



Program Description

The Police Department has the following primary responsibilities:

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

The Police Mission:

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

Our Values:

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

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

Program Description (cont.)

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

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

Budget Statement

The Department consists of the following divisions and work units:

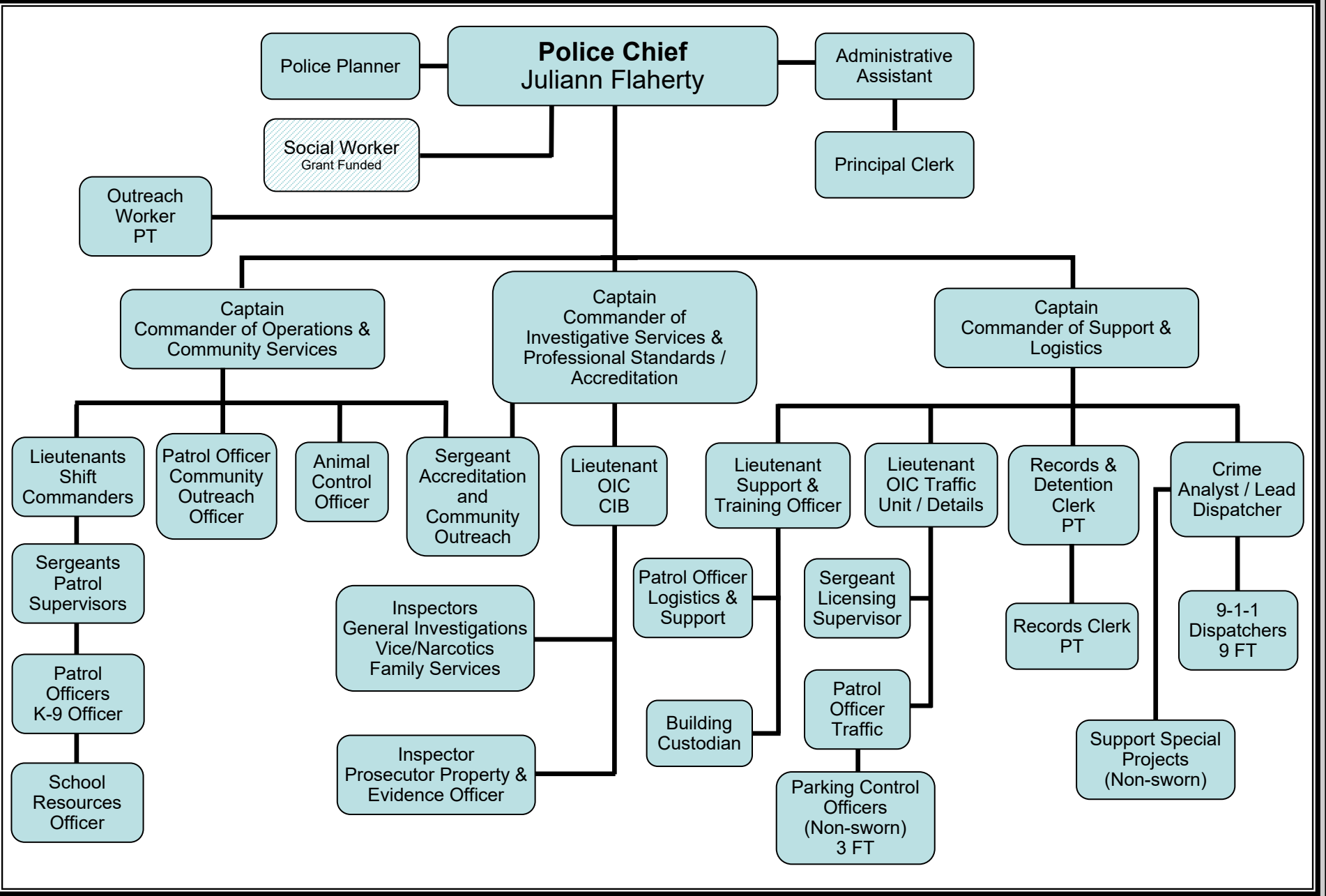
- Support Services Division**
- Community Services Division (Patrol)**
- Professional Standards and Accreditation Unit**
- Criminal Investigation Bureau**
- Traffic and Parking Unit**
- Animal Control Officer/Animal Inspector**
- Jail Diversion Program**

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



PROGRAM COSTS				
	FY2022	FY2023	FY2024	FY2025
Police	Actual	Actual	Budget	Request
Personnel Services	8,296,601	7,975,266	8,668,768	8,854,898
Expenses	708,738	661,466	761,050	761,050
Total	9,005,338	8,636,732	9,429,818	9,615,948

STAFFING				
	FY2022	FY2023	FY2024	FY2025
Police	Actual	Actual	Budget	Request
Chiefs	1	1	1	1
Captains	3	3	3	3
Lieutenants	6	6	6	6
Sergeants	9	9	9	9
Police Officers	49	49	49	49
Parking Control Officers	2.8	2.8	3	3
Animal Control Officer	1	1	1	1
Social Worker	0.75	0.75	0.75	0.75
Dispatchers	10	10	10	10
Clerical	4.29	4.29	4.69	4.69
Total	86.82	86.82	87.44	87.44





FY2025 Objectives

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

- Provide professional services to all community members while working to minimize the fear and negative perception associated with crime.
- Meet with neighborhood groups, business owners, and property owners to address the quality-of-life issues that arise throughout the town.
- Host community outreach events to enhance community relationships, inclusion and partnerships.
- Host a Citizens Police Academy to educate and engage residents.
- Foster innovative partnerships with the Human Rights Commission, LGBTQIA+ Rainbow Commission, and Disability Commission to enhance partnerships with all members of the community.
- Provide programs for women in self-defense education using the Rape, Aggression, Defense Systems (RAD) model. Additionally, begin RAD collaboration with Arlington Community Education for school-aged children.
- Implement programs that focus on our most vulnerable population including homeless, those suffering from substance use disorder, and those with behavioral health concerns. A full-time social worker engages with our homeless population providing resources and tools needed to secure housing and employment.
- Provide security assessments for houses of worship.
- Provide education at community meetings around strengthening home security and deterring crime through target-hardening strategies.
- Provide information and site patrols to manage security of Arlington High School throughout construction and phasing.
- Collaborate with the Arlington Civilian Police Advisory Commission

Major Accomplishments for 2023

- Enhanced community policing efforts and engagement through increased use of directed patrols to include foot patrols, bicycle patrols, motorcycle patrols, and ATV patrols. Officers regularly patrolled on the Minuteman Bikeway and recreational parks in town allowing for more interaction with community members and providing safety education.
- Utilized data gathered and analyzed by the department's crime analyst to reduce crime, enhance roadway safety, and address quality of life issues.
- Increased police education in managing and assisting people with mental illness and substance use.
- Provided security assessments to houses of worship.
- Unwavering commitment to the Arlington Opiate Outreach Initiative and its goal of reducing opiate overdoses and the stigma associated with addiction in our community. Our Jail Diversion Clinician has assisted hundreds of community members with resources for successful recovery.
- Assisted those suffering from behavioral health conditions through our Jail Diversion Program and Mental Health/Law Enforcement Learning Site, which has been recognized nationally. Our Clinician Co-response model has been duplicated by other departments across the country.
- Expanded School Resource Officer Program to assist early childhood education and businesses in overall safety.
- Partnered with the Greater Boston Regional Critical Incident Stress Management Team to provide peer support and counseling to APD officers as well as officers in the region who have experienced traumatic events or were affected by loss.
- Homeless outreach liaison officer conducted weekly outreach throughout the community to the homeless population while partnering with the Somerville Homeless Coalition.



Performance / Workload Indicators				
Community Services (Patrol)	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Estimated
Robbery	2	4	2	3
Burglary	30	54	27	15
Rapes	1	3	1	2
Motor Vehicle Theft	9	11	17	21
Larceny	188	207	244	204
Shoplifting	31	25	14	51
Assaults	62	82	97	102
Assault and Battery on a Police Officer	3	4	4	3
Criminal Arrests	61	78	87	102
Criminal Summons	50	61	58	72

Performance / Workload Indicators				
Dispatch	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Estimated
Calls For Service	21,281	26,539	29,300	28,623



FY2025 Objectives

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

- Maintain current Accredited status while preparing for 2026 tri-annual accreditation by the Massachusetts Police Accreditation Commission, Inc. (MPAC). Accreditation team and manager will host assessors for on site evaluation.
- Enhance capability of accreditation through mandated software program required by the MA Accreditation Commission.
- Train personnel on the new mandated accreditation software.
- Review and update policies and procedures to reflect changes in Federal Laws, Massachusetts General Laws, Municipal Law Enforcement, municipal bylaws, community needs, and as required by the Massachusetts Police Accreditation Program. Ensure all policies and procedures fall within Peace Officer Standards and Training (POST) guidelines under the new police reform laws.
- Train department members to be certified accreditation assessors MPAC.
- Partner with the DEA on the Community Prescription Drug Take Back Program at Arlington Police Department with the goal of developing new ways to get unwanted medications out of homes, such as scheduled home visits and Senior Center events.
- Focus on eliminating absenteeism and misconduct and improve work performance through officer wellness programs, employee training, and supervisor leadership training.
- Maintain Professional Standards Review File for submission to POST as police reform laws require.
- Ensure compliance for next segment of Officers, whose last names begin with Q-Z, to be certified by POST per police reform. Two-thirds of officers have been certified to date as one-third is certified annually.

Major Accomplishments for 2023

- Re-accredited by the Massachusetts Police Accreditation Commission (MPAC) for remain fully accredited law enforcement agency.
- Developed new policies to proactively navigate the department through new and challenging issues that face law enforcement, our community, and personnel including Use of Force and De-escalation policy.
- Educated personnel in new departmental policies, procedures, and accreditation standards.
- Conducted comprehensive audit/inventory of all evidence and property held by the Arlington Police Department as required by the Massachusetts Police Accreditation Commission.
- Secured grant funding for Body Worn Cameras and the 911 grant.
- Facilitated the certification of the second third of officers with last names I-P through POST.



FY2025 Objectives

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

- Assign an Inspector to follow-up on all criminal complaints filed by the patrol division and filed with the department's online report writing system, where residents are able to complete a report on our town website for certain categories of incidents.
- Address controlled substance drug abuse. This includes the assignment of Inspectors to both the DEA (Drug Enforcement Agency) at the Federal level, and the SMCDTF (Suburban Middlesex County Drug Task Force) at the local level.
- Work in partnership with Communities for Restorative Justice (C4RJ) to offer offenders and victims of crime an alternative to the traditional criminal court through participation with C4RJ and the Middlesex District Attorney's Office Young Adult Diversion Program as an alternative to the traditional criminal justice system.
- Work with the Arlington Youth Health & Safety Coalition to address juvenile-related issues & conducting alcohol compliance checks.
- Obtain training for the Inspectors to be able to utilize the most current technology to assist in the apprehension of criminals.
- Assign an Inspector as the Police Prosecutor to handle all arrests, civil and criminal motor vehicle citations, probable cause hearings, and to act as liaison between the Arlington Police Department and the various courts along with the Middlesex District Attorney's Office.
- Identify and address High Risk Domestic Violence situations by working with our partners and stakeholders in the towns' FIRSTSTEP Program and our regional partners at Cambridge Arlington Belmont High Risk Assessment Team (CABHART).
- Monitor compliance of existing recreational cannabis shops.
- Streamline court notification process for officers through technology and electronic notifications.
- Educational campaign to increase awareness of scams to the public and financial institutions in real time.

Major Accomplishments for 2023

- Detectives investigated over 845 reports of criminal activity.
- Partnered with the Council on Aging and the various stakeholders through presentations at the Arlington Community Center to ensure that seniors are aware of the various larcenous scams, and the ways to lessen the risks to their personal financial security.
- The Family Service Unit investigated over 191 domestic violence and related incidents.
- Audited and administered the Town of Arlington Sex Offender Registry.
- Participated in multi-jurisdictional drug task force investigations, which resulted in numerous arrests and indictments. Detectives assigned participated in numerous search warrants, which resulted in heroin, fentanyl, cocaine, methamphetamine, and other controlled substances being seized.
- Participated in the drafting of and execution of search warrants.
- Participated in the destruction of unwanted prescription medication collected through the combined efforts of the Drug Take Back Kiosk located in the Police Station Lobby and the Drug Take Back Event. Over 500 pounds of unwanted medication was collected by the Arlington Police Department.

Performance / Workload Indicators

Criminal Investigation Bureau	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Estimated
Licenses to Carry/FID	345	242	200	180
Missing Persons Investigations	45	45	26	21
Domestic Violence	188	191	205	177
Criminal Investigations	841	845	784	507
Level 2 & 3 registered Sex Offenders monitored	8	11	7	9



FY2025 Objectives

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

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

Major Accomplishments for 2023

- Participated in Mass-DOT Highway Safety Division Traffic Safety Grant with particular emphasis on impaired driving, distracted driving, occupant safety, and speed enforcement.
- Using our data, we worked closely with the Department of Public Works, TAC, and Planning Department to address ongoing issues in the area of Chestnut Street and the East End Bus Lane in an effort to reduce pedestrian and bicycle crashes, alleviate traffic congestion and make the roads safer for all.
- Conducted numerous traffic studies at locations in town, providing valuable data and feedback to other government entities and neighborhood groups.
- Worked with the Planning Department, Safe Routes to School.
- APD Traffic Unit conducted annual training for the traffic supervisors and orientation for new employees.
- Partnered with AAA on projects such as the School Safety Patrol and testifying at the State House in support of various traffic-related legislative bills.
- Supervised safe, efficient traffic flow and ensured pedestrian safety for several major public works and public utility infrastructure projects.
- Sent all radar and lidar units through for their annual calibration certifications.

Performance / Workload Indicators

	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Estimated
Traffic				
Hackney Licenses Issued New	1	1	3	2
Parking Violators	8,316	14,594	14,174	17,829
Moving Violations	144	1,266	1,430	1,419



FY2025 Objectives

The Animal Control Officer/Animal Inspector enforces all laws relating to control and care of animals, investigates reports of animal cruelty, facilitates conflict resolution pertaining to animal complaints, investigates animal bites, quarantines animals that have bitten or have been bitten by an unknown source, and provides education and assistance with domestic and wild animals. The Animal Control Officer is responsible for reporting animal related incidents to the Commonwealth of Massachusetts Department of Agriculture Resources, Animal Division.

- Respond to and investigate animal-related calls for service in a timely manner.
- Work throughout Arlington to promote animal health and safety through educational programs, social media posts, and community engagement.
- Investigate reports of dog bites, animal related noise complaints, and abandoned pets.
- Enforce off leash dog regulations and animal control related bylaw violations.
- Work closely with the Parks Department and Board of Health in areas of canine control, hoarding, zoonotic disease, and rabies control.
- Assess the needs of low-income and elderly pet owners for rabies vaccines and/or spay/neuter services. Provide vouchers for no cost spay/neuter services under the Commonwealth's Massachusetts Animal Fund.
- Educate community members and expand compliance with the dog license program.
- Work with school and youth groups to offer educational programs with the goal of creating ongoing long-term learning and kindness for animals.
- Expand our partnerships with local businesses and concerned residents with the goal of domestic and wildlife harm reduction in the community.
- Partner with the Town Clerk's Office to assist with accurately tracking canine license, animal bites, and animal-related complaint data.

Performance / Workload Indicators

	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Estimated
Animal Control				
Animal Complaints	223	195	128	70
Humans Bitten/Scratched by Dogs	13	11	17	36

Major Accomplishments for 2023

- Hired a new Animal Control Officer.
- Provided quality proactive animal-related services to the community.
- Supplied community members access to assistance programs for low- cost or free spay/neuter.
- Addressed increased volume of service calls and provided guidance to residents on animal related issues.
- Provided dog kennel inspections.
- Issued animal-related social media posts to assist in reuniting owners with their lost pets.
- Conducted interviews and webinars with local media outlets to educate the public on the safety and behavior of domestic and wild animals.



FY2025 Objectives

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

- Identify and provide alternatives to arrest and criminal prosecution for persons suffering from mental health and substance use issues.
- Respond to Community calls for service to provide crisis assessment, de-escalation, crisis counseling, outside referral, safety planning and involuntary commitments to hospitals emergency departments, as needed.
- Provide requested technical assistance to other law enforcement agencies through the Mental Health Learning Site Program.
- Partner with the Department of Mental Health to research new mental health response methods and opportunities for grant funding.
- Coordinate emergency services for our vulnerable populations residing in group homes and Arlington Housing Authority properties.
- Coordinate the Opiate Outreach Initiative through our two-pronged approach of:
 - Follow up with persons who have overdosed
 - Continue to host on-going meetings and special events where residents can be trained to administer the lifesaving drug, Narcan.
 - Coordinated recovery coach follow-up when needed.
- Remain focused on Arlington's homeless population through outreach initiatives and other collaborative interventions.

Major Accomplishments for 2023

- Provided mental health support and resources to the residents of Arlington.
- Collaborated with Arlington Police Department's Domestic Violence Inspector to provide support and services for those impacted by domestic violence.
- Provided guidance of Arlington Police Department's Jail Diversion Program Training to out of state departments through the Law Enforcement Mental Health Learning Site program.
- Expanded partnership with Arlington Board of Health and Recovery Coach to APD to assist community members and families who needed services involving substance use disorders.
- Provided NARCAN and presented Arlington Opiate Overdose Training to community members.
- Assisted unsheltered persons with services and resources.
- Attend bi-weekly meetings with the Arlington Human Service Network and quarterly meetings with other mental health learning sites across the nation.
- Responded to and/or followed up with an average of 61 mental health/substance use community calls monthly assisting residents in need of behavioral health services with treatment options.
- Responded with Arlington Health Inspectors to multiple homes with hoarding concerns and assisted with resources.
- Facilitated Section 35's through the Cambridge District Court for community members without other options.
- Coordinated the initial stages of crisis intervention training for APD staff. Collaborated with local non-profit mental health agencies and other various Arlington town departments to assist with behavioral health episodes.



FY2025 Objectives

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

- Train officers annually in de-escalation techniques and biased-free policing.
- Return to in person in-service training.
- Process candidates for five vacancies, including backgrounds, physical agility tests, psychological testing and oral boards.
- Modernize civilian fingerprinting and gun licensing process with automated fingerprint machine.
- Rotate more hybrid vehicles into the marked vehicle fleet with the goal of greater sustainability.

Major Accomplishments for 2023

- Completed annual in-service training in an online format.
- Recruited, hired, and trained four new police officers.
- Ensured compliance with training mandate requirements to maintain POST certification per Police Reform Legislation.
- Incorporated several more hybrid vehicles into the service fleet.
- Conducted several trainings including:
 - MA Assoc. of Women in Law Enforcement (MAWLE)
 - Criminal Reform Act Training
 - School Resource Officer (SRO) compliance training for Police Reform
 - Public Records compliance training for Police Reform
 - Firearms Licensing Legal Updates
 - Body worn camera legal updates and training
 - Biased-free policing
 - De-escalation
- Successfully completed another accident-free work zone construction year.
- Processed 200 License to Carry Firearms (LTC)/Firearms Identification Card (FID) applications, issued and 3 Hackney License.



Program Description

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

The Department is broken down into two Divisions, Suppression and Operations. Suppression, or line personnel, are the 78 firefighters and officers tasked with responding to emergency calls, public education, inspections of property, drills, training, pre-fire planning, and the daily maintenance of the Department buildings, apparatus, and equipment. The Operations Division is made up of the three Fire Officers assigned to day shifts and mainly oversees Fire Prevention, Training, and EMS. The Fire Prevention Deputy oversees building inspections, code compliance, permitting, school safety, public education, and interaction with public vendors, contractors, and citizens. The Training Captain is responsible for internal and external Departmental training and certifications. He is also responsible for all apparatus, protective gear, and equipment inventory, and serves as the Keeper of Records. The EMS Captain is responsible for training, maintaining, and certifying all Department Emergency Medical Technicians and Paramedics, and is responsible for all EMS licensing, vehicle certification, and inventory of EMS equipment and supplies.

Budget Statement

The Fire department is currently staffed at 79 personnel. It is budgeted for 81 personnel. In the start of FY25 there will be 72 personnel assigned to suppression duty, three members assigned to staff duty, two mechanics, one administrative assistant, and one Chief of Department. We anticipate two retirements in FY25.

PROGRAM COSTS

Fire	FY2022 Actual	FY2023 Actual	FY2024 Budget	FY2025 Request
Personnel Services	7,599,870	7,960,592	8,322,882	8,392,596
Expenses	457,888	371,702	429,900	429,900
Total	8,057,758	8,332,294	8,752,782	8,822,496

FY2025 Objectives

- Continue to provide programs such as the Fire Investigation Unit, Vial of Life, and Student Awareness Fire Education (SAFE).
- Expand the SAFE program to educate middle school students on the dangers of vaping, alcohol, and drugs. Use SAFE funding for more programs for senior citizens.
- Continue with annual Fire and Life Safety Inspections of commercial properties including nursing homes and preschools.
- Purchase 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.
- 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 a specific fire extinguishing nozzle for electric vehicles 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



Objectives (cont.)

- Recertify ambulance licenses for Rescue 1 and Rescue 2 through the Department of Public Health.
- Complete EMT recertification of department 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.
- Identify opportunities for the improvement and streamlining of department processes.
- Look for and promote existing collaborative efforts with other departments such as the CPR training of School and Town employees and supporting Health and Human Service's Homeless Outreach programs.
- Research and secure alternative sources of funding to continue smoke/ carbon monoxide detector program for Senior Citizens.

Major Accomplishments for 2023

- 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
- 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.
- 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 Thorndike and Buck field.
- Completed successful recertification of 41 EMTs.

Major Accomplishments (cont.)

- 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 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



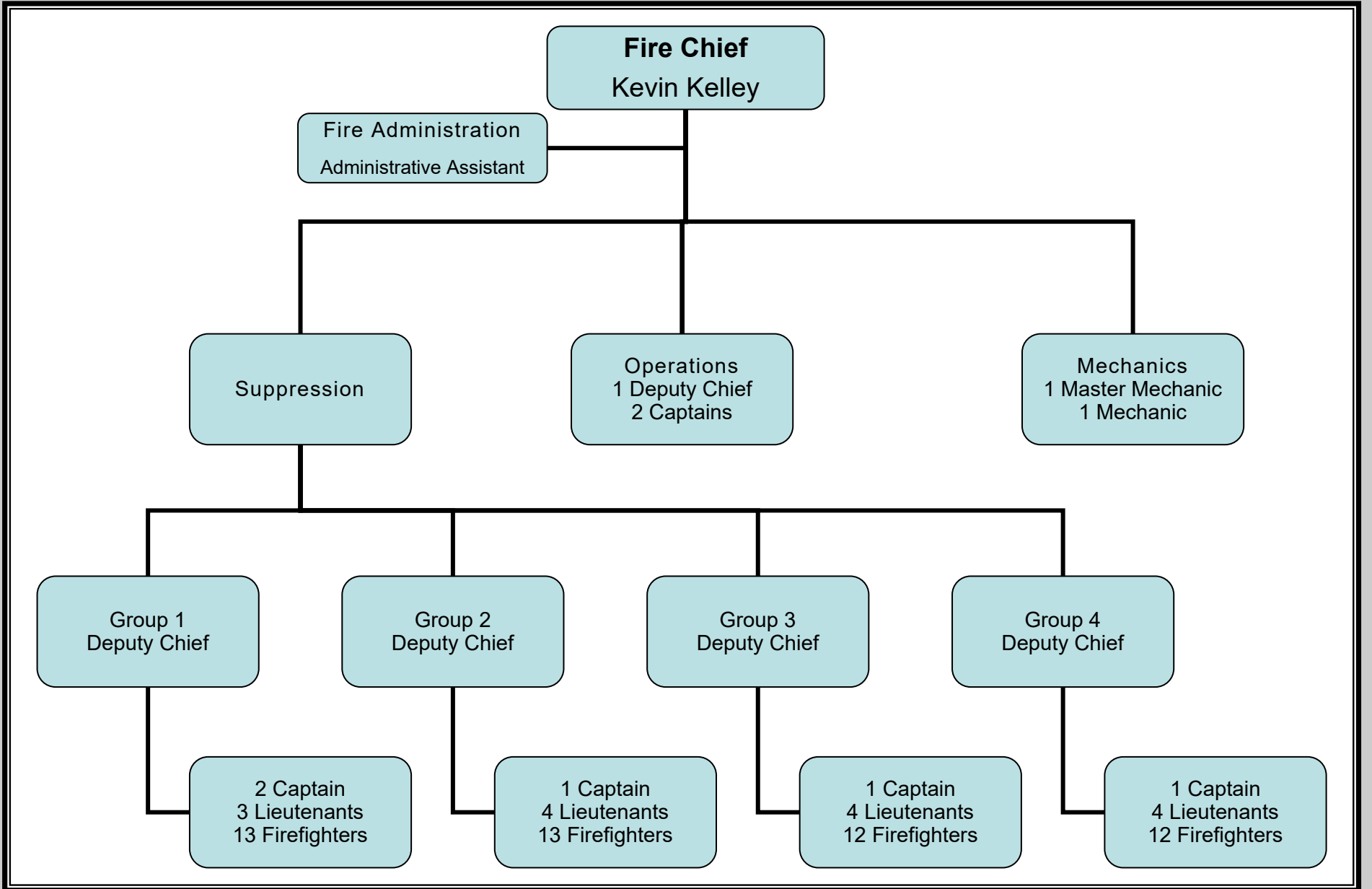
STAFFING				
Fire	FY2022 Actual	FY2023 Actual	FY2024 Budget	FY2025 Request
Chiefs	1	1	1	1
Deputy Chiefs	5	5	5	5
Captains	7	7	7	7
Lieutenants	15	15	15	15
Firefighters	50	50	50	50
Professional/Technical	2	2	2	2
Clerical	1	1	1	1
Total	81	81	81	81

Performance / Workload Indicators				
Fire Department	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Estimated
Emergency Calls	4,737	5,463	6,236	6,200
Rescue Response	2,412	3,027	3,106	3,100
Overlapping Calls	1,266	1,600	1,518	1,500
Private Ambulance ALS/BLS	1,054	569	576	500
Average Response Times	3min 34s	3min 43s	3min 57s	3min 45s
Average Time Rescue Calls	34min	35min	30min	35min
Fire Calls	92	64	95	90
Average Total Time Fire Calls	46min	46 min	37min	40
Loss Property	\$2.9 million	\$1.7 million	\$6.68 million	\$5 million
SAFE Students Taught	*0	*0	3,483	3,500

*Subject to COVID restrictions

Performance / Workload Indicators				
Fire Prevention	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Estimated
Hours of School Fire Drills	0	35	35	35
Hours of Fire Protection System Inspection	775	668	750	700
Permits Issued	1,099	957	855	900
Permits Issued Revenue	\$ 57,130	\$ 50,190	\$ 44,945	\$ 47,000

Performance / Workload Indicators				
Fire Training	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Estimated
Training Sessions	136	130	172	180
Training Hours	680	610	516	540
Total Attendees	1,569	1,351	2,580	2,700





Program Description

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

Budget Statement

Inspectional Services maintains a level-services budget.

PROGRAM COSTS

	FY2022 Actual	FY2023 Actual	FY2024 Budget	FY2025 Request
Inspectional Services				
Personnel Services	434,291	488,970	538,305	537,544
Expenses	16,891	14,705	15,200	15,200
Total	451,183	503,675	553,505	552,744

STAFFING

	FY2022 Actual	FY2023 Actual	FY2024 Budget	FY2025 Request
Inspectional Services				
Managerial	1.00	1.00	1.00	1.00
Clerical	1.69	1.80	1.89	1.89
Professional/Technical	3.60	3.51	3.51	3.51
Total	6.29	6.31	6.40	6.40

FY2025 Objectives

- Begin to incorporate digitized files into the online permitting system. This will provide more efficient record-keeping and improved public access.
- Improve upon real-time inspection reports and project progress through iPad use with the online permit system.

- Continue digitizing existing files, including restructuring the organization of files by address versus year. This process will help streamline fulfillment of public records requests, etc.
- Inform builders and residents of bylaw amendments recently approved by the Town Meeting, such as MBTA Communities, Fossil Fuel Free Building Pilot program, and other changes to the business district zoning regulations.
- Create a code and bylaw compliance FAQ or other general information section online that answers questions and provides examples through illustration.

Major Accomplishments for 2023

- Launched a new online permitting system, providing a more efficient process for submitting permit applications and easier access to permit information for the public.
- Issued a building permit for the mixed-use development at 80 Broadway. This development will provide nine new residential units, one of which will be affordable.
- Issued a building permit for the mixed-use development at 455 Mass Ave. This development will provide thirteen residential units, two of which will be affordable.
- Issued permits for nine new single-family, eight new two-family, and one energy-efficient two-family home (compliant with the zoning bylaw exemption allowing the construction of energy-efficient homes on nonconforming lots).
- Issued and inspected 189 solar panel installations, an increase of 61 from last year.
- Completed inspections and issued occupancy certificate for phase two of the new high school
- Enforced of the "Good Neighbor" agreement per Town bylaws for certain residential construction projects.
- Worked with the Tree Warden on enforcement of the Tree Bylaw and incorporating information on tree regulations into building permit applications.
- Worked with the Engineering Department to enforce stormwater management and erosion control regulations.



Performance / Workload Indicators				
Inspectional Services	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Estimated
Building	1,898	2,224	2,285	2100
Wiring	1,110	1,223	1,491	1300
Gas	613	642	589	500
Plumbing	756	860	915	800
Roof Mounted Solar	113	128	204	150
Electric Vehicle Charger	16	41	50	40
Energy Storage Systems	6	18	10	12
Certificate of Occupancy	15	26	75	65
Certificate of Approval	434	350	383	360
Certificate of Inspection	29	63	44	45
Beer and Wine License Inspections	32	32	32	35
Pod Permits	27	32	24	25
Dumpsters	58	355	494	400
Residential projects exceeding \$200,000 building cost	68	121	117	100
Accessory Dwelling Units			4	5
Total Value	\$281,539,215	\$145,116,312	\$128,203,550	\$135,000,000
Revenues	\$1,808,685	\$2,826,282	\$2,823,929	\$2,350,000

