

THE OFFICE OF PUBLIC SAFETY, HEALTH & WELFARE 2016

The Office of Public Safety Health and Welfare has responsibility for the administration, supervision and performance of all municipal functions related to the Police Department, Fire Department, Emergency Medical Services, Office of Emergency Management, Health Department, 911 Emergency Communications Center, Social Services Department, and the abatement and management of environmental contamination.

The Director coordinates and supports all initiatives undertaken by the departments under the Office of Public Safety, Health and Welfare and handles all media-related public safety inquiries; analyzes health, medical, fire, emergency response, crime trends and incident reports; issues emergency alerts as appropriate to inform the public of any emergency situation; and continues to strengthen the City's goal to improve its public safety efforts.

Stamford was ranked last year by the FBI as the safest city in Connecticut and in New England, the third safest city in the northeast region and the 15th safest city in the country out of 272 cities with populations greater than 100,000.

There have been many significant advances towards the Office of Public Safety's goal of creating a safer community and improving the quality of life in Stamford, including new and continued work in the following areas:

- Strategic Planning for the Offices of Public Safety, Health and Welfare.
- Computer Assisted Dispatch Upgrade with improved AVL/GPS dispatching.
- Enhanced Emergency Medical Dispatching in the 911 Communications Center.
- Improved Emergency Response for Medical Emergencies reducing risk to residents and first responders with improved use of resources.
- School Safety and Security continues to be a priority with District Commanders providing routine visits for the safety and security of public and nonpublic schools.
- Enhanced active shooter response for the Stamford School System.
- Improved safety of residents, drivers and pedestrians through public education and enforcement campaigns.
- Improved time and record keeping in the Offices of Public Safety.
- Improvement of Fire Protection, Fire Prevention, and the continued unification of the Fire Service.
- Multi Agency communication and coordination of response and investigations between Police, Fire, Health and other agencies.

- Coordination of full scale Statewide Emergency Preparedness and Planning Initiative exercises with the State of Connecticut.
- Improved community relations and communications.
- Conducting citywide Emergency Management Tabletop drills simulating various situations including mass casualty incidents, mass prophylaxis, hurricane preparedness, active-shooter and potential terrorism scenarios for emergency response and preparedness.
- Improved emergency management communications with the Stamford community.
- Program(s) to help businesses mitigate damage and loss resulting from a disaster or emergency.
- Liaison and working with many community agencies and private groups including the Fairfield Business Council, DSSD, Chamber of Commerce, Building Owners and Managers Association (BOMA), Security Managers and neighborhood associations to disseminate information about emergency preparedness, school security and safety, homelessness and youth initiatives.
- Improvement of the City's Emergency Operations Center with state-of-the-art technology, equipment and policies and procedures.
- Improvement of public safety through many coordinated efforts resulting in Stamford being named the safest City in New England and Connecticut.
- Continued fire safety education programs emphasizing the Smoke and Carbon monoxide detector ordinance requiring the installation of smoke and carbon monoxide detectors in all single and two family homes.
- Collaboration with the United States Army Corps of Engineers regarding the Stamford Hurricane Barrier to improve emergency planning and response when severe weather affects the coast.
- Developing and coordinating youth initiatives between the Mayor's Youth Service Bureau, the community, and the Stamford Police Department, to reduce violence and increase awareness through participation in city programs.
- Empowering the Social Services Commission to act as an oversight committee in areas pertaining to social welfare concerns facing the residents of Stamford such as fair rent and discrimination.
- Coordination of the planning, response, mitigation and recovery from major disasters and events.
- Public Safety field-based reporting for Stamford Police Department, Stamford Fire Department and Stamford Health Department.
- Improvements in interagency infectious disease preparedness and response protocols (Ebola, Zika preparedness).

- Instituted SAFE CAM program citywide for businesses.
- CEAS program for businesses/business community.
- Public Safety agency overtime oversight.
- Increased and improved Public Safety recruitment efforts throughout agencies.
- No Smoking in Parks – new Health Department initiative approved.
- Street Smart initiative – improving Public Safety for pedestrians, bicyclists and motorists.
- Improved Police visibility in downtown.
- Improved Safety and Security for homeless with overnight warming center.
- Health vaccinations program in schools
- CCTV Program - Camera Program to combat illegal dumping; use of traffic cameras throughout the city as a crime prevention and investigative tool; Blue light emergency phone system with video surveillance in parks
- Fire Service consolidation and improved response time in North Stamford and citywide..
- Assistant Fire Chief recruited and hired.
- Improved entry level examination process.
- Public Safety Fleet and equipment upgrades.
- Coordinate multi-agency response to an Active Shooter.
- Stamford Incident Management System (SIMS).
- Defining Core Competencies with a primary agency matrix.
- Improving and upgrading safety equipment for Departments.

The Offices of Public Safety, Health and Welfare continues to work together as a professional team regarding all issues necessary to improve the safety, health and welfare and the quality of life for the residents and visitors to Stamford.

I. Stamford Police Department (SPD)

The Stamford Police Department is the premier municipal law enforcement agency in the northeast, and one of the finest in the nation. These statements are once again reflected in the latest available annual FBI crime reporting data which show Stamford as the 2nd safest city in the northeast, which includes all of New England, New York and New Jersey.

Stamford PD uses a mix of cutting edge tactical and technological resources coupled with a long standing commitment to community policing and youth and family based programs and services to deliver top notch law enforcement service despite a shrinking work force and continued population and construction expansion in the City.

This past fiscal year saw the departure of Assistant Chief Tim Shaw, and the promotion of new Assistant Chief Tom Wuennemann from the rank of Captain.

The Department is broken down into Patrol, Investigative and Administrative Divisions, each of which serves a unique and important role in service delivery to our stakeholders. Below is a breakdown of key statistical and programmatic data by Division or Unit.

A. Patrol Division

Stamford is a community based policing agency, and as such we are broken down into 4 districts, each commanded by a Captain who is responsible for meeting with key stakeholders on a regular basis to discuss issues and problems based on geographic location. Service is provided by 3 rotating squads of officers and Sergeants who work our day and evening shifts and are commanded by 1 Lieutenant each. The midnight tour is commanded by 1 Lieutenant and is a steady shift worked by 3 rotating squads of officers and Sergeants.

The Patrol Division is the primary driver of response, citizen contacts and calls for service numbers. During the period 1 July 2015 thru 1 July 2016 the department generated or responded to 88,819 calls for service, conducted 8,620 motor vehicle stops, and as a large part of our community based philosophy we conducted 3,798 school patrols and 17,727 neighborhood based patrols. The focus of these patrols is to get officers out of their patrol units and into face to face contact with the people of our city. On the enforcement side the department made 2,679 arrests and wrote 4,180 summonses. The Patrol Division was honored by the Stamford Museum and Nature Center with the 1st Community Partnership Award for their work during 2015-2016. Additionally the Patrol Division participated in many community events such as touch-a-trucks, school and camp visits, health fairs, and neighborhood meetings. The Division also assisted with securing major events

such as Alive at Five, Wednesday Live Concert Series, 4th of July fireworks, the City's 350th Anniversary Fireworks, and the UBS Parade Spectacular.

A major component of the Patrol Division is the Traffic Enforcement Unit which is staffed by 1 Sergeant and 3 patrol officers. Using motorcycles and unmarked cars the TEU wrote 2,469 summonses during the reporting period. The TEU is also the primary investigations unit for serious and fatal collisions. In that capacity the unit investigated 5 fatal crashes, prepared 8 search warrants and 10 arrest warrants and investigated 7 serious, non-fatal collisions. The TEU also plays an instrumental part in our community based efforts by responding to complaints from citizens regarding unsafe roads, chronic violations, and accident hot spots. The unit also places data gathering monitors when requested by city agencies or residents to gather and analyze data regarding traffic volume and speed. This year the TEU also administered the Distracted Driver High Visibility Campaign, the Click it or Ticket Campaign, downtown red light targeted enforcement effort and school bus enforcement campaign. The TEU also handles towing details during weather emergencies, and maintains contact with repeat DUI offenders in partnership with Adult Probation.

The Patrol Division administers the Department's grant backed DUI initiative which had a successful period, with 11 roadblocks that netted 58 DUI arrests, 931 motor vehicle violations and 41 criminal arrests for a variety of charges.

The Harbor Unit is staffed by 1 Sergeant and 3 officers during the peak warm weather season, and reduces to 1 Sergeant and 1 officer for the remaining months of the year. During the reporting period the HU responded to 267 marine related incidents including 8 rescue operations, 6 sinking vessels, 4 stolen boats, and 10 distressed vessel calls. The unit conducted 52 safety checks, retrieved 11 runaway docks or other hazardous large debris and 3 runaway barges. These are in addition to monthly checks of commercial shellfish beds and daily safety checks at boat ramps and new training initiatives with PD SWAT and EOD units in preparation for water-based terrorism incidents. The unit also wrote 12 summonses and made 2 domestic violence arrests for on water incidents.

B. Special Operations

The Special Operations Units of the Stamford PD are among the finest in the region, incorporating extreme physical fitness qualifications, state of the art training and equipment, and dedicated, experienced, operators and commanders.

The Special Response Team is comprised of 16 operators who are specially trained in weapons, tactics, combatives, mechanical and explosive breaching, hostage rescue, sniper/counter sniper operations and dignitary protection. The Team trains for a minimum of 16 hours a month and this year participated in training

operations with the FBI Hostage Rescue Team in New York and New Jersey. A key training initiative undertaken during this period has been interoperability training with SPD EOD, K9 and Hostage Negotiation which is of vital importance during active shooter, mass casualty or terror related operations. SRT was activated 29 times this year as follows: 11 high risk warrant services, 1 hostage/barricaded subject, 6 patrol assists, 8 security details, 2 terror incidents and 1 special assignment. During these operations 7 guns were recovered.

The Explosive Ordinance Disposal (EOD) Unit is comprised of 2 Sergeants and 4 EOD Tech officers. The unit also has 3 EOD dogs, 2 of which are assigned to unit members. As with all special operations personnel, EOD techs are assigned full time to other duties and perform special ops duties when called upon. The EOD unit saw significant growth in calls for service this year, up from 135 to 204. We attribute this to the department's aggressive stance regarding anti-terror and homeland security efforts as well as the public's concern for the same issues. In response to terror acts around the world, there is added emphasis on integration of SRT and EOD units. To that end, 3 of our EOD techs are now basic SWAT operator certified. This year the EOD Unit graduated 2 new Explosive Canine Detection Teams, Officer Edson and Bram and Officer Scarano and Doby and retired one EOD K9.

The 204 calls for service were broken down as follows: 97 calls for sweeps/unattended bags, 49 calls for suspicious packages/military ordinance/explosive chemical and commercial fireworks, 30 calls for K9 ballistic/firearm searches and 28 presentations/demonstrations.

Our EOD remains at the forefront of training by participating in training of personnel in explosive recognition, improvised explosive devices, weapons of mass destruction threats, personal protective equipment use and Supervisors tactical explosion management. As a community resource the EOD unit is always a very popular attraction at community based events. The K9's and the techs and equipment appeared at several events including those sponsored by the Board of Education, the Stamford YMCA and the Stamford Police Foundation. In addition to training police and first responder personnel, the EOD Unit provided IED awareness training at NBC Sports, UBS, the Government Center, the Board of Education and many other public and private agencies.

The EOD strives to continue to educate police officers, first responders and private and public safety partners in IED, vehicle born IED, active shooter and suicide bomber threats. Members of the unit spend countless hours, on duty and off to adapt to the constantly changing threat picture as it pertains to terrorism and extremism.

The Hostage Negotiation Team is comprised of 1 Lieutenant, 2 Sergeants and 8 patrol officers. All of these officers are assigned to other duties and respond to hostage and barricaded situations on an on-call basis. The HNT was called out 2 times during this period, as opposed to 10 call outs last year during the same period. The 2 call outs represent the lowest number since the team was formed in 2011. This year the HNT participated in 3 unique training opportunities. During one of these, Curtain Call nonprofit theater provided actors as role players to simulate hostage and emotionally disturbed citizen roles, and in the fall and spring the HNT trained with SRT and EOD as part of our continuing goal of achieving seamless inter-operability.

The Department K9 unit currently has 8 dog/handler teams. 3 patrol German Shepherds, 3 EOD Labradors, 1 narcotics Labrador and 1 bloodhound. In addition to EOD activations, sweeps and details, the K9 unit participated in 700 motor vehicle stops, often being used to search for narcotics and other contraband. Patrol shepherds often lead the way in searches for wanted or fleeing suspects in buildings where the risk to officers is greater. All of the dog/handler teams are assigned to other duties and work as K9 operators when the need arises. In one instance the Connecticut State Police called for K9 assistance and a Stamford K9 located a fleeing felon after a 13 minute search near I-95 in Darien. Our K9 units also assisted with operations in Westchester County, Greenwich, Darien, New Canaan, and Norwalk. The unit also held demonstrations at several community and school based events in the City with great results from a community interaction standpoint.

C. Investigative Division

The Investigative Division is largely responsible for all major criminal investigations as well as property crimes, white collar crime, computer crimes, burglaries, larcenies, crimes involving juveniles both as offenders and victims, domestic violence cases, crimes against the elderly, bank fraud, internet crime, motor vehicle theft, child pornography, firearms violations, organized crime, narcotics investigations and gang activity. The division is broken down into Major Crimes, Property Crimes, Special Investigations Juvenile Offenses, Special Victims Unit, Property and Evidence Section, Crime Scene Unit, Digital Forensics Unit and Narcotics and Organized Crime Unit. As with all Divisions, investigators cultivate and maintain close, longstanding relationships with our citizens to assist in clearing cases and gathering intelligence.

During the reporting period the Major Crimes Unit investigated 396 cases as follows: 1 Homicide, 75 Robberies, 35 Firearms Violations, 58 Assaults, 91 DOA/Suicides, 33 Sexual Assaults, and 104 Miscellaneous Investigations. Major

Crimes officers are primarily responsible for the production of our DIVERT videos which we share with the public and media to help solve crimes where video evidence is available.

The Property Crimes (Burglary) Unit handled 252 cases including 147 Burglaries, 274 Larcenies from Motor Vehicles, 91 Stolen vehicles and 5 Arsons. The Burglary Squad made 69 arrests. The Property (Financial Crimes Unit) investigated 239 reported financial crimes out of 472 reported financial crimes. This unit made 74 arrests and served 111 search warrants.

Members of the Major Crimes and Property Crimes Units serve in the FBI Joint Terrorism Task Force, the Weapons of Mass Destruction EOD Task Force, the United States Secret Service Financial Crimes Task Force, the IRS Task Force, the Connecticut Intelligence Center and the Fairfield County Jewelry Alliance. Relationships with these and other Task Forces and professional affiliations serve as force and intelligence multipliers allowing for networking and use of regional and federal assets to solve crimes committed here in Stamford. Our Task Force officers have been the recipients of awards of merit for their collaboration on both state and federal cases.

The Special Victims Unit in Stamford was the first of its kind in the state. The unit handles primarily domestic violence cases but also handles stalking, crimes against the elderly, missing persons and certain sexual assaults. Department wide, we handled 499 DV cases during the period, with the SVU adopting 216 of them. This resulted in 162 home visits, 7 gun seizures, 74 arrest warrants and 52 arrests. The unit also investigated 25 adult missing persons cases, 13 hoarding cases and 5 elderly assistance incidents. Our longstanding collaboration with the Domestic Violence Crisis Center continues with great success. We also partner with DVCC on our home visit program and our Lethality Assessment Program.

Members of the SVU also collaborate with Neighbors Link and Saint Joseph's Parenting to reach traditionally underserved and non- English speaking populations.

One of the cornerstones of our success is the number of successful youth-oriented programs that are operated out of the Special Investigation, Juvenile Offenses Unit. The SIJO investigates all crimes where the offender or victim are juveniles. During the reporting period the SIJO undertook 673 investigations including 85 sexual assaults and 21 missing juveniles. The SIJO made 374 arrests as a result of these investigations.

Beyond traditional casework and investigations, the SIJO is the primary driving force behind some of our most successful and rewarding programs that seek to prevent juveniles from re-offending and entering the criminal justice system.

Among these programs here are some that have had great success:

- TARIP – Truancy and At Risk Program. Addresses juveniles that are engaged in behavior that we deem may put them at risk of arrest or victimization.
- Stamford Public School collaboration – Meetings with DOMUS, public school officials, juvenile probation and the PD to discuss racial proportions of those that we arrest.
- Mayors Juvenile Justice Reform Program – SIJO supervisor sits in on meetings with community representatives to ensure that school based arrest numbers are appropriate for a district our size.
- Juvenile Review Board – Panel run by SPD to give first time offenders an alternative to the criminal justice system.
- Undoing Racism Program – Sergeants Kennedy and Brevard are part of this panel which seeks to recognize and combat racism as it affects police/community relations.
- Girls leadership Program – In collaboration with DOMUS, takes a group of at risk girls and teaches them life skills and leadership traits. The group is headed by female officers and overseen by SIJO sergeant.

The Digital Forensics Unit was created last year in response to the skyrocketing demand for forensic examinations of computers, phones and other devices. The DFU assists with a variety of investigations including internet exploitation of children, distribution of pornography, sexual assaults and robberies. Last year the DFU received 293 requests for assistance. These requests resulted in 150 computers/mobile devices being analyzed for digital evidence, 7 internet crimes against children cases, 148 CCTV video retrievals, 24 DIVRT videos produced, and 17 search warrants being completed. In addition the DFU assisted 9 other departments with digital/tech analysis. The DFU works with and is affiliated with the US Secret Service Electronic Crimes task Force, the Technical Investigations Unit of SW Connecticut and the International Association of Computer Investigations Specialists.

The Narcotics and Organized Crime Unit is comprised of 1 Lieutenant, 2 Sergeants, and 8 patrol officers as well as 1 DEA Task Force member. This unit investigates narcotics sales and distribution, illegal firearm sales, prostitution, liquor law violations and organized crime activities.

During the time period the NOC Unit made 475 arrests, seized approximately \$350,000 in narcotics, approximately \$850,000 in cash and seized 20 guns. The NOC unit is integral in our crime reduction efforts and is largely responsible for our low incidence of street crime and street gang activity. NOC officers are also SWAT team members, serve in a mentoring capacity and work with our FBI Joint Terrorism Task Force.

The Training Division is primarily responsible for all recruit training, in-service training and specialized advanced training for veteran officers. The division is staffed by 1 Captain, 1 Sergeant and 2 patrol officers. During the reporting period, the Division processed and completed 338 training orders for officers and civilian employees. These orders covered in-service POSTC re-certifications, advanced level in-service training, specialty unit training, role call training, seminars and conferences. Last year's re-cert group was comprised of 74 officers and this year's group will be 126 officers. The Stamford Police Training division offers steady instructional assistance to the Police Officer Standards and Training Council in both advanced and recruit level training and offers instruction at several regional academies.

This year the Training division implemented a new electronic format for ensuring important police related training topics can be disseminated quickly. Some of this year's topics included POSTC legal updates, Zika Virus updates, State lab procedures and heroin overdose investigations. This year, SPD Training also hosted training events covering topics including Racial Tolerance Issues, Understanding Terrorism from the Israeli Perspective, Stop Stick Training, Silver Alert Protocols, CPR/AED instruction, management and leadership, hostage negotiation and background investigations. Lastly the division assisted with the basic training for 14 new police officers and handled mandatory paperwork for 26 retiring officers.

The Stamford PD Information and Technology Unit is staffed by 1 Sergeant, 1 police officer and 1 civilian and is housed in the basement of headquarters. 2015-2016 saw the IT unit undertake several new and important initiatives. Chief among these are upgrades to our Inform Computer Aided Dispatch and Inform mobile systems which allow up to the minute crime mapping, street views of crime locations and other time critical information to be accessed immediately. The IT unit serves 300 users with all IT services including IT policy and procedure, IT training, hardware and software maintenance and budgeting. Other major projects undertaken include assistance with our new body worn camera initiative, racial profiling data composition and dissemination, e-citation capability pilot program, new street name directory incorporated into records management system (which can view and print an updated list of local past offenders by street name), replacement of outdated cell booster at headquarters, day care data base set up, needs assessments for new building construction, and moved all IT needs from SIJO and Bureau offices to new accommodations.

PD AT A GLANCE

CALLS FOR SERVICE:	88819	MAJOR CRIMES CASES:	396
ARRESTS:	2679	BCI BURGLARY CASES:	252
MV STOPS:	8620	BCI FINANCIAL CRIMES CASES:	239
PROGRAMMED PATROLS:	17727	SIJO CASES:	673
SCHOOL PATROLS:	3798	DIGITAL FORENSICS CASES:	293
SVU CASES:	216		
NOC ARRESTS:	475		

PROGRAMS:

UNDOING RACISM PROGRAM	HOARDING TASK FORCE
SCHOOL RESOURCE OFFICER PROGRAM	TRUANCY AND AT RISK PROGRAM
GIRLS LEADERSHIP PROGRAM	OPERATION SAFE HOUSE
SART STEERING COMMITTEE	DVCC COLLABORATION
SENIOR OUTREACH COLLABORATIVE	CSP INTERNET CRIMES AGAINST CHILDREN TF
LETHALITY ASSESSMENT PROGRAM	MAYORS JUVENILE JUSTICE REFORM
DV HOME VISITS	SPD/SPS COLLABORATIVE STEERING
SEXUAL ASSAULT CRISIS TEAM	JUVENILE REVIEW BOARD
NEIGHBORS LINK	SECRET SERVICE FINANCIAL CRIMES TF
SAINT JOSEPHS PARENTING GROUP	IRS TASK FORCE
CONNECTICUT INTEL CENTER	FAIRFIELD COUNTY JEWELRY ALLIANCE
JOINT TERRORISM TASK FORCE	WEAPONS OF MASS
DESTRUCTION TF	
SECRET SERVICE ELECTRONIC CRIMES TF	TECH INVESTIGATION
UNIT OF SW CT	
INTERNATIONAL ASSOCIATION OF COMPUTER INVESTIGATIVE SPECIALISTS	

II. Stamford Fire Department (SFD)

A. Overview of the Department

The Stamford Fire Department remains committed to its efforts working toward full implementation of the changes to the fire service within the city put forth in the Charter Change of 2012. Some of the steps towards consolidation made during this period include: One consolidated Fire Department budget, service to all Fire apparatus under one roof, a city-wide apparatus replacement plan, implementation of “Closest to the Address” Computer Aided Dispatch system, MDT’s installed on Citywide Fire apparatus. This fiscal year the Department took delivery of one new Tower Ladder funded in the FY 2014-2015 budget. The hiring of 16 new firefighters in the fiscal year enhanced the manpower throughout Stamford. The SFD shall continue towards the enrichment of the safety and effectiveness of the City-wide fire protection system.

<i>Fire Department - Trends</i>			
	2013-14	2014-15	2015-16
Total number of alarms responded to	11,428	10305	10300
Total fires	445	415	415
Structure fires	57	67	54
Hazardous materials calls	94	600*	734
Rescue/EMS first responder calls	5,564	5549	5766
False alarms	1,865	1909	1821
Fire investigations	310	308	207
Fire marshal inspections (total)	705	3288*	2622**
Fire losses	\$ 4,142,178	\$3,334,362	\$4,164,538

**change in reporting, **retirement/Fire Marshal staffing transitions*

B. Grant Funding

In FY 2015 – 2016, the Department received or implemented all or part of the following grants to supplement our budget and increase our services to the City’s residents:

- FY 2016 Regional Fire Training School \$53,633
- FY 2014 Port Security \$14, 000 for sustainment of the Fire Boat program
- FY 2013 SAFER (Turn of River) \$2,887,200 for Firefighter hiring
- FY 2013 SAFER \$1,045,188
- FY 2016 FM Global \$1,500
- FY 2016 CT Fair Plan Anti-arson grant \$440

C. Operations - Line Division

The mitigation arm of the Stamford Fire Department is known as the Operations “Line Division”. The Line Division responded to the following lifesaving incidents:

<i>Operations - Line Division - Trends</i>					
	FY 15-16	FY 14-15	FY 13-14	FY 12-13	FY 11-12
Total Incidents	10300	10305	11428	11398	11191
Structures	54	67	57	61	78
Total Fires	415	415	445	509	467
Rescue/EMS	5764	5549	5564	6107	5746
Hazardous Condition/ Materials	734	600	95	94	94
False Alarms	1821	1909	1865	1899	1822
Other	1479	1765	3402	2728	2984

January brought the implementation of a new generation of Computer Aided Dispatch “CAD” software which changed our dispatch procedures to a “Closest to the Incident” GPS aided assignment process. Implementation of the new system has been a challenging process but will improve response time to incidents within Stamford. Fighting fires is only a portion of the lifesaving work our firefighters perform. On a daily basis firefighters respond to a wide array of incidents within the city. The highest percentage of calls to the Fire Department are Rescue / Emergency Medical incidents. Stamford Fire Department is the “EMT-Level First Responder” to all life threatening EMS calls in the city, and due to our proximity

and our extensive training and expertise, many lives are saved annually. With the recent nationally recognized epidemic of opiate drug overdoses the Stamford Fire Department initiated, and personnel completed, training in the use of the narcotic antagonist drug “NARCAN” which counteracts the effects of opioid drugs such as Fentanyl and Heroin. Since the completion of NARCAN training and Stamford’s implementation of treatment protocols, Stamford firefighter/EMTs have administered this lifesaving drug, NARCAN, on numerous occasions saving multiple lives. The Stamford Fire Department serves the city, its residents and guests by being the lead response agency to all manner of rescue incidents, with special operations units performing Marine Operations, SCUBA Rescue, Heavy Rescue, Motor Vehicle Extrication, High Angle Rescue and Confined Space Rescue. The department provides technician-level hazardous materials response services with the HAZMAT task force operating out of the South End fire station.

D. Volunteer Division:

Since 2013 the Volunteer Fire Departments have increased its membership but more importantly the certified membership has increased by more than 25%. Volunteer Firefighters station coverage has increased and these hours are being monitored regularly. Several Volunteer departments have increased their ability to cover multiple calls due to increased membership and participation in their departments. Dual and Multiple Membership has been encouraged. Members per call response has increased in most of the Volunteer Fire departments. A total of fifteen new members have joined department-wide. The total Volunteer Department-wide membership pre 2014 was 191 Firefighters, of which 95 were Certified Firefighters. Today the total Volunteer Department-wide membership is 188 of which 120 are Certified Firefighters. While membership has decreased the number of Certified Firefighters has increased. Breakdown of individual volunteer department statistics are shown in the table(s) below.

<i>Volunteer Fire Membership</i>						
2015/2016	Belltown	Glenbrook	Long Ridge	Springdale	Turn of River	Total Certified
Certified Firefighters	40	16	25	8	31	120
Total Membership	54	35	41	19	39	188

<i>Volunteer Fire Incidents (February 1-June 30, 2016)</i>			
Department	Incidents	Total Incidents	Percentage

	Responded		
Belltown	145	153	94.77%
Glenbrook	98	168	58.33%
Long Ridge	230	231	99.56%
Springdale	67	269	24.90%
Turn of River	357	735	48.57%

Long Ridge Volunteer Fire Departments “Tanker 78” now responds as a manned water supply unit to all areas of the City that have Limited Water Supply. Belltown Volunteer Fire Departments “Engine 41” now responds as a Staffed Unit (4 Firefighters) into all districts, City Wide, on a regular basis. Eight of the Turn of River Volunteer Firefighters are now certified and have the ability to ride along on Stamford Career “Engine. 8”.

E. Fire Marshal Division

The Fire Marshal Division is the risk reduction arm of the Department. Responsibilities of this division include fire code enforcement in both new construction and existing structures, fire cause and origin investigations, arson investigation. The Fire Marshal Division is tasked with Public Fire Education. Personnel from the Fire Marshal division visit schools, resident communities, area businesses and provide educational presentations and “talks” about Fire Prevention and Safety.

<i>Fire Marshal Division - Trends</i>				
	FY 15-16	FY 14-15	FY 13-14	FY 11-12
Fire Investigations	207	308	272	221
Fire Losses	4,164,538	3,334,362	4,142,178	3,709,901
Residential Unit	703	1182	705	824
Smoke/CO Detector	N/A	6112	3362	N/A

F. Training Division

The Fire Training Division is responsible for all OSHA, NFPA and ISO related training for all Firefighting personnel within the Department. Fire Department administration sees the Training Division as being an integral part of the Fire Services consolidation. Continuation of the analysis of the volunteer firefighter training records and the full integration of training records for the entire Department is ongoing. The numbers below reflect only the training conducted related to career personnel.

Training Division - Trends					
Fiscal Year	FY 15-16	FY 14-15	FY 13-14	FY 12-13	FY 11-12
Classes	5431	5321	4215	4266	2072
Student Hours	38000	31226*	25281	26406	15943

**correction of number previously reported*

16 new Firefighters attended the Connecticut State Fire Academy for their basic training and certifications. Among other certifications each recruit completed Firefighter 1, Firefighter 2 and Hazmat Operations & Awareness. Ten of the Recruits were trained to the level of Emergency Medical Responder. Those ten recruits are in the process of completing the State of Connecticut EMT Emergency Medical Technician Certification.

The Fire Training Division successfully completed an EMT recertification program for 81 members. Regular scheduled training took place at the Company Officer level in house and at the Training facility. A major initiative of the Training Division is the attention to water supply in the non-hydrant districts.

The Division is responsible for the administration of the Stamford Fire Regional School. The Regional Fire School provides fire training for the surrounding departments, both career and volunteer

G. Vehicle & Equipment Maintenance Division

The SFD Mechanical Division is responsible for the annual inspection, service, and repair of all Stamford fire department apparatus, equipment and support vehicles. This past year the SFD Mechanical Division has greatly expanded the amount of services that we provide to the day to day operation of the fire department. The mechanical division makes every effort to do as much work in house as possible to reduce down time of apparatus. With the implementation of a new CAD system the division was charged with the required upgrade and installation of the Mobile Data Transmitters “MDT’s”, modems & docking stations on all front-line apparatus of both the Career and Volunteer units. Other tasks that are performed through the SFD Mechanical Division are Annual Pump testing, Annual Ladder testing, Annual Fire Hose Testing, Annual Flow Testing of SCBA devices. Fire Hydrant purchasing, replacement and repairs are the responsibility of the Mechanical Division, as is SCBA maintenance & small equipment repairs. The SFD Mechanical Division works closely with the line division, the fire marshals division, training division and volunteer companies to make sure that all of the equipment that the divisions utilize and rely on daily work as efficiently and safely as possible.

III. Stamford Emergency Medical Services (SEMS)

SEMS' mission is to provide consistent, compassionate, high quality, pre-hospital paramedic service to the citizens and visitors of Stamford.

SEMS responded to 14,203 calls for medical assistance this year, which was our busiest year to date. Of those calls 6,269 required our highly trained paramedics to perform Advanced Life Support (ALS) interventions. The sheer volume of calls required that SEMS expand the operations of our 5th ambulance into the weekend during peak hours of the day to ensure quality patient care in accordance with our mission. SEMS responded to 93% of all calls within 8 minutes and SEMS has an average response time of just over 5 minutes to ALS calls.

SEMS also provided medical coverage/support to all large-scale events in the City such as the balloon parade and Alive at Five. Additionally, the harsh winter weather required us to provide assistance beyond our normal capabilities due to poor road conditions. We deployed additional resources without interruption to our day to day operations. When our services were required, SEMS rose to the occasion.

SEMS is an integral partner and provides leadership and excellent service to the City of Stamford on a continuing basis. This year SEMS continued its training program including Emergency Medical Technician (EMT) classes and assisted with the City's Community Emergency Response Team (CERT) training. These classes increase the numbers of local trained responders available in case of a large scale incident. Finally, SEMS has become the lead agency for the hands-only CPR initiative and continues to plan future events with the goal of increasing the chances of survival for cardiac arrest victims throughout the City.

<i>SEMS - At a Glance</i>	
Calls for medical assistance	14,203
- Number of advanced life support interventions	6,269
Percentage responded to within 8 minutes	93%
Average response time in minutes	5

IV. Health Department

The Department of Health works to improve the health and safety of those who live and work in Stamford. Through various programs, we apply the basic principles of health promotion and disease prevention. This is achieved through programs that comprise the department: Nursing and oral health, environmental health inspections, Women, Infants, and Children (WIC) services, HIV prevention, laboratory services, public health education, and emergency preparedness.

A. Environmental Health Inspection

There were 4,995 inspections related to housing, lead, mold, asthma, air pollution, food, noise, day care, bedbugs, pools, weights and measures, rodent, (septic, permits and plan review), stagnant water, water pollution, noise and general complaints.

Summary Activity:

There were one hundred fifteen (**115**) food orders issued to food service establishments.

There were a total of thirty six (**36**) hearings held with owners of food establishments that failed two consecutive inspections and 83 food service workers present during the mandatory food presentation.

There were eleven (**11**) voluntary food safety presentations with 289 people in attendance.

There were a total of eleven (**11**) qualified food operator training classes with 141 people in attendance.

There were a total of four (**4**) hearings held with owners of cosmetology establishments that failed two consecutive inspections and 10 staff workers present during the mandatory cosmetology presentation.

There were one hundred twenty four (**124**) housing safety and zoning code enforcement (health inspections) and thirty six (**36**) operation safe house inspections.

Two hundred eleven (**211**) orders were issued to abate violations of code ordinances and fifty three (**53**) orders sent to vacate illegal residential units.

Eight (8) arrest warrant affidavits were sent to the office of the State Prosecutor in Housing Court.

There were thirteen (13) inspections assessing the environment of structures housing asthmatic children (Breath of fresh Air Program).

B. Public Health Nursing and Dental Hygiene Services

Public Health continues to lead the way in building healthy communities, achieving health equity and improving the quality of life for all in the community. Evidence

and data drive the practice of public health nurses and dental hygienists who translate knowledge from individuals and population groups through direct care, health prevention programs and advocacy. This is accomplished through our programs in public health nursing, school health nursing, and school dental health.

Summary Activity:

The Breath of Fresh Air Program (Asthma Program) had 8 new clients and made 18 home visits, bringing educational materials, home cleaning products and dust prevention tools.

The monthly Blood Pressure Clinic located on the 4th floor of the Stamford Government Center took 22 blood pressures, referred 6 people to other providers, and distributed informational packets.

The IAP (Immunization Assistance Program), which tracks children's immunization compliance, had 633 children referred. 467 children had vaccine information updated. 166 children were lost to service. 35 provider sites were visited. 3,794 contacts were made.

The Cocoon Program was again funded by the State of Connecticut. 114 adults were immunized with TDAP to help prevent the spread of pertussis to infants.

The Flu program gave 1161 doses of quadravalent vaccine during the 2015-2016 campaign. Medicare or other insurances reimbursed the program for \$5,618.28. There were 25 cases followed for communicable diseases. (4 Ebola travel monitoring.)

The Mobile Medical Van was utilized four times during the last fiscal year. There were 30 clients served, 11 glucose and cholesterol screenings performed and 8 blood pressures, 49 referrals and 140 pamphlets distributed.

The Reach Out and Read initiative distributed 58 books to children age 6 months to 5 years of age at the Well Child clinics.

There were 549 initial visits at the STD clinic with 126 follow-up visits. 534 syphilis tests were given resulting in 13 positive cases; 13 were treated. 500 HIV tests were performed resulting in one (1) positive case. Six (6) pregnancy tests were performed and zero (0) were referred to prenatal care. There were 200 vaccines given at STD clinics. The clinic was relocated in February to Henry Street, which may have impacted the number of clients seen.

Travelers' clinic served 246 clients. 348 vaccinations were given and 70 malaria prescriptions were written. A total of \$25,535 was collected in fees. The clinic moved to Henry Street.

There were seven (7) new active Tuberculosis cases. Three (3) were adult pulmonary, one (1) suspect infection; three (3) extra pulmonary cases. All were followed by D.O.T. (Direct Observation Therapy) with 1040 visits. 12 PPD/AGRA were completed; four (4) had a positive PPD.

Well Child Clinic served 376 children. There were 669 appointments: 178 physicals were completed; 1,297 vaccinations were given; 985 screening tests were performed; and 149 referrals were made to other health care providers. The clinic moved to Henry Street.

School Dental Program

There were 8,235 dental screenings provided. 657 required some dental care; 462 sealants were provided for second-graders; 377 students received preventative dental services including fluoride; 87 students received dental treatments; and six (6) students were referred for oral surgery or other extreme dental care.

School Nursing Services

One (1) school nurse served 35 licensed nurseries and daycares. 154 vision screenings and 154 hearing screenings were completed.

We provided nursing coverage for 21 public schools and 19 private schools.

The combined public and private schools had 64,054 sick visits reported to the nurse's office; 30711 injury visits; and 19,681 other concerns visits.

For both the Stamford Public Schools and the Private Schools, there were 669 accident reports completed by the school nurses; 69 calls were made to 911.

There were 2,750 medication orders and 151 orders for skilled nursing treatments in the district.

Special skilled nursing interventions totaled 14,040. These included all treatments such as: catheterization, glucometer, colostomy care, urinalysis, suctioning, G-tube feeding, insulin pump management, oxygen, medications given, and screenings.

Screenings:	
8,257	Vision screenings
8,413	Hearing screenings
3,829	Scoliosis screenings
1,626	Lice checks performed
3,313	Height and weights recorded
2,021	Sports physicals recorded
3,596	Physicals recorded
31,055	Total

C. HIV Prevention

Due to the President's National HIV/AIDS Strategy, the HIV Prevention's grant funding from the State of CT DPH changed as of January 1, 2013. Now in line with National Prevention efforts, our mandate is to offer HIV testing (without counseling) to as many individuals as possible to help identify the approximately 200,000 Americans living with HIV who are undiagnosed. Therefore, we are no longer providing multi-session group sessions but instead are focusing on Outreach through our Mobile Van and through single session groups and Testing and Linkage to services. The number of clients served in groups will be lower and the number of clients seen for outreach will be higher. In January 2016, the HIV Prevention Program moved from providing HIV Oral Rapid Testing to Alere Determine 4th Generation HIV Testing (finger stick). The HIV Alere test is a HIV-1/2 Ag/Ab Combo antibody component which works to determine an individual's HIV status within 14 days. The HIV Oral Rapid Test took up to 3 to 6 months to

determine an individual's HIV status. In addition to the HIV Alere test, once an individual test positive for HIV a blood drawn HIV confirmatory test is performed.

Summary of Activity:

The HIV Prevention Program provided 589 HIV tests. Out of the 589 tests performed during this period, 1 individual was confirmed positive. HIV testing was provided at 18 different sites throughout the community including on the Mobile Van, Health Fairs, Liberation Programs, Inspirica Programs, Shelter for the Homeless, New Covenant House Soup Kitchen, TB Clinic, Cornerstone Pharmacy, Domestic Violence Shelter, Neighbor's Link Stamford, AmeriCares, Durango Insurance, Community Barbershops, CT Transit, Under the Bridge, Faith Tabernacle Church Food Pantry, UCONN, FIRP, and CT Renaissance.

Two Hundred & Forty Seven (247) HIV positive individuals or individuals practicing high risk behaviors received Prevention Counseling services and CLEAR services, (Choosing Life Empowerment Action & Results). Additionally, there were 455 individuals who attended 53 HIV risk reduction single-session groups.

HIV Prevention Program Staff made 6,095 outreach contacts during this period to individuals throughout the neighborhoods of Stamford, the Mobile Van and through single session groups at community agencies. Linkage to community services was also provided.

D. Laboratory Division

The Stamford Health Department Laboratory provides supportive lab services to the function of the health department along with direct public accessibility to its analytical services and public health information to the citizens of Stamford.

Summary of Activity:

This past year, 242 ticks were submitted for Lyme testing with 15% of those submitted testing positive.

Bedbugs are an increasing problem in Stamford. Last year there were 53 submissions for bedbug identification. Once identified as bedbugs, Environmental Health Inspectors will perform a home inspection on rental properties and issue orders to the landlords for extermination.

The laboratory along with Animal Control insures that animals that need rabies testing are transported to the state for testing. This past year 9 submissions were made to the State Public Health Laboratory, 1 (fox) tested positive for rabies.

A laboratory technician is present at all Well Child Clinics to perform testing (hemoglobin determinations and lead screenings). The technician is also available for hemoglobin determinations and lead screenings for the WIC program and private physicians when necessary. This past year, 221 children were tested.

Eight hundred and twenty-two (822) STD (Sexually transmitted disease) tests were performed for the departments STD clinics. Patients are routinely tested for Chlamydia, gonorrhea and syphilis. A laboratory technician is present at the clinics to perform laboratory testing (wet preps and gram stains) and process samples to be sent to the State Public Health Laboratory.

The significant illness database continues to be updated with newly diagnosed diseases/illness of Stamford residents reported to the health department. A total of 763 submissions were entered into the database last year. The submissions are tracked for trends and clusters so that adequate follow-up can be performed.

There were 765 water samples (beaches, well water, public water) tested by the laboratory for bacteria and minerals, metals. Of these samples 2,656 individual tests were performed.

In January of 2012, a well water ordinance went into effect. North Stamford residents with wells were tested for pesticides namely dieldrin and chlordane and also for Arsenic and Uranium. Last year 499 well water samples were collected and tested between July 2015 and June 2016.

E. WIC Program

The federally funded WIC (Womens, Infants and Children) program serves low-income pregnant, postpartum and breastfeeding women, and infants and children up to age five who are at nutrition risk. WIC provides nutritious food supplementation containing those essential nutrients often lacking in the diets of populations at nutritional risk, breastfeeding promotion, infant formula and nutrition education. Through close ties with other community and departmental services, the WIC Program is able to assist participants in attaining other health services.

Summary of Activity:

The New Connecticut WIC- eWIC Computer System Implementation was initiated on May 23, 2016 at the Stamford and Norwalk permanent and satellite sites and is in progress. All participants in the caseload are in the process of being transitioned to the new system.

Currently, Stamford WIC has 3,330 participants primarily from Stamford, with a small population from Greenwich, Darien and New Canaan and additionally, 1,728 participants receiving services at the Norwalk WIC, located at the Norwalk Health Department, primarily from Norwalk, with a small population from Westport, Weston and Wilton. In addition, there is a satellite location at the Greenwich Town Hall.

For the 2016 season, 2,580 eligible Stamford WIC participants and 1,394 eligible Norwalk WIC participants will be receiving Farmer's Market Coupons through the Connecticut Department of Agriculture's Farmer's Market program.

F. Public Health Education

Health Education & Outreach

The Department engages in health education activities across divisions by aligning expertise with to an effort to increase efficiencies. Areas of focus include asthma, lead poisoning prevention, blood pressure, antismoking messaging, sun safety, nutrition, stress management, hands-only CPR technique, and cancer prevention. By aligning with community partners such as not-for-profits and health providers, the Department strives to maximize impact and broaden its reach while reducing duplication. Key relationships/initiatives over the last year have included Cradle to Career and the Vita Collaborative.

G. Emergency Preparedness

The Department participates in activities that establish a state of readiness to respond to events before, during, and after an emergency or disaster that could affect the community at large. Emergency preparedness involves mitigating, preparing, responding, and recovering from emergencies and disasters in order to lessen the impact. We establish an all-hazards approach to build community

resiliency. Emergency Preparedness is achieved by planning, training, equipping, and exercising the emergency response plans.

In the past fiscal year, we have participated in the following events:

- Attended hurricane tabletop exercise
- Attended health care coalition meetings hosted by DPH
- Attended monthly regional MRC leadership meetings
- Conducted emergency preparedness presentation to the seniors at the
 - Senior center
- Conducted emergency preparedness presentation to the Hispanic seniors
- Actively involved in the ESF 8 exercise/drills planning committee
 - Ebola tabletop exercise planning
 - Family assistance center planning committee
- Participated in the development of the family assistance center plan
- Participated in the Ebola table top exercise
- Participated in the FEMA virtual tabletop exercise event
- Participated in developing and execution of Lean Six Sigma training
- Attended project management training session
- Attended and hosted several lean six sigma
- Attended ESF 8 meetings
- Attending ESF 6- mass care committee meeting
- Attended Regional Emergency planning team meetings
- Conducted staff training for upcoming medical countermeasures full scale statewide exercise
- Conducted Zika public education activities
- Developed all-hazards based emergency response plans

V. Social Services

The mission of the Department of Social Services is to provide Stamford's citizens with information about, and assist their access to programs and/or resources that meet their basic human needs and protect their basic human and legal rights.

Towards these ends department personnel are responsible for outreach to ensure that Stamford residents know about supportive programs and services for which they might be eligible, and for providing individualized assistance on an "as needed" basis to help them access those programs and services.

The department is staffed by four full-time, and one part-time (cross-trained) employees. The fact is that a significant amount of the department's daily work is unplanned as staff must immediately respond to regular interruptions during the day from the public via telephone and "walk in" inquiries for advice and help with a range of issues affecting Stamford's youth, family, adult and senior populations (birth to death). Additionally, department staff is responsible for responding to, planning, administering, implementing, managing and/or making referrals in connection with a myriad of programs and services. Work in the department requires the ability to recognize and identify problems and prioritize them to determine which issues need to be addressed first.

Application Assistance

On a daily basis trained staff explains medical bills and provides one-to-one application assistance with respect to a number of federal, state and municipal benefit programs for which individuals may be eligible. These include:

- Access Health Connecticut (Obamacare);
- HUSKY and Title XIX (also known as Medicaid);
- Medicare Part D;
- Qualified Medicare Beneficiary Program (QMB pays Medicare Part B premiums, Medicare deductibles and Medicare co-payments for eligible seniors)
- Medicare Savings Programs
- SNAP (federally funded food stamp program provides assistance to persons meeting monthly income limits)
- Subsidized Senior Housing
- Easy Access (subsidized transportation for disabled individuals)
- The State of Connecticut Rent Rebate Program (income qualifying Stamford residents sixty-five or older, or disabled and receiving

disability payments may be eligible to receive a partial refund of rent and utility payments from the State)

Application assistance is labor intensive, involving considerable time securing information, arranging for needed services, as well as the referrals, casework and/or advocacy that often presents coincident with the need for application assistance. Several of the Division's services involve investigations, attending hearings and managing life crises events such as evictions.