



## ARLINGTON POLICE

### Department Overview

The Arlington Police Department operates under a community policing philosophy that encourages citizen interaction and partnerships 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 techniques and approaches to improve effective and productive two-way communication with 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,

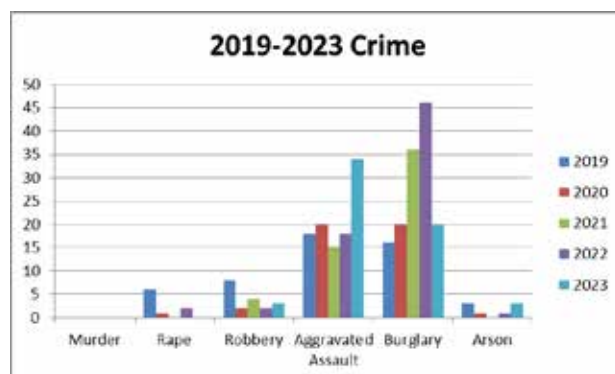
police prosecutions at district and juvenile court, drug task forces, family services, and code enforcement. The Professional Standards/Accreditation Office is tasked with developing policies and procedures, working to maintain State Accreditation, investigating citizen complaints, and proactively addressing issues of professional standards and accountability within the Department. Additionally, with the creation of POST through police reform legislation in 2021, this division is also responsible for maintaining compliance with all POST Standards.

The Support Services Division is responsible for providing logistical support to all work units in the Department as well as overseeing the administrative functions. The Division is responsible for the Traffic Unit, training, new officer recruitment and hiring, information systems management, firearm/hackney licensing, police scheduling, departmental fleet, building maintenance, and issuance of departmental records. The Division oversees compliance of individual officers training and certification standards to meet POST requirements.

### Crime

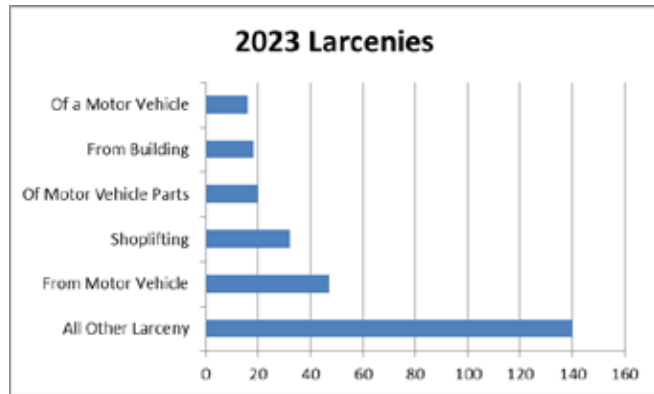
The Department collects incident information using a system called the National Incident-Based Reporting System or NIBRS. NIBRS is an improvement on the summary-based system known as the Uniform Crime Reporting Program, or UCR. Since 1930 the FBI has administered the UCR Program using statistics supplied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

The following is a summary of Part I Crimes in Arlington in 2023. 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 2023 there were a total of 333 Part I Crimes reported in Arlington, as compared to 383 Part I Crimes reported in 2022.



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In 2023 there were no murders in Arlington. Arlington had no rapes reported, a decrease of two from last year. There were three robberies committed, an increase of one incident from 2022. Of the three robberies committed, suspects were armed in two incidents. Arlington experienced thirty-four aggravated assaults; twenty-seven incidents involved a weapon and thirteen involved domestic violence. Of the incidents involving weapons, sixteen involved blunt objects, six involved a shod foot, and four involved a knife or cutting instrument. Arlington had twenty reported burglaries in 2023, twenty-six incidents less than last year. There were sixteen motor vehicles stolen, up one incident from 2022. Three arsons were reported this year. In 2023, there were 257 reported larcenies, which is a decrease of forty-two incidents from 2022.



## Calls for Service

The Police Department logged 28,217 calls for service. Officers filed 2,969 incident reports as compared to 3,098 in 2022. In 2023, eighty-nine people were arrested, a decrease of four. Forty 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 2023, 1,384 motor vehicle citations and 14,958 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	2023
Emergency Calls	27,649	21,850	24,579	27,947	28,217
Police Reports	2,827	2,718	2,439	3,098	2,969
Arrests	88	58	61	93	89
Protective Custody	9	17	24	44	40
Summons	80	50	41	65	55
Motor Vehicle Citations	1,552	524	720	1,326	1,384

## Community Services

### Patrol

The Community Services (Patrol) Division responded to 28,217 calls for service during 2023. The majority of calls involve services other than responding to crimes. For instance, the Department responded to a total of 708 alarms (residential, business, bank and municipal), 623 disturbance calls, 400 reports of suspicious activity, 158 traffic complaints and 90 animal complaint calls. The Community Service Division also investigated 46 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.

## 2023 Community Policing Events

### National Night Out

In collaboration with the Arlington Housing Authority and other Town departments, the National Night Out event was held on August 1<sup>st</sup>, 2023. The event was specifically held for Family and Friends of Menotomy Manor. National 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 flyover from the Massachusetts State Police Air Wing Unit.

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*APD staff enjoys National Night Out Festivities)*

## **National Pride Month – Rainbow Crosswalk Painting**

In June, APD celebrates Pride Month. Officers attended the 2023 Arlington LGBTQIA+ Pride Festival and oversaw the painting of the rainbow crosswalks throughout town.



*Captain Sean Kiernan, Captain Richard Flynn, and Captain Brendan Kiernan at the Pride Festival.*



*Chief Flaherty at Rainbow Sidewalk Painting.*

## **National Coffee with a Cop Day**

The Annual National Coffee with a Cop day event was held on Wednesday, October 4th, 2023. Residents were asked to join APD for coffee and conversation on the grounds of the Cyrus Dallin Art Museum at Massachusetts Avenue and Mystic Street. 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 meets citizens during National Coffee with a Cop.*

## **National Faith and Blue Weekend**

In October of 2023 members of the APD partnered with the Saint Agnes Parish Community and Arlington Eats to collect donated food to assist those struggling with food insecurity. Faith and Blue events help facilitate stronger communities by engaging law enforcement officers and local residents through the connections of faith-based organizations.



*APD Staff Participate at National Faith and Blue event.*

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## Homeless Outreach

The APD Homeless Outreach Team (HOT) has been in operations since 2018. This team includes a patrol officer, the Jail Diversion Program (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 team members return to their respective communities and conduct outreach – locating homeless people, building relationships, and offering services. Attendance at this group has created invaluable connection with hospitals, shelter staff, non-profit organizations, and agencies throughout the area. Additionally, the Arlington Police Department's staff and mental health clinician partner with the City of Cambridge to help support those affected by housing challenges who border each community.

Throughout 2023, APD has furthered their partnership with the Health and Human Services Department (HHS). Together, APD and HHS continue to offer services to not only the chronically unsheltered population but housing stability resources for our residents in need. The HOT team continued collaborative efforts with the Arlington Housing Authority and Housing Corporation of Arlington as the affordable housing needs continue to affect cities and towns across Massachusetts.



Homeless Outreach Team Members (left) and APD Community Outreach Efforts with the Arlington Housing Authority (right).

## Child Safety Seat Inspections

The Arlington Police Department offers monthly child safety seat inspections. Three Officers are currently certified as National Child Passenger Safety Technicians. These officers will inspect and teach the proper installation of car seats to any Arlington resident. Car seat inspections are generally conducted every first Saturday of the month from 9:00 a.m. - 1:00 p.m. Inspections are held at the Arlington Police Department, 112 Mystic Street. Information regarding the scheduling

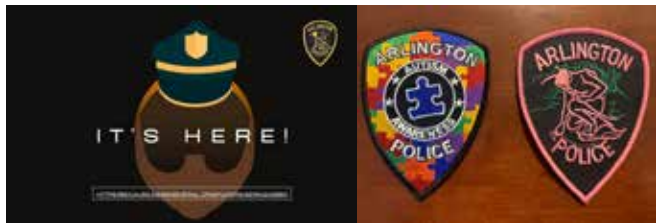
of a car seat inspection can be found at [arlingtonma.gov/police](http://arlingtonma.gov/police).



Car Seat Inspections with Officer Curran.

## Community Support Initiatives

Once again the APD 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 the Arlington Community. 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. Officer White also spends time in classrooms, reading to elementary students and instructing Law and Health/Wellness courses at Arlington High School.

In 2023 Officer White attended many student-involved extracurricular activities including the prom, graduation, athletic events, and the Middlesex Sheriffs Youth Public Safety Academy just to name a few. He collaborates with Arlington Community Education in co-hosting numerous events including Bicycle Safety

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Officer White visiting Pierce School students having a bake/lemonade stand.



APD Officers taking part at the Arlington Metropolitan Council For Education Opportunity Students Field Day).

Events and RADKIDS self-defense courses.

## APD Canine Program

In 2023 K9 Officer Hogan continued serving the community with partner K9 Eiko. During this time, they assisted multiple neighboring communities to include Somerville, Belmont, Cambridge, Watertown, and Lexington to name just a few.

One of the most rewarding aspects of the K9 Program is meeting with students and residents. During the past year the K9 unit provided over 50 K9 demonstrations and tours of Arlington Police Station. These interactions provide a memorable learning experience and form lasting relationships for all involved. K9 Eiko was part of the annual Town Day festivities and did numerous demos showing Eiko's talents which was attended by hundreds of town residents. K9 Eiko attended Fishin' with a Mission for autism at the Mystic Wellington Yacht Club and was the highlight of the day with his demonstration.

K9 Eiko assisted Watertown Police Department with a search and located a violent felony suspect who was hiding inside a residence this past year and assisted numerous other police departments with searches.

The APD Canine Program will continue its dedication to the Town of Arlington and the residents it has served for the past 17 years and will continue to train



K9 Officer Hogan and Eiko.

and provide this valuable asset for patrol and narcotics.

## Animal Control Program

APD's 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 bitten or have been bitten by another domestic animal or wildlife), and provides education assistance for domestic and wild animals to schools and residents within the community.

In March 2023 Courtney Wilson joined the Town of Arlington as the Animal Control Officer. Since then Animal Control has received 768 calls for service involving dog bites, lost or found pets, barking dogs, injured or sick wildlife, chicken coop inspections, and other various animal complaints. ACO Wilson also worked in partnership with the Environmental Police Department on numerous wildlife calls in town including a bear sighting in June and also the use of illegal leg hold traps on foxes in September. Animal Control Officer Wilson also attended different community events including National Night Out and Coffee with a Cop. ACO Wilson also presented safe pet introductions and what being an Animal Control Officer entails to campers at the Town's Health, Recreation, and Community Safety Camp. The Animal Control Program also monitors dog licensing and vaccination records of pet owners in the community.

APD's Animal Control Program prides itself by assisting residents via numerous in-person or web-based community meetings. In addition, the ACO works 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.



Animal Control Officer Courtney Wilson assisting an injured fox.

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## Grant Funding

### *Mental Health - Jail Diversion Program*

Since 2010, in partnership with the Edinburg Center, APD's 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) averaged fifty co-response calls for service, outreach, and follow-up visits per month in 2023. 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 (providing mental health services 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 encompasses partnering with families, community treatment providers, hospitals, schools, DCF/DMH, Advocates Psychiatric Emergency Services, Minuteman Senior Services, and other essential persons and agencies involved in a person's care. We 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.

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 2023, mental health co-response calls for service continued to rise. In response, and in an effort to provide added clinical coverage on weekends and evenings, the APD once again partnered with the Edinburg Center, and hired a second clinician, Amber McMahon.



*Clinician Christina Valeri Reading to Children at the Saint Agnes Elementary School.*

## Human Services Network

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, Arlington Housing Authority, Arlington Housing Corporation, Police, Fire, Council on Aging, Minuteman Senior Services, Arlington 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.

The focus is identifying at-risk individuals in the community and 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 police contact for citizens with mental health problems.

### *Opiate Overdose Outreach Program*

Throughout 2023 APD continued its work operating the Arlington Opiate Overdose Outreach Initiative (AOOI). AOOI aims to reduce the stigmatization surrounding those who suffer from Substance Use Disorders (SUD), through follow up after an overdose has occurred, while offering these individuals and their loved ones support, access to resources, and community education to spread awareness and understanding. In 2023 APD did follow ups with OD victims, provided resources, and Narcan. APD now collaborates with two additional means of support through the Board of Health for this initiative, Thomas Caccavaro (Recovery Coach) and Anna Martin (Prevention Service Manager).

In 2018 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 2023 APD provided numerous agencies with our blueprint on how to offer a successful Jail Diversion Program using

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the co-response model. Additionally, APD was invited to a National Conference held in Denver, CO, to continue to educate other police departments on the co-response model within the jail diversion program.

## Support Services

APD's licensing office processed 205 Firearms Licenses and 16 Solicitor Licenses in 2023. Through the Department's growing social media sites, such as Twitter, Nextdoor, and Facebook, the Department was able to keep its commitment of transparency by keeping the community well informed through constant information sharing.

In 2023 the Training Division transitioned back to in-person in-service training. In-service training was completed through the Municipal Police Training Committee (MPTC) at their Lynnfield location. Firearms training was held at the Riverside Gun Club in Hudson. Officers also attended these trainings throughout the year: SRO Training, FTO Training, Active Shooter Training with the FBI, Shades of Brown and Blue, and Police Reform Law training, Firearms Licensing Legal Updates, and Public Records Law Training. The Training Division also sent four new officers to the Police Academy in 2023 and will oversee their field training when they return from the Basic Recruit Academy.

The Support Services Division also continued transitioning the marked patrol fleet to hybrid vehicles in 2023.

## Traffic Unit

During 2023 APD responded to over 669 motor vehicle crashes. Statistically, this represented an overall 17.5% increase from the previous calendar year. APD responded to 6 pedestrian crashes, which is the same number as the previous year.

Throughout the year, members of the Traffic Unit continued to serve on several Town boards and committees. This included the Parking Advisory Committee (PAC), Transportation Advisory and Committee (TAC). The Unit regularly assisted the Select Board with matters regarding overnight parking permit requests and traffic control plans for major events such as Town Day and various road races. The Unit also started meeting bi-weekly with personnel from the Town Manager's Office, Engineering/Public Works Department, and the Department of Planning and Community Development (DPCD) to address traffic safety matters not referred to TAC that included (but was not limited to) traffic complaints and signage requests. The Traffic Unit also assisted the Parking Clerk/Treasurer's Office with coordinating the upgrade and replacement of all the single space parking meters in the Arlington Center Business District. The Traffic Unit continued to work as a liaison with Cardinal Tracking and PayByPhone to maintain our parking enforcement and electronic parking ticket software. These

two systems combine to provide an efficient ticketing system for the parking enforcement officers while also ensuring a successful integration into the Town's mobile payment option for metered parking.

Working in conjunction with the Engineering, Public Works, and the DPCD, the Traffic Unit continued to monitor/recommend upgrades to the Town's traffic signals and provide feedback on proposed modifications to various intersections. This included adjusting the signal timing at the intersection of Lake St and Brooks Ave, the redesigns of both the Chestnut St and Warren Street corridors, and new signage at the Park Avenue/Paul Revere/Wollaston intersection. Traffic Unit personnel also conducted multiple traffic counts at various locations in Town and provided valuable speed, volume, and vehicle classification feedback to other governmental entities and neighborhood groups. This data was vital in planning future traffic safety initiatives, determining whether speed related complaints were actual or perceived, and directing all sworn personnel as to the best times for enforcement in the studied locations. Traffic Unit personnel also provided work zone planning, direction, and police safety detail prioritization to ensure that vehicular, pedestrian, and bicycle traffic all flowed safely through major public works and public utility infrastructure projects. These projects included the aforementioned MassDOT improvements to Chestnut Street, modifications to Medford Street, several National Grid projects, a major MWRA project, and various major DPW-contracted projects. The Traffic Unit also assisted with various construction projects, signage, and school zone amendments initiated via the MassDOT's Safe Routes to School program.

The Traffic Unit applied for and received funding under the EOPPS/MASSDOT Municipal Road Safety (MRS) Grant Program. This funding will allow the Department to perform extra enforcement and education mobilizations concentrated on Impaired Driving, Occupant Safety, Speeding, and Pedestrian/Bicyclist Safety during the 2024 fiscal year. This funding will also allow the Department to purchase new speed radar equipment and send a number of residents to attend the In-Control Crash Prevention 101 training course.

The Traffic Unit continued its partnership with AAA on traffic safety initiatives in the Northeast Region. At their request, Officer Rateau has participated in online panels, giving testimony at the State House, and fielded questions related to various traffic safety matters on a local, state, and regional level.

APD's Traffic Unit monitored the MBTA BRT Project in East Arlington for compliance.

The Traffic Unit continued to supervise the three parking control officers, who combined to issue in excess of 11,300 citations for parking violations. (It should be noted that their numbers may be lower than previous years due to several months of no enforcement in sin-

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gle-space metered locations while awaiting the delivery and installation of the new meters).

The Traffic Unit continued to work with our partners in the School Department with supervising the School Traffic Supervisors. This included training several new replacements and substitutes for retiring Traffic Supervisors. The Traffic Unit continues to monitor and facilitate safe school crossings, drop off, and pick up.

## Criminal Investigation Bureau

The Detective Unit is comprised of a detective lieutenant, and six detectives. Of these six detectives, three are assigned as Task Force Officers. These task forces include the Drug Enforcement Agency, the Federal Bureau of Investigation and the Southern Middlesex County Drug Task Force. Aside from our three task force Detectives, one Detective is assigned to general investigations, 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 well over 700 reports generated by officers. In addition, detectives have followed up on well over 200 reports filed through the department's Online Police Reporting System.

The crime that victimizes more residents than any other, 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 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

National Drug Take Back Day is a free and anonymous event coordinated by the DEA and police departments that takes place twice a year. 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.

Over the course of 2023 well 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.

## 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 well over 200 domestic violence related incidents.

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

## Records

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

Records Processed	2019	2020	2021	2022	2023
Calls	27,649	21,850	24,579	27,947	28,217
Arrests	88	58	61	93	89
Citations	1,552	523	720	1,326	1,384
Parking	16,329	5,510	13,371	15,088	14,958
Accidents	433	364	412	561	669
Hackney	7	2	1	1	0



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## Accreditation/Professional Standards

The Police Accreditation process is an ongoing daily function of the Department. The Arlington Police Department was successfully re-accredited in 2023, after achieving its original accreditation status in 2014. The Department was initially certified as an accredited Law Enforcement Agency by the Massachusetts Police Accreditation Commission in 2008, at which APD 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, APD 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 and Dispatcher for outstanding service in the course of duty during 2023: Sergeant Brian Fennelly (Certificate of Commendation), Officer Michael Foley (Certificate of Commendation), Officer Joseph Canniff (Certificate of Commendation and Letter of Commendation for two separate incidents), Officer Rachel Venuti (Certificate of Commendation), Sergeant Scott Urquhart (Letter of Commendation), Dispatcher Daniel O'Leary (Letter of Commendation).

## Appointments/Promotions/Retirements

In 2023 Scott Urquhart was promoted to the rank of Sergeant. The four newest Officers (Keith Aenas, Ryan Hood, Caitlyn O'Malley and Brett Marifote) all started the Academy in 2023 and will join the department in early 2024.



## ARLINGTON FIRE DEPARTMENT

### Mission Statement

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

wellness of the community through emergency medical service.

### Ethics and Values

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

### Communicating with the Public

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

Responses Fire Call Type	2020	2021	2022	2023
Fire	93	79	88	63
Carbon Monoxide Activations	99	105	95	94
Water Hazards	33	57	121	86
Mutual Aid	42	41	41	42
Lock Out/In	41	49	59	63
Electrical Hazards/ Down Lines	264	265	223	207
Motor Vehicle Accidents	107	141	159	162
Smoke Scares	28	49	51	65
Natural Gas Emergencies	73	98	83	75
Flammable Liquid Hazards	19	14	15	13
Hazardous Conditions	31	12	13	22
Other	79	59	37	175
Emergency Medicals	2,703	3,016	3,847	3,841
Medical Assists	223	283	314	443
Alarms Sounding	675	873	946	981
<b>Total Calls for Assistance</b>	<b>4,510</b>	<b>5,141</b>	<b>5,690</b>	<b>5,793</b>

### 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.

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

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

During 2023 the AFD responded to 5,793 calls for assistance. Reported dollar loss for 2023 totaled \$2,951,620. This includes structure fires, motor vehicle accidents, water hazard incidents, and hazardous condition incidents. Of these 5,793 calls 3,841 were for medical emergencies which were consistent with 2022 and 66% of all Fire Department responses. Medical emergencies include emergency medical responses and emergency medical assists.

## 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 751 permits in the year 2023 totaling \$46,655. Certificates of Compliance for Smoke Detectors and Carbon Monoxide Alarms accounted for 483 permits and 64% 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			
2020	2021	2022	2023
879	971	1,064	751
\$47,895	\$57,435	\$62,455	\$46,655

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

FIU Fire Investigation Type	2023
Structures	44
Cooking	18
Motor Vehicle	3
Outside	12
Other	10



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. We were able to update some of our supplies and materials as well as host our annual Fire Open House at our Headquarters. The SAFE Program also continued to roll out Senior Safe targeting the elderly. We made a strong push to update all of the vial of life information at our elderly housing units at the end of 2023. We were 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.

# COMMUNITY SAFETY

## 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, such as solar panel shut down and safety, and driving simulators. 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 2023 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. The Arlington Fire and Police departments held joint multi-day active shooter training in order to increase preparedness.

## Emergency Medical Services

The Arlington Fire Department staffs a Class 1 Rescue/Ambulance with two EMT-Basics, 24 hours a day, seven days a week. The Department currently has seventy-six EMT's. When staffing allows Rescue 2 is placed in service as a second transporting vehicle.

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. Dan Kerr 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 Ser-

vices (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 Health Department, Council on Aging, and the

EMS Staff	2020	2021	2022	2023
EMTs	76	71	78	76
First Responders	0	0	0	0

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 2023 the Department responded to 3,354 medical emergencies. Of those emergencies, 554 were for advanced life support and 1,731 for basic life support and were transported to the appropriate facility by the Town operated ambulance, Rescue 1. There were 591 medical emergencies where Rescue 1 was at another emergency medical call and another agency assisted with patient care and transport. 1,111 medical emergency responses occurred where no transport to a hospital was needed based on a variety of circumstances.

In May 2022 Armstrong ambulance was able to dedicate an ambulance as the primary ALS unit and a backup ambulance for the town.

Ambulance Response	2020	2021	2022	2023
Advance Life	449	388	456	554
Basic Life	1,172	1,427	1,779	1,731
Patient refused transport/ NO EMS	622	662	713	1,111
Transports Missed Because R1 was on Other Call/ training	520	570	620	591
Total Medical Emergencies	2,243	3,047	2,958	3,354

## 2023 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

# COMMUNITY SAFETY

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- Member of the Permit Digitization Project Team.
- Recipient of a \$25,000 Fire Safety and Equipment Grant.
- Recipient of a \$15,500 Emergency Management Planning Grant.
- Recipient of a \$8,000 Student Awareness and Fire Education Grant.
- Designed and ordered replacement frontline Ambulance.
- Purchase of an additional LUCAS chest compression system.
- Implemented First Due Record Management System's report writing and pre-fire planning / inspections modules.
- Continued support of AED's in Town buildings including 2 new AED's placed at Thorn-dike and Buck field.
- Completed successful recertification of 41 EMTs.
- Certified 3 members as CPR Instructors.
- Completed Nero's Law training – K9 resuscitation.
- Installation of ZETRON notification system in all 3 fire stations.
- 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.
- 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 714 residences to ensure proper smoke/carbon monoxide detector installation.
- Performed Fire and Life safety inspections of high-rise buildings.
- Conducted joint Arlington Police and Fire Department training for Active Shooter/Hostile Event Response (ASHER) using Northeast Homeland Security Regional Advisory Council (NERAC) training aids and support.
- Purchased an electric firefighting chainsaw to reduce fossil fuel powered equipment
- Used grant funding to place in service new Multi gas meters with a docking station in order to assist with OSHA record keeping

compliance

- Used grant funding to place in service new combustible gas meters to assist with detecting and isolating hazardous combustible gas

## Retirements/Promotions/Appointments

- Firefighter Joseph Paragona retired April 15, 2023.
- Firefighter Sean O'Brien resigned August 12, 2023.

## 2024 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 staff vehicle to replace 2014 Ford Interceptor.
- Take delivery of Emergency Managements Air Supply vehicle and Lighting vehicle consolidating into one Air Supply/Lighting/Rehab unit.
- Take delivery of new frontline Ambulance.
- Take delivery of new frontline Engine.
- Oversee Turkey Hill repeater site relocation in collaboration with MWRA.
- Continue implementation/transition from our legacy Records Management System to First Due's cloud based electronic records and reporting system.
- Procure an Electric Vehicle specific fire extinguishing nozzle for combating EV fires.
- Implement Community Connect, a service for residents and business owners to update the department in real time about functional needs, hazards, and other pertinent info for first responders.
- Continue joint Active Shooter/Hostile Event Response (ASHER) training with the Arlington Police Department as well as outside mutual aid fire and police departments, and local ambulance companies.
- Hosting a live fire trailer from the Mass Fire Academy for a week-long training session using a live fire simulator in town for on duty members to attend.
- Recertify both Rescue 1 and Rescue 2's ambulance licenses through the Department of Public Health.
- Complete EMT recertification of department

# COMMUNITY SAFETY

- members.
- Purchase ten sets of Personal Protective Equipment (PPE) as part of the Department's PPE replacement program.
- Continue to oversee Fire and Life Safety planning of the new High School and DPW.
- Ensure compliance with OSHA requirements.
- Continue to identify opportunities for the improvement and streamlining of department processes.
- Continue to look for and promote existing collaborative efforts with other departments such as the CPR training of School and Town employees and supporting Health and Human Service's Homeless Outreach programs.
- Research and secure alternative sources of funding to continue smoke/carbon monoxide detector program for Senior Citizens.

residential units, including 1 unit of affordable housing for the community and commercial space.

- Issued permits for 9 new single-family and 8 new two-family home permits and 2 mixed-use residential units.
- Issued and inspected 189 solar panel installations.
- Completed inspections and issued occupancy certificate for phase two of the new high school
- Performed annual inspections of 36 beer and wine licenses.
- Performed annual inspections of 29 daycare facilities.
- 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.

## 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 2023 Accomplishments

- Launched a new online permitting system, providing a more efficient process for submitting permit applications and easier access to permit information for the public.
- Issuance of building permit for 1021-1025 Massachusetts Avenue, a residential development that will provide 50 residential units, including 12 units of affordable housing for the community.
- Issuance of building permit for 80 Broadway, a mixed-use development that will provide 9

### Calendar Year 2024 Goals

- Continue to adapt our new online permitting system to the needs of the department, contractors and residents of the town.
- Assist builders and residents to comply with the recent updates to the Specialized Stretch Energy Code.
- Keep builders and residents informed about the upcoming 10<sup>th</sup> Edition of the Massachusetts State Building Code.
- Continue to administer the Vacant Storefront Registry Program with the DPCD.

Performance / Workload Indicators				
	2021 Actual	2022 Actual	2023 Actual	2024 Estimated
<b>Inspectional Services Permits Issued</b>				
Building	2,813	3,180	3,055	2,500
Residential projects exceeding \$200,000 building cost	89	114	104	120
Plumbing	787	926	817	775
Gas	625	629	523	470
Wiring	1,117	1,352	1,391	1,100
Electric Vehicle Chargers	27	44	57	48
Energy Storage Systems	10	15	7	11
Revenues	\$2,217,813	\$3,031,038	\$2,661,956	2,200,000