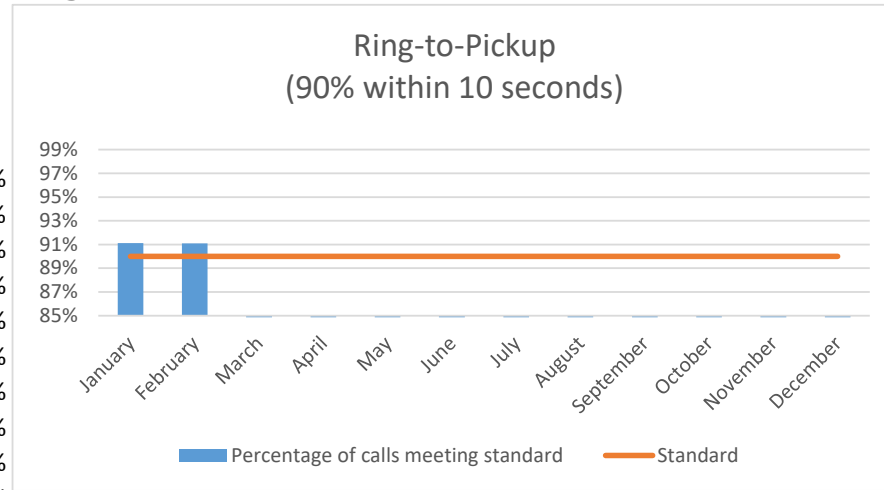




## February 2019 Ring to Pick Up Time

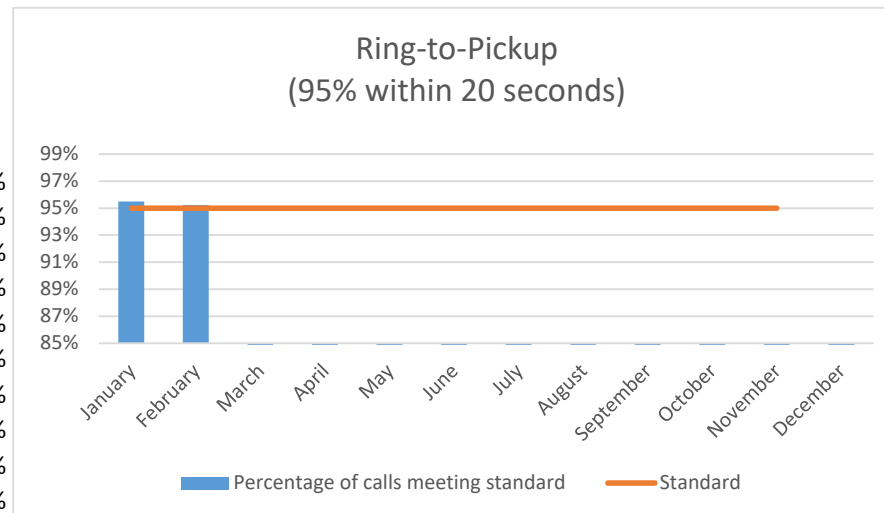
### Ring-to-Pickup (90% within 10 seconds)

Month	Number of Calls		Percentage of calls meeting standard	Standard
	Meeting Standard	Total Calls		
January	21,443	23,534	91.11%	90.00%
February	19,682	21,607	91.09%	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)

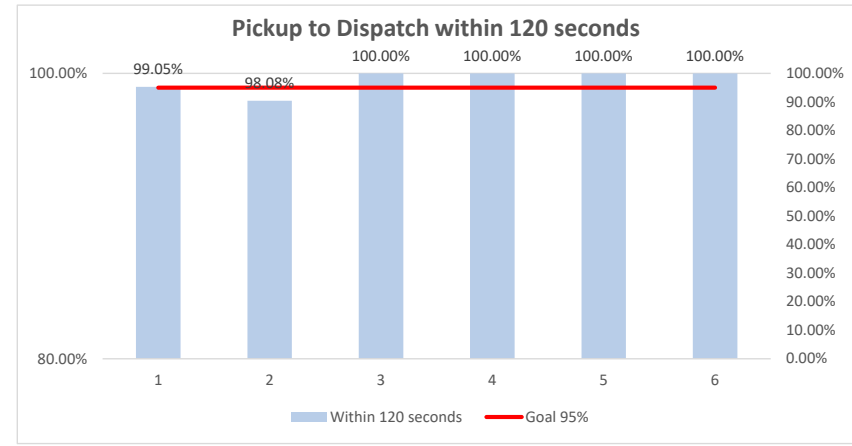
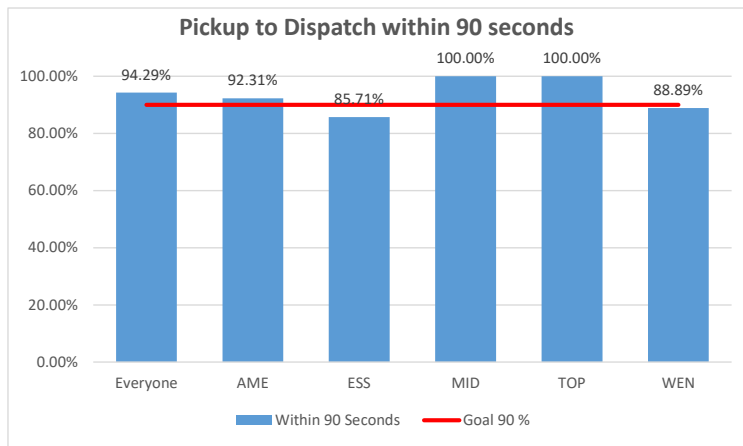
Month	Number of Calls		Percentage of calls meeting standard	Standard
	Meeting Standard	Total Calls		
January	22,473	23,534	95.49%	95.00%
February	20,575	21,607	95.22%	95.00%
March				95.00%
April				95.00%
May				95.00%
June				95.00%
July				95.00%
August				95.00%
September				95.00%
October				95.00%
November				95.00%
December				95.00%





## Pick Up to Dispatch February 2019

City	Total	Below 60	Below 90	Below 120	Greater 90	Greater1 20	Greater 150	Greater 180	AvgTime	StdDevTime	MedianTime	Goal 90 %	Goal 95%
Everyone	105	50.48%	94.29%	99.05%	6		0	0	59	20	60	90.00%	95.00%
AME	52	44.23%	92.31%	98.08%	4		0	0	60	23	63	90.00%	95.00%
ESS	7	71.43%	85.71%	100.00%	1		0	0	56	25	49	90.00%	95.00%
MID	28	53.57%	100.00%	100.00%	0		0	0	59	15	60	90.00%	95.00%
TOP	9	55.56%	100.00%	100.00%	0		0	0	57	17	49	90.00%	95.00%
WEN	9	55.56%	88.89%	100.00%	1		0	0	61	18	59	90.00%	95.00%



### Priority 1 by Month February 2019

Month	Count	Mean	StdDev	Min	Max
January	101	57	26.2356	1	148
February	105	59	20.1527	13	141
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					

### Priority 1 by Nature February 2019

Nature	Total	Mean	StdDev	Min	Max
M-BREATHING	31	62	16.26	37	95
DOMESTIC	24	52	30.59	13	141
M-CHEST PAIN	16	60	10.4	48	82
M-HEART PROBLEM	9	58	13.58	37	74
M-UNCONSCIOUS	8	54	23.92	28	106
M-TRAUMATIC INJ	7	64	14.78	51	92
FIRE STRUCTURE	5	68	21.33	51	103
M-CARD/RESP ARR	3	70	1	69	71
M-ASSAULT	1	58		58	58
ROBBERY/ATTEMPT	1	72		72	72



February 2019  
 Priority 1 by Town

Nature	City	Count	Average	StdDev	Min	Max
DOMESTIC	AME	20	53	31.97	13	141
FIRE STRUCTURE	AME	1	52		52	52
M-BREATHING	AME	15	68	14.14	42	95
M-CARD/RESP ARR	AME	1	70		70	70
M-CHEST PAIN	AME	8	57	8.19	48	70
M-HEART PROBLEM	AME	4	62	7.93	54	73
M-UNCONSCIOUS	AME	3	72	30.79	46	106
Nature	City	Count	Average	StdDev	Min	Max
DOMESTIC	ESS	1	70		70	70
FIRE STRUCTURE	ESS	1	103		103	103
M-BREATHING	ESS	3	49	10.5	39	60
M-UNCONSCIOUS	ESS	2	36	12.02	28	45
Nature	City	Count	Average	StdDev	Min	Max
DOMESTIC	MID	2	32	21.21	17	47
FIRE STRUCTURE	MID	3	62	11.02	51	73
M-ASSAULT	MID	1	58		58	58
M-BREATHING	MID	8	63	15.52	44	80
M-CARD/RESP ARR	MID	2	70	1.41	69	71
M-CHEST PAIN	MID	4	59	10.41	51	74
M-HEART PROBLEM	MID	3	52	19.14	37	74
M-TRAUMATIC INJ	MID	2	61	8.49	55	67
M-UNCONSCIOUS	MID	2	52	13.44	43	62
ROBBERY/ATTEMPT	MID	1	72		72	72
Nature	City	Count	Average	StdDev	Min	Max
M-BREATHING	TOP	4	50	18.54	37	78
M-CHEST PAIN	TOP	4	67	13.67	49	82
M-HEART PROBLEM	TOP	1	46		46	46
Nature	City	Count	Average	StdDev	Min	Max
DOMESTIC	WEN	1	75		75	75
M-BREATHING	WEN	1	38		38	38
M-HEART PROBLEM	WEN	1	74		74	74
M-TRAUMATIC INJ	WEN	5	65	17.39	51	92
M-UNCONSCIOUS	WEN	1	40		40	40



Essex County Sheriff's Department  
ESSEX REGIONAL EMERGENCY COMMUNICATIONS CENTER



## February 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	1					1	352	0.28%
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	2			2		4	1,852	0.22%
WENHAM FD						0	62	0.00%
WENHAM PD	1					1	1,933	0.05%
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**



## February 2019 Regional Communications Center Call Review Quality Assurance Report

Type of Review	Lowest	Average	Number of Reviews
Regional Dispatcher QA	92.62%	99.21%	105
Regional Call Taking QA	82.42%	98.10%	81
Regional EMD QA	75.00%	96.66%	50
<b>Combined Average/Total</b>	<b>83.35%</b>	<b>97.99%</b>	<b>236</b>
<b>Total % Regional 911 Calls Reviewed</b>			<b>46.00%</b>

NG911 data - dispatch groups: essexrc-routing

Call Type		Call Count
9-1-1 Calls answered and abandoned	533	533
<b>Answered 9-1-1 Calls</b>	<b>513</b>	<b>513</b>
Answered 9-1-1 Calls within 10 seconds	504	504
Answered 9-1-1 Calls within 20 seconds	518	518
Answered 9-1-1 Text Calls	9	9
Abandoned 9-1-1 Calls	31	31
7-Digit Emergency Calls	1,643	1,643
Answered 7-Digit Emergency Calls	1,617	1,617
Abandoned 7-Digit Emergency Calls	26	26
Outbound Calls	145	145

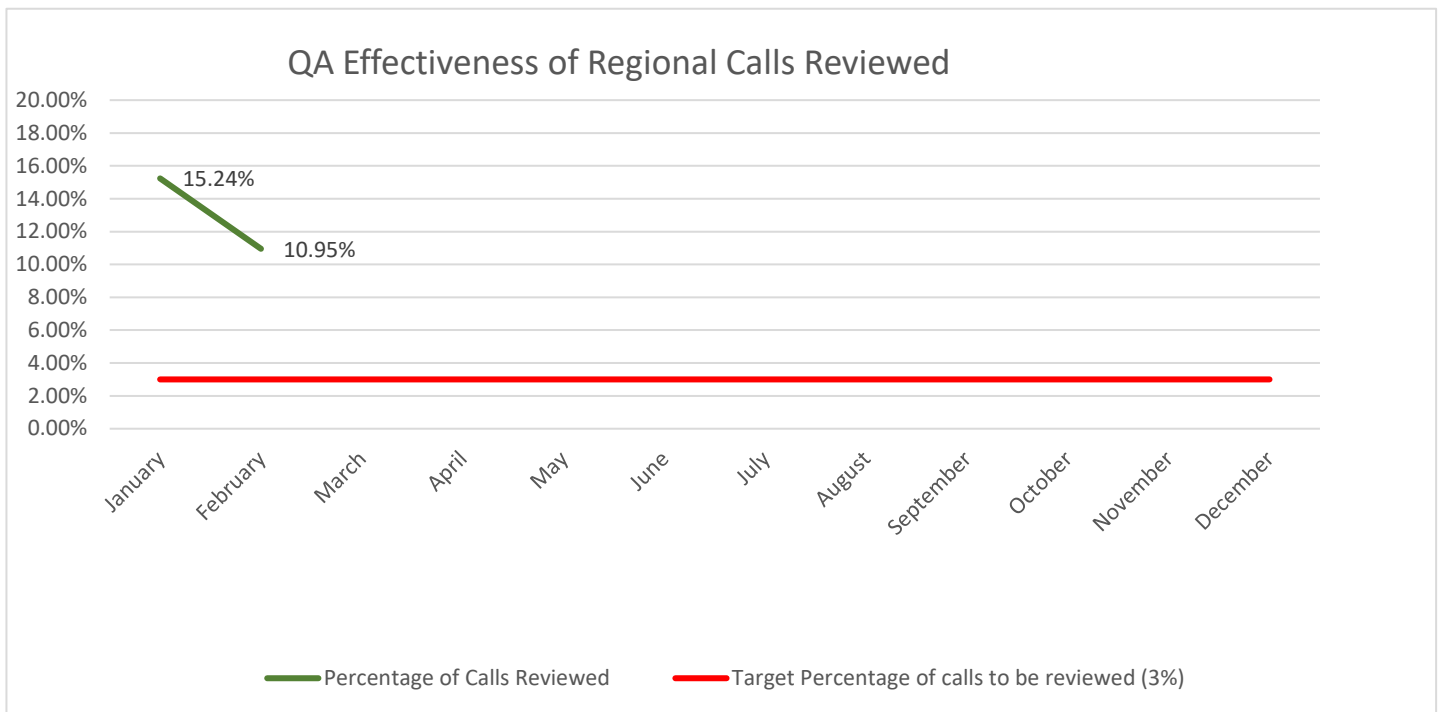


**Essex County Sheriff's Department**  
**ESSEX REGIONAL EMERGENCY COMMUNICATIONS CENTER**



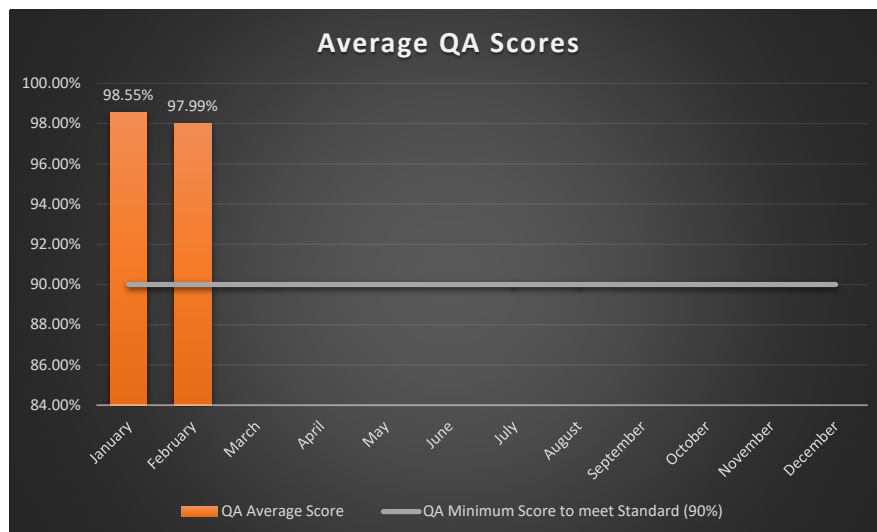
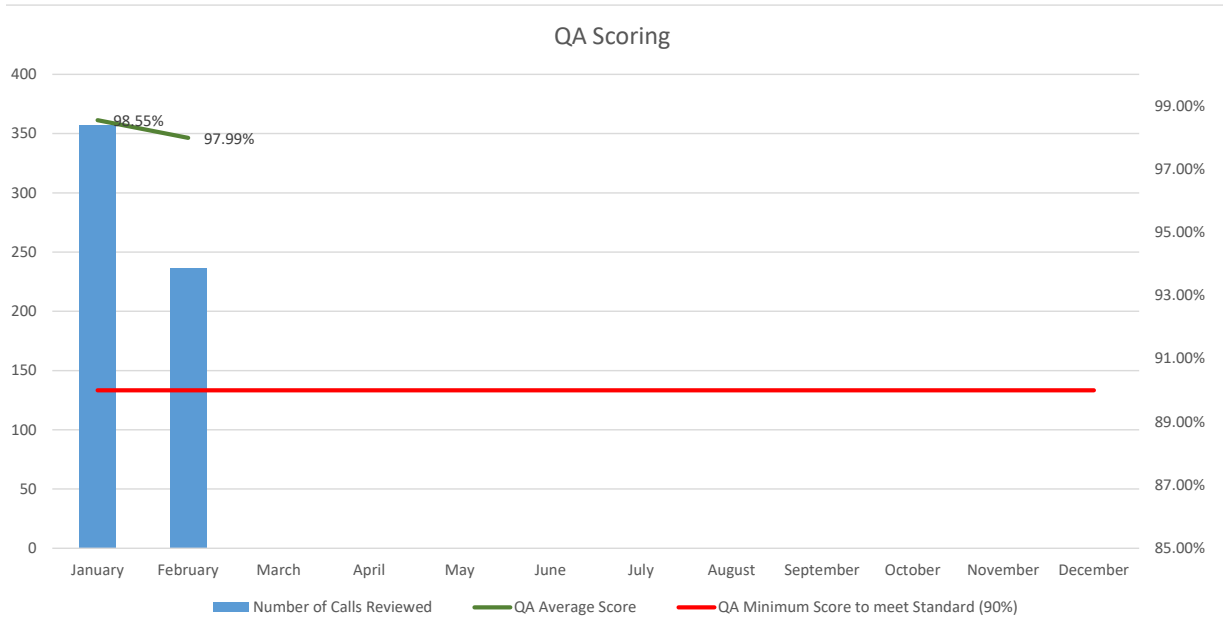
## February 2019 QA Effectiveness

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	236	2,155	10.95%	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%



## February 2019 QA Scores

	Number of Calls Reviewed	QA Average Score	QA Minimum Score to meet Standard (90%)
January	357	98.55%	90.00%
February	236	97.99%	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%





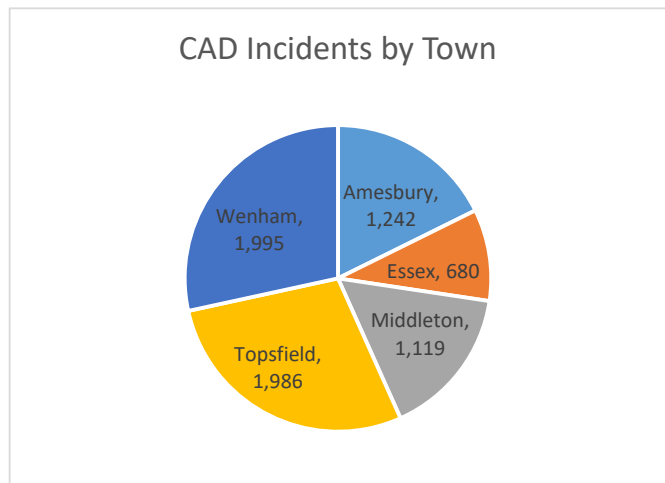
# February 2019 Call, Radio, and CAD Statistics

## CAD INCIDENTS

Fire Incidents	Count
Amesbury	352
Essex	49
Middleton	192
Topsfield	134
Wenham	62
<b>Total</b>	<b>789</b>

Police Incidents	Count
Amesbury	890
Essex	631
Middleton	927
Topsfield	1,852
Wenham	1,933
<b>Total</b>	<b>6,233</b>

Incidents by Town	Count
Amesbury	1,242
Essex	680
Middleton	1,119
Topsfield	1,986
Wenham	1,995
<b>Total</b>	<b>7,022</b>



## RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	2,364
Essex Fire	628
Middleton Fire	1,472
Topsfield Fire	895
Wenham Fire	584
<b>Total</b>	<b>5,943</b>

Police Radio Transmissions	Count
Amesbury Police	4,237
Essex Police	1,651
Middleton Police	2,724
Topsfield Police	3,230
Wenham Police	2,122
<b>Total</b>	<b>13,964</b>

Transmissions by Community	Count
Amesbury	6,601
Essex	2,640
Middleton	4,620
Topsfield	5,470
Wenham	2,695
<b>Total</b>	<b>19,907</b>

