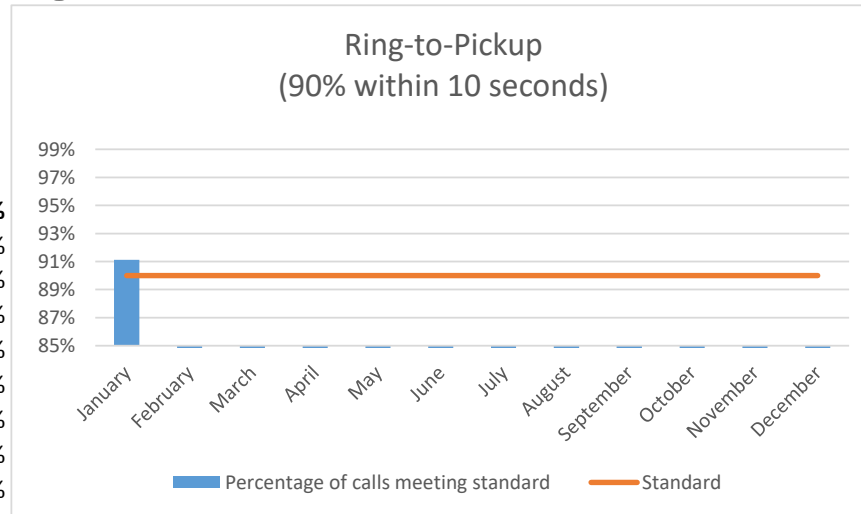




January 2019 Ring to Pick Up Time

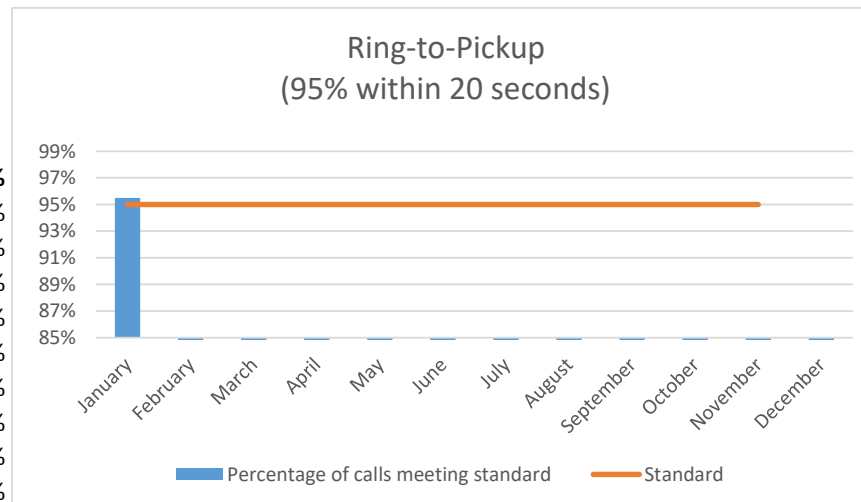
Ring-to-Pickup (90% within 10 seconds)

Month	Number of Calls		Percentage of calls meeting standard	Standard
	Meeting Standard	Total Calls		
January	21443	23534	91.11%	90.00%
February				90.00%
March				90.00%
April				90.00%
May				90.00%
June				90.00%
July				90.00%
August				90.00%
September				90.00%
October				90.00%
November				90.00%
December				90.00%



Ring-to-Pickup (95% within 20 seconds)

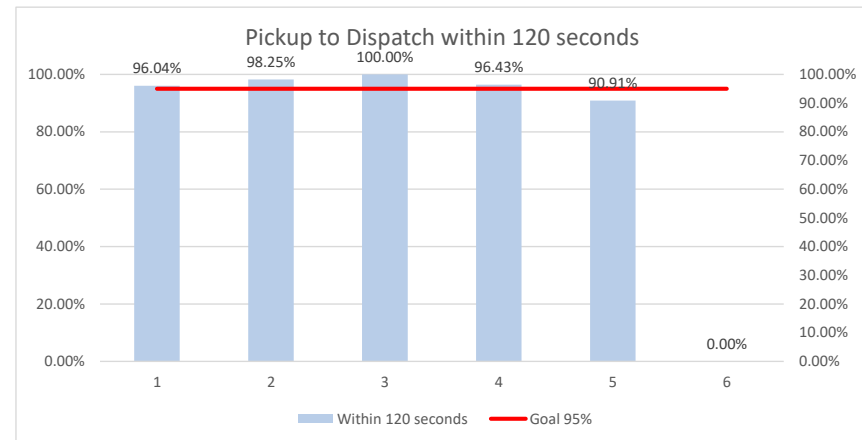
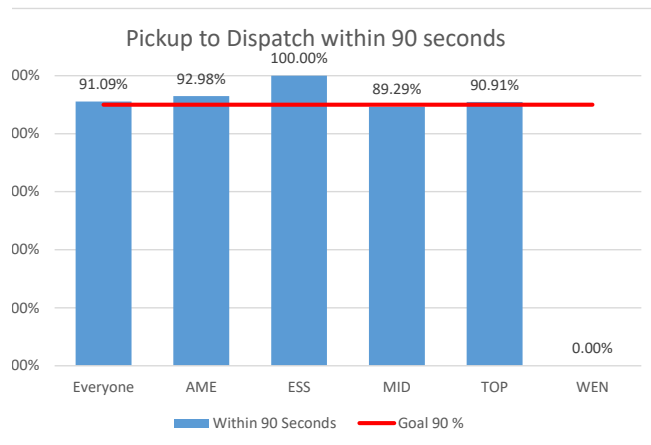
Month	Number of Calls		Percentage of calls meeting standard	Standard
	Meeting Standard	Total Calls		
January	22473	23534	95.49%	95.00%
February				95.00%
March				95.00%
April				95.00%
May				95.00%
June				95.00%
July				95.00%
August				95.00%
September				95.00%
October				95.00%
November				95.00%
December				95.00%





Pick Up to Dispatch January 2019

City	Total	Below 60	Below 90	Below 120	Greater 90	Greater 120	Greater 150	Greater 180	AvgTime	StdDevTime	MedianTime	Goal 90 %
Everyone	101	62.38%	91.09%	96.04%	9	20	0	0	57	26	55	90.00%
AME	57	66.67%	92.98%	98.25%	4	0	0	0	53	24	55	90.00%
ESS	4	50.00%	100.00%	100.00%	0	0	0	0	50	18	55	90.00%
MID	28	60.71%	89.29%	96.43%	3	0	0	0	61	21	57	90.00%
TOP	11	54.55%	90.91%	90.91%	1	0	0	0	58	36	60	90.00%
WEN	1	0.00%	0.00%	0.00%	1	0	0	0	148		148	90.00%



Priority 1 by Month January 2019

Month	Count	Mean	StdDev	Min	Max
January	101	57	26.2356	1	148
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					

Priority 1 by Nature January 2019

Nature	Total	Mean	StdDev	Min	Max
M-BREATHING	30	58	15.4	42	101
DOMESTIC	21	53	43.03	11	148
M-CHEST PAIN	15	48	19.45	1	85
M-UNCONSCIOUS	12	65	17.1	39	106
M-TRAUMATIC INJ	8	54	15.32	37	75
M-HEART PROBLEM	7	75	32.97	43	137
FIRE STRUCTURE	2	64	17.68	52	77
M-ASSAULT	1	75		75	75
M-CARD/RESP ARR	1	19		19	19
M-STAB/GUNSHOT	1	73		73	73
M-CHILDBIRTH	1	55		55	55
M-CO POISONING	1	33		33	33
ROBBERY/ATTEMPT	1	39		39	39



January 2019 Priority 1 by Town

Nature	City	Count	Average	StdDev	Min	Max
DOMESTIC	AME	9	35	20.81	11	67
FIRE STRUCTURE	AME	1	52		52	52
M-BREATHING	AME	11	65	17.24	46	101
M-CARD/RESP ARR	AME	1	19		19	19
M-CHEST PAIN	AME	4	49	17.29	34	74
M-HEART PROBLEM	AME	2	98	55.15	59	137
M-TRAUMATIC INJ	AME	2	49	16.97	37	61
M-UNCONSCIOUS	AME	2	84	31.11	62	106
DOMESTIC	ESS	1	26		26	26
M-BREATHING	ESS	1	61		61	61
M-CHEST PAIN	ESS	1	67		67	67
DOMESTIC	MID	2	82	34.65	58	107
M-BREATHING	MID	7	60	17.43	46	97
M-CHEST PAIN	MID	3	43	4.51	39	48
M-HEART PROBLEM	MID	3	59	18.23	43	79
M-STAB/GUNSHOT	MID	1	73		73	73
M-TRAUMATIC INJ	MID	2	57	24.75	40	75
M-UNCONSCIOUS	MID	4	57	14.31	39	73
DOMESTIC	TOP	1	67		67	67
FIRE STRUCTURE	TOP	1	77		77	77
M-BREATHING	TOP	1	45		45	45
M-CHEST PAIN	TOP	2	21	28.99	1	42
M-UNCONSCIOUS	TOP	1	72		72	72
DOMESTIC	WEN	1	148		148	148



Essex County Sheriff's Department
ESSEX REGIONAL EMERGENCY COMMUNICATIONS CENTER



January 2019 Agency Concerns*

Agency	Sustained (Partially or Fully)	Mitigating Circumstances Exist	Cleared	Not sustained/ unresolved	Unfounded	Total	Count of CAD Calls	Complaint as Percent
AMESBURY FD						0	352	0.00%
AMESBURY PD						0	890	0.00%
ESSEX FD						0	49	0.00%
ESSEX PD						0	631	0.00%
MIDDLETON FD						0	192	0.00%
MIDDLETON PD						0	927	0.00%
TOPSFIELD FD						0	134	0.00%
TOPSFIELD PD	4	2	5			11	1,852	0.59%
WENHAM FD						0	62	0.00%
WENHAM PD						0	1,933	0.00%
OTHER								

*Please note that this reflects the month that the concern was reported, the concern may have occurred in a different month.



Essex County Sheriff's Department
 ESSEX REGIONAL EMERGENCY COMMUNICATIONS CENTER



January 2019 Regional Communications Center Call Review Quality Assurance Report

Type of Review	Lowest	Average	Number of Reviews
Regional Dispatcher QA	77.86%	98.91%	186
Regional Call Taking QA	83.64%	98.08%	111
Regional EMD QA	84.21%	98.66%	60
Combined Average/Total	81.90%	98.55%	357
Total % Regional 911 Calls Reviewed			25.47%

NG911 data - dispatch groups: essexrc-routing

Call Type		Call Count
9-1-1 Calls answered and abandoned	567	567
Answered 9-1-1 Calls	538	538
Answered 9-1-1 Calls within 10 seconds	504	504
Answered 9-1-1 Calls within 22 seconds	535	535
Answered 9-1-1 Calls within 43 seconds	538	538
Answered 9-1-1 Text Calls	0	0
Abandoned 9-1-1 Calls	31	31
7-Digit Emergency Calls	1,819	1,819
Answered 7-Digit Emergency Calls	1,776	1,776
Abandoned 7-Digit Emergency Calls	55	55
Outbound Calls	145	145

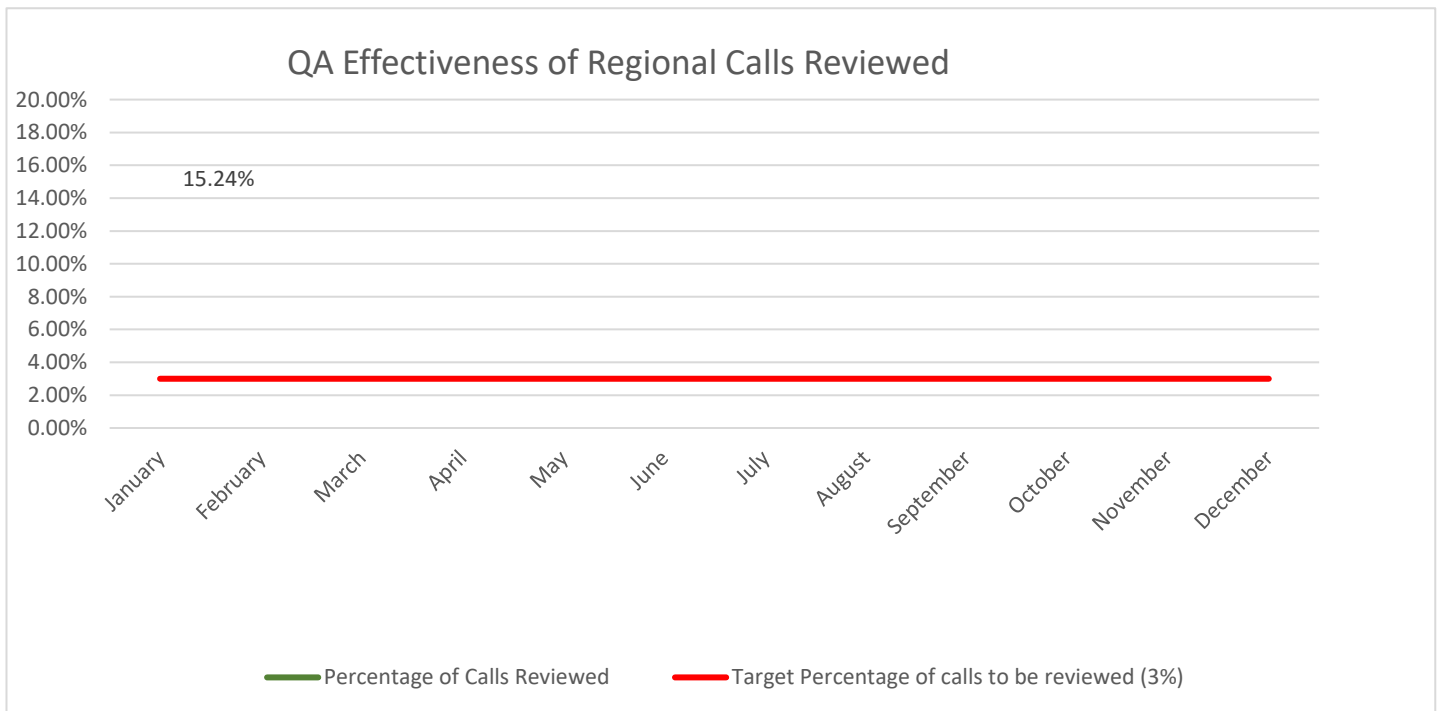


Essex County Sheriff's Department
 ESSEX REGIONAL EMERGENCY COMMUNICATIONS CENTER



January 2019 QA Effectiveness

Month	Number of Calls Reviewed	Total RR Calls	Percentage of Calls Reviewed	Target Percentage of calls to be reviewed (3%)
January	357	2,343	15.24%	3.00%
February				3.00%
March				3.00%
April				3.00%
May				3.00%
June				3.00%
July				3.00%
August				3.00%
September				3.00%
October				3.00%
November				3.00%
December				3.00%



January 2019 QA Scores

	Number of Calls Reviewed	QA Average Score	QA Minimum Score to meet Standard (90%)
January	357	98.55%	90.00%
February			90.00%
March			90.00%
April			90.00%
May			90.00%
June			90.00%
July			90.00%
August			90.00%
September			90.00%
October			90.00%
November			90.00%
December			90.00%

