, this represented a 36% in-



Six new officers with Chief Flaherty and Captain Sean Kiernan.

crease from the previous calendar year. While this may seem like a large increase, higher numbers were expected as traffic levels started to return to pre-pandemic levels after the lifting of many restrictions that were still in place for the first half of 2022 and still represented a 25% decrease in comparison to the last year that there were no restrictions (2019). We also had 5 fewer pedestrian crashes during 2022 than the previous year (a second year with a 45% decrease in those types of crashes).

Throughout the year Traffic Unit staff-members continued to serve on several boards and committees in Town including the Parking Advisory Committee and the Transportation Advisory Committee (TAC). The Traffic 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, traffic control plans for major events including multiple 5K road races, and the issuance of special one-day alcohol licenses. The Traffic Unit also assisted the Parking Clerk/Treasurer's Office with minor parking meter maintenance, parking related complaints that were received by their office, and finding a new contractor and purchasing new single-space meters to replace the many failing and soon to be outdated existing ones.

The Unit continued to coordinate with two outside contractors to ensure that we could continue to provide the town with efficient parking enforcement operations. The first, PayByPhone, is used as a mobile based contactless payment option for metered parking in Arlington Center. Having back-end access to their database has assisted The Traffic Unit with investigating complaints of tickets received while utilizing their software. Having a relationship with PayByPhone also allowed The Traffic Unit to make sure that any temporary special regulations affecting metered parking were reflected in their app. The Traffic Unit also renewed their longstanding contract with Cardinal Tracking, which provides the Department with its parking enforcement software as well as the necessary paper supplies for electronic ticketing.

Working in conjunction with the Arlington Engineering Department and Public Works, APD Traffic Unit continued to monitor/recommend traffic-safety related upgrades to the Town's infrastructure. Traffic Unit per-

# COMMUNITY SAFETY

---

sonnel attended multiple meetings, conducted traffic counts in various locations in Town and provided valuable feedback to other governmental entities and neighborhood groups. The Traffic Unit also provided planning and direction to ensure the supervision of safe, efficient traffic flows and pedestrian safety for major public works and public utility infrastructure projects on several major roadways such as Pleasant Street, Broadway, Mass Ave, and Mill Street.

The Traffic Unit worked together with the Planning and Community Development Department on various projects involving traffic safety to include the implementation of a new drop-off/pick-up program at the Dallin Elementary School.

The Traffic Unit administered the EOPPS/MASSDOT Highway Safety Traffic Enforcement Grant Program providing education and enforcement opportunities at major intersections throughout Town. These enforcement and education mobilizations concentrated on Impaired Driving, Occupant Safety, Speeding, and Pedestrian/Bicyclist Safety. They also were able to perform a Community Traffic Safety Grant that was postponed in 2020 due to the pandemic. This grant allowed the Traffic Unit to take 27 residents picked at random to attend the In Control Family Foundation Crash Prevention 101 driving course. Over three sessions, groups of residents ranging in age from 16 to their late 70's went together as a group to a hands-on crash avoidance course that also emphasized the importance of wearing a seat belt to help maintain control of your vehicle during emergency driving situations.

The Traffic Unit continued its partnership with AAA on traffic safety initiatives in the Northeast Region. At their request Officer Rateau was again asked to participate in several online press conferences, giving testimony and fielding questions related to various traffic safety matters. He also went to Maine to attend a two-day transportation safety conference sponsored by AAA.

The Traffic Unit coordinated with the Patrol Division to continue monitoring the MBTA BRT Project in East Arlington for compliance and took the initiative to request that the Select Board restrict left turns from Mass Ave at Appleton St/Appleton PL during evening hours when solar glare was at its highest in order to mitigate any further motor vehicle/bicycle crashes.

The Traffic, Details, and Licensing Unit continued to supervise the three parking control officers, who combined issued in excess of 11,000 citations for over \$214,000 in parking violations. The previous all-electric Smart car shared by the parking officers was traded in after 6 years of service for an all-electric Chevy Bolt that has an increased range and can also be serviced here in town if necessary.

As the 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 refresher training for existent Traffic Supervisors as well as training several new replacements and substitutes for retiring ones. The Traffic Unit continues to monitor and facilitate safe school crossings, drop-offs, and pick-ups.

## **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 810 reports generated by officers. In addition, detectives have followed up on 150 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 in order for them 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 mission of the Violent Crimes Against Children program is threefold: first, to decrease the vulnerability of children to sexual exploitation; second, to develop a nationwide capacity to provide a rapid, effective, and measured



# COMMUNITY SAFETY

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 2022 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.

<b>Records Processed</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
Calls	29,880	27,649	21,850	24,579	27,947
Arrests	118	88	58	61	93
Citations	2,011	1,552	523	720	1,326
Parking	17,599	16,329	5,510	13,371	15,088
Accidents	660	433	364	412	561
Hackney	10	7	2	1	1

## **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**

Chief Flaherty recognized the actions of the following Officers for outstanding service in the course of duty during 2022: Officer Thomas Guanci (Meritorious Service Ribbon), Officer Scott Urquhart (Meritorious Service Ribbon), Officer Michael Hogan (Lifesaving Ribbon), Sergeant Brian Fennelly (Certificate of Commendation), Sergeant Stephen Porciello (Certificate of Commendation), Officer Michael Foley (Certificate of Commendation), Officer Thomas Kelly (Certificate of Commendation), Officer Shailesh Shah (Letter of Commendation), Officer Joseph Fiminani (Letter of Commendation).

## **Appointments/Promotions/Retirements**

Michael Flynn was promoted to the rank of Lieutenant in 2022. Officer Dennis Mahoney retired in 2022. Officers Shannon Hickey, Rachel Venuti, Brian Kolsowsky, Joseph Fimiani, Shailesh Shah, and Joseph Hachey-Maglioizzi were all pointed to the position of police officer.



# COMMUNITY SAFETY



## ARLINGTON FIRE

### Mission Statement

The Arlington Fire Department (AFD) will strive for excellence in the performance of duty and service to the community and the customers it serves. The Department is committed to find better ways to protect the lives and property of its citizens from the ravages of fire and other disasters and to contribute to the physical wellness of the community through emergency medical service.

### Ethics and Values

Knowing that firefighters are held to a higher standard of conduct, the firefighters of the AFD will make every effort to uphold those standards that are entrusted to us and to take an active role in maintaining a professional image of the Fire Service through promptness, efficiency, and dedication to duty.

### Communicating with the Public

The Department will serve the public with courtesy and respect, providing assistance wherever professional skills and talents are needed and be ever vigilant in promoting awareness of fire hazards and in educating citizens of all ages.

### Fire Department Role

The AFD continues its evolution from a strictly fire prevention and suppression organization to incorporate all hazards mitigation into its service to the community. A significant portion of time and training is spent on preparation for disasters, both man-made and natural.

The Fire Department also provides pre-hospital emergency medical services (EMS), building inspections on a regular basis for code enforcement and familiarization, public education projects, training, and performs a number of related tasks including annual hose testing and hydrant inspections.

Maintaining Emergency Medical Technician status for the majority of the Department is the responsibility of the EMS Officer. New equipment and techniques are consistently introduced requiring hours of additional training. The Operations Division provides these services to AFD personnel in house, minimizing the expense to the Arlington taxpayers.

During 2022 the AFD responded to 5,690 calls for assistance. Reported dollar loss for 2022 totaled \$4,819,845. This includes structure fires, motor vehicle accidents, water hazard incidents, and hazardous condition incidents. Of these 5,690 calls 3,847 were for medical emergencies which was consistent with 2021 and 68% of all Fire Department responses. Medical emergencies include emergency medical responses and emergency medical assists.

Responses Fire Call Type	2019	2020	2021	2022
Fire	118	93	79	88
Carbon Monoxide Activations	87	99	105	95
Water Hazards	50	33	57	121
Mutual Aid	24	42	41	41
Lock Out/In	46	41	49	59
Electrical Hazards/ Down Lines	313	264	265	223
Motor Vehicle Accidents	146	107	141	159
Smoke Scares	40	28	49	51
Natural Gas Emergencies	102	73	98	83
Flammable Liquid Hazards	21	19	14	15
Hazardous Conditions	74	31	12	13
Other	145	79	59	37
Emergency Medicals	2,900	2,703	3,016	3,847
Medical Assists	283	223	283	314
Alarms Sounding	697	675	873	946
<b>Total Calls for Assistance</b>	<b>5,046</b>	<b>4,510</b>	<b>5,141</b>	<b>5,690</b>

### 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 1,064 permits in the year 2022 totaling \$62,455. Certifi-

# COMMUNITY SAFETY

ates of Compliance for Smoke Detectors and Carbon Monoxide Alarms accounted for 772 permits and 73% of all permits issued. 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			
2019	2020	2021	2022
874	879	971	1064
\$44,155	\$47,895	\$57,435	\$62,455

The Fire Investigation Unit (FIU) responds to all fires within the Town and is responsible for determining their cause and origin. A thorough investigation of the cause, origin, and circumstances of how a fire occurred will often prevent similar incidents from happening again.

The experience, knowledge, and continuous training of the members of the FIU, working in conjunction with the State Fire Marshal's Office and the Attorney General's Office allows for numerous resources to successfully investigate and prosecute all fire related crimes. The FIU consist of Team Coordinator Deputy Chief Ryan Melly and a staff of three.

The FIU was activated 88 times this past year to investigate various incidents including, structure fires, vehicle fires, dumpster fires, and grass fires.

FIU Fire Investigation Type	2022
Structures	22
Cooking	19
Motor Vehicle	9
Outside	33
Other	5



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 "Fire won't wait, Plan your escape!" 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. In the fall of 2022 AFD was finally able to go to the

schools after a few year hiatus due to the pandemic. AFD was also able to update some of its supplies and materials as well as host the annual Fire Open House at AFD Headquarters. The SAFE Program also continued to roll out Senior Safe targeting the elderly. AFD made a strong push to update all of the vial of life information at our elderly housing units at the end of 2022. The Department was able to purchase new Vial of Life magnets as well as other safety materials 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 in order to mitigate daily hazards in town. Firefighters are constantly evaluated and tested by the division to ensure proficiency in skills and retention of knowledge. This training includes inspections, classroom sessions, practical applications and actual calls for service.

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 2022 AFD members received training in such areas as firefighter survival, foam operations, communications, boat drills/ ice rescue, Rapid Intervention Team tactics, and the National Registry of EMTs National Continued Competency Program. Members also started to train on our new record management system and preplanning software. Mobile data terminals were

# COMMUNITY SAFETY

also installed on all apparatus to assist members with response, pre-planning, inspections, and other daily tasks.

The Department also ran two in-house training sessions for 8 new probationary firefighters who were hired this year; this was to ensure success at the fire academy. Two groups of 4 attended the Massachusetts Fire Academy in Stow for 10 weeks and became nationally certified firefighters. They have now all started their probationary year and continue to do on the job training.

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

EMS Staff	2019	2020	2021	2022
<b>EMTs</b>	75	76	71	78
<b>First Responders</b>	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 2022 the Department responded to 3,847 medical emergencies. Of those emergencies, 456 were for advanced life support and 1,779 for basic life support and were trans-

ported to the appropriate facility by the Town operated ambulance, Rescue 1. There were 620 medical emergencies where Rescue 1 was at another emergency medical call and another agency assisted with patient care and transport. 713 medical emergency responses occurred where no transport to a hospital was needed based on a variety of circumstances.

A second Rescue was staffed starting in November 2021 five days a week to alleviate critical staffing shortages in the EMS field until May 2022. In May 2022 Armstrong ambulance was able to dedicate an ambulance as the primary ALS unit and a backup ambulance for the town. 8 new firefighters graduated the academy the Mass Fire Academy in spring of 2022, 4 were already EMT's when hired and the other 4 completed EMT school and are certified EMTs, all 8 firefighters have been trained and are now assigned to Rescue 1.

Ambulance Response	2019	2020	2021	2022
Advance Life	617	449	388	456
Basic Life	1144	1172	1427	1779
Patient refused transport/ NO EMS	449	622	662	713
Transports Missed Because R1 was on Other Call/ training	512	520	570	620
Total Medical Emergencies	2832	2243	3047	2958

## 2022 Highlights

- Member of the Core Racial Equity Team
- Member of the Homelessness Task Force and its Impact Team
- Member of the Human Services Network
- Member of the Development Review Team – Planning Department
- Member of the Permit Digitization Project Team
- Member of DEI's Planning Management Team
- Participated in the Strategy Matters five-part series on diversity, equity, and inclusion.
- Recipient of a \$25,000 Fire Safety and Equipment Grant
- Recipient of a \$15,500 Emergency Management Planning Grant
- Recipient of a \$9,000 Student Awareness and Fire Education Grant
- Completed the hiring process and training of 8 new Firefighters which included completion of the Mass Fire Academy and obtaining EMT certifications.



# COMMUNITY SAFETY

---

- Designed and purchased new frontline Engine to replace 25yo+ Pierce Engine.
- Purchased new ZETRON notification system to enhance communication between fire dispatch and all 3 fire stations.
- Purchased First Due's Records Management System and began the implementation process.
- Purchased new AED for Command staff vehicle through a state grant.
- Continued to service AEDs at Town buildings and at Arlington 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.
- Integral role in design and development of fire protection systems for the high school and public works facility 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.

## **Retirements/Promotions/Appointments**

- Firefighter Andrew Cunningham appointed February 27, 2022.
- Firefighter Conor Duggan appointed February 27, 2022.
- Firefighter Paul Houser Jr. appointed February 27, 2022.
- Firefighter Damian Murray appointed February 27, 2022.
- Firefighter Justin Brown appointed April 3, 2022.
- Firefighter Daniel Jefferson appointed April 3, 2022.
- Firefighter Stephen Leveroni appointed April 3, 2022.
- Firefighter Matthew Shea appointed April 3, 2022.

## **2023 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 Rescue to replace 6yo+ Horton ambulance.
- 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/transition from our legacy Records Management System to First Due's cloud based electronic records and reporting system.
- Complete 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 AFD members.
- Purchase additional LUCAS chest compression system.
- Complete Nero's Law training – 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 High School and DPW.
- 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.
- Continue to identify opportunities for the improvement and streamlining of AFD processes.

# COMMUNITY SAFETY

- 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.

- bor 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.

## 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.

### Calendar Year 2022 Accomplishments

- Issuance of building permit for 1165R Massachusetts Avenue, a residential development that will provide 124 residential units, including 31 units of affordable housing for the community.
- Issued permits for 15 new single-family and 5 new two-family home permits and 4 mixed use residential units.
- Issued and inspected 160 solar panel installations.
- Performed annual inspections of 36 beer and wine licenses.
- Performed annual inspections of 29 daycare facilities.
- Worked with Information Technology Department toward obtaining an online permitting system.
- Created the ability to request building inspections online.
- Continued enforcement of the Good Neighbor

### Calendar Year 2023 Goals

- Launch online permitting system.
- Inform builders and residents of the updates to the Stretch Energy Code and the upcoming 10<sup>th</sup> Edition of the Massachusetts State Building Code.
- Continue to administer the Vacant Storefront Registry Program with the DPCD
- Inform builders and residents of bylaw amendments recently approved by the Attorney General, such as amendments to the Tree Bylaw and increased floor area ratio for mixed-use buildings.

Performance / Workload Indicators	2020 Actual	2021 Actual	2022 Actual	2023 Estimated
<b>Inspectional Services Permits Issued</b>				
Building	2,457	2,813	3,180	2,800
Residential projects exceeding \$200,000 building cost	49	89	114	85
Plumbing	817	787	926	750
Gas	662	625	629	620
Wiring	1,093	1,117	1,352	1,100
Electric Vehicle Chargers	23	27	44	30
Energy Storage Systems	2	10	15	8
Revenues	\$1,734,609	\$2,217,813	\$3,031,038	\$2,000,000