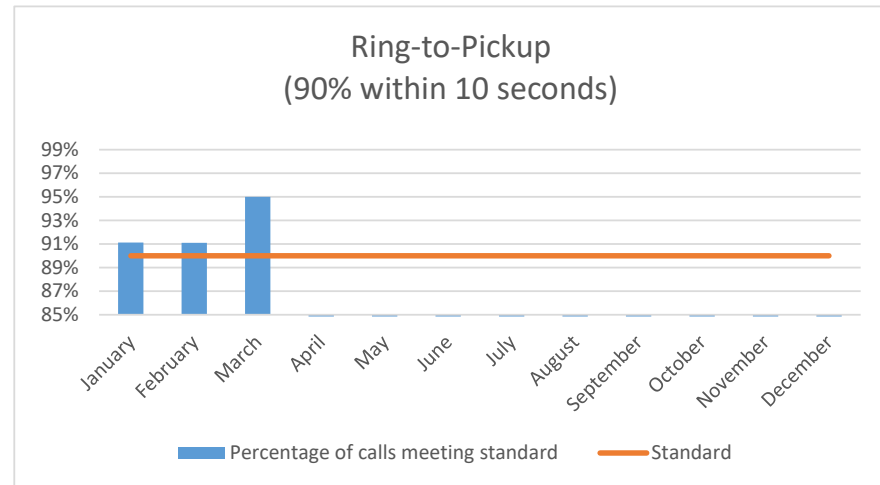




March 2019 Ring to Pick Up Time

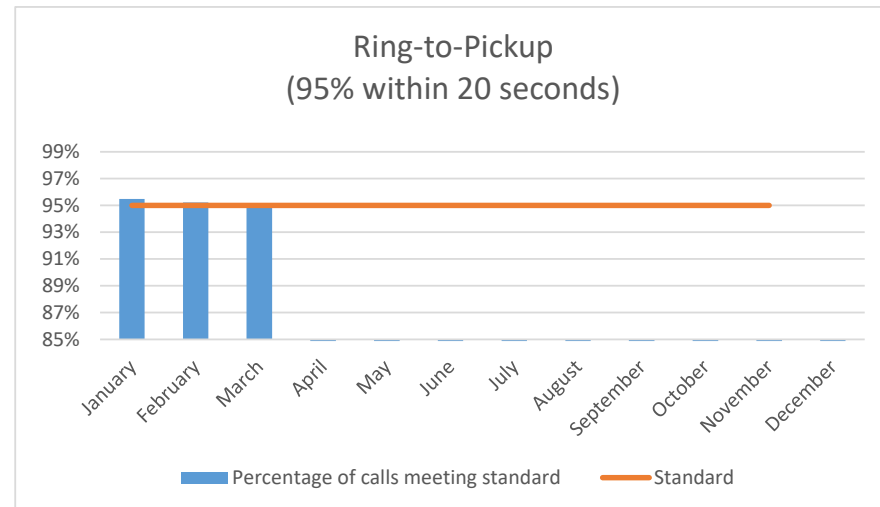
Ring-to-Pickup (90% within 10 seconds)

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	22,506	23,688	95.01%	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)

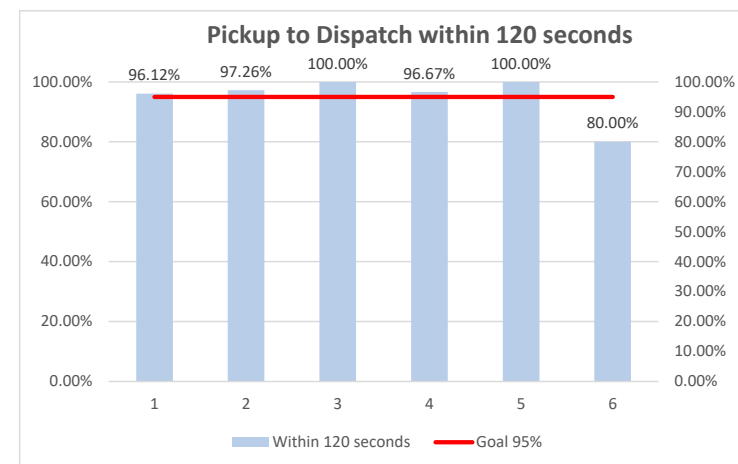
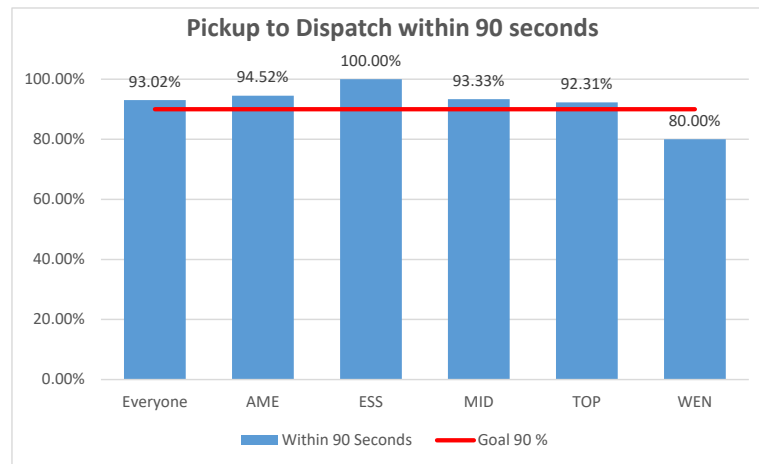
Month	Number of Calls		Percentage of calls meeting standard	Standard
	Meeting Standard	Total Calls		
January	22,473	23,534	95.49%	95.00%
February	20,575	21,607	95.22%	95.00%
March	22,506	23,688	95.01%	95.00%
April				95.00%
May				95.00%
June				95.00%
July				95.00%
August				95.00%
September				95.00%
October				95.00%
November				95.00%
December				95.00%





Pick Up to Dispatch Times March 2019

City	Total	Below 60	Below 90	Below 120	Greater 90	Greater 120	Greater 150	Greater 180	AvgTime	StdDevTime	Median Time	Goal 90 %	Goal 95%
Everyone	129	54.26%	93.02%	96.12%	9	0	0	0	60	22	59	90.00%	95.00%
AME	73	57.53%	94.52%	97.26%	4	0	0	0	58	23	58	90.00%	95.00%
ESS	3	66.67%	100.00%	100.00%	0	0	0	0	52	16	55	90.00%	95.00%
MID	30	50.00%	93.33%	96.67%	2	0	0	0	63	18	60	90.00%	95.00%
TOP	13	61.54%	92.31%	100.00%	1	0	0	0	60	16	60	90.00%	95.00%
WEN	10	30.00%	80.00%	80.00%	2	0	0	0	76	33	66	90.00%	95.00%



Priority 1 by Month March 2019

Month	Count	Mean	StdDev	Min	Max
January	101	57	26.2356	1	148
February	105	59	20.1527	13	141
March	129	60	22.2552	1	144
April					
May					
June					
July					
August					
September					
October					
November					
December					

Priority 1 by Nature March 2019

Nature	Total	Mean	StdDev	Min	Max
M-BREATHING	35	60	17.37	32	127
DOMESTIC	28	57	29.32	1	128
M-CHEST PAIN	25	61	18.93	31	98
M-UNCONSCIOUS	17	66	23.19	45	137
M-HEART PROBLEM	9	52	16.33	31	86
FIRE STRUCTURE	8	70	32.55	35	144
M-TRAUMATIC INJ	5	59	8.65	51	73
M-CHILDBIRTH	1	84		84	84
M-CARD/RESP ARR	1	67		67	67



March 2019
 Priority 1 by Town

Nature	City	Count	Average	StdDev	Min	Max
DOMESTIC	AME	21	47	23.22	1	82
FIRE STRUCTURE	AME	3	60	14.5	46	75
M-BREATHING	AME	22	62	20.77	32	127
M-CARD/RESP ARR	AME	1	67		67	67
M-CHEST PAIN	AME	10	56	20.14	31	89
M-CHILDBIRTH	AME	1	84		84	84
M-HEART PROBLEM	AME	5	58	18.73	39	86
M-TRAUMATIC INJ	AME	2	52	1.41	51	53
M-UNCONSCIOUS	AME	8	74	31.51	45	137
Nature	City	Count	Average	StdDev	Min	Max
FIRE STRUCTURE	ESS	1	35		35	35
M-BREATHING	ESS	1	55		55	55
M-CHEST PAIN	ESS	1	66		66	66
Nature	City	Count	Average	StdDev	Min	Max
DOMESTIC	MID	6	78	24.38	51	121
FIRE STRUCTURE	MID	1	66		66	66
M-BREATHING	MID	5	56	12.34	46	77
M-CHEST PAIN	MID	10	61	18.04	40	98
M-HEART PROBLEM	MID	1	48		48	48
M-TRAUMATIC INJ	MID	2	67	8.49	61	73
M-UNCONSCIOUS	MID	5	57	13.33	48	80
Nature	City	Count	Average	StdDev	Min	Max
FIRE STRUCTURE	TOP	1	71		71	71
M-BREATHING	TOP	2	57	3.54	55	60
M-CHEST PAIN	TOP	3	70	23.52	46	93
M-HEART PROBLEM	TOP	3	44	13.05	31	57
M-TRAUMATIC INJ	TOP	1	59		59	59
M-UNCONSCIOUS	TOP	3	62	2.52	60	65
Nature	City	Count	Average	StdDev	Min	Max
DOMESTIC	WEN	1	128		128	128
FIRE STRUCTURE	WEN	2	106	53.03	69	144
M-BREATHING	WEN	5	58	9.3	48	71
M-CHEST PAIN	WEN	1	73		73	73
M-UNCONSCIOUS	WEN	1	62		62	62



Essex County Sheriff's Department
ESSEX REGIONAL EMERGENCY COMMUNICATIONS CENTER



March 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	328	0.00%
AMESBURY PD	1		1			2	1,276	0.16%
ESSEX FD						0	60	0.00%
ESSEX PD						0	660	0.00%
MIDDLETON FD						0	159	0.00%
MIDDLETON PD						0	917	0.00%
TOPSFIELD FD						0	158	0.00%
TOPSFIELD PD	1					1	1,977	0.05%
WENHAM FD						0	70	0.00%
WENHAM PD						0	2,117	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



March 2019
 Regional Emergency Communications Center
 Call Review Quality Assurance Report

Type of Review	Lowest	Average	Number of Reviews
Regional Dispatcher QA	74.17%	96.93%	125
Regional Call Taking QA	73.33%	96.97%	101
Regional EMD QA	67.11%	93.31%	81
Combined Average/Total	71.54%	95.74%	307
Total % Regional 911 Calls Reviewed			53.95%

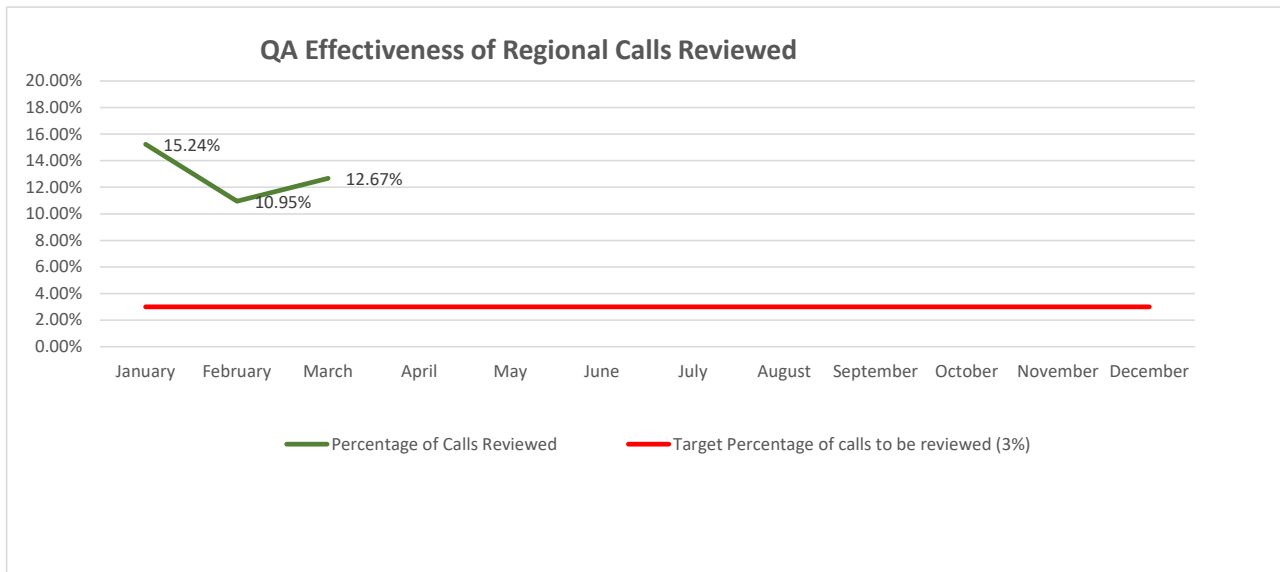
NG911 data - dispatch groups: essexrc-routing

Call Type	Call Count
9-1-1 Calls answered and abandoned	589
Answered 9-1-1 Calls	569
Answered 9-1-1 Calls within 10 seconds	536
Answered 9-1-1 Calls within 20 seconds	568
Answered 9-1-1 Text Calls	2
Abandoned 9-1-1 Calls	20
7-Digit Emergency Calls	1,924
Answered 7-Digit Emergency Calls	1,854
Abandoned 7-Digit Emergency Calls	70
Outbound Calls	1437



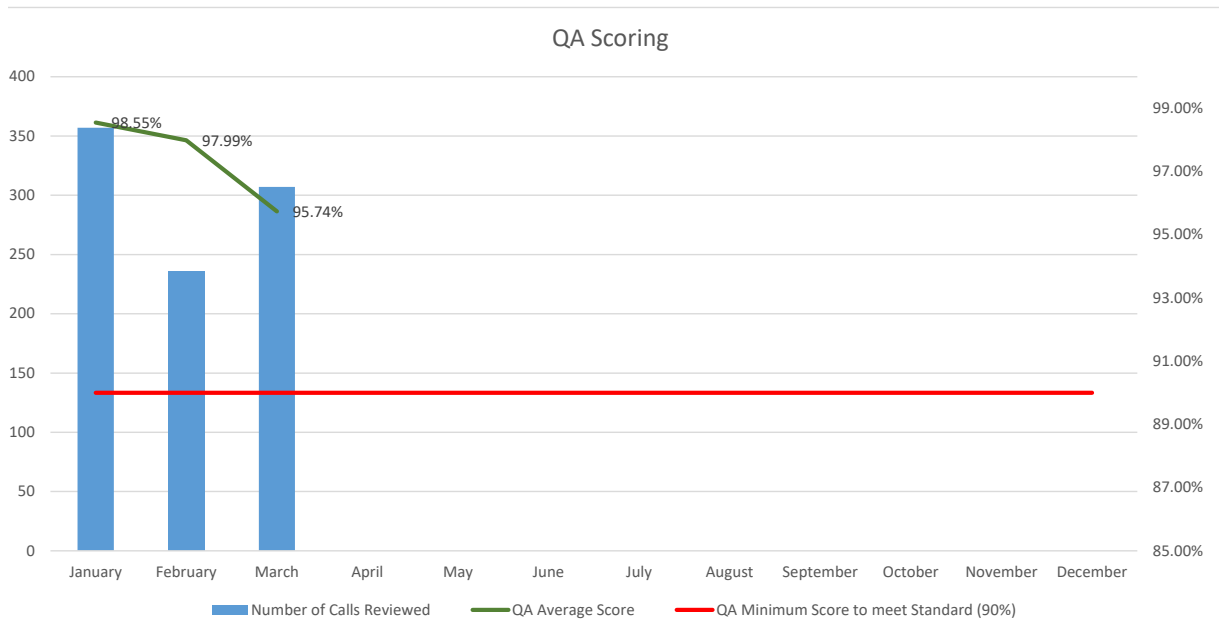
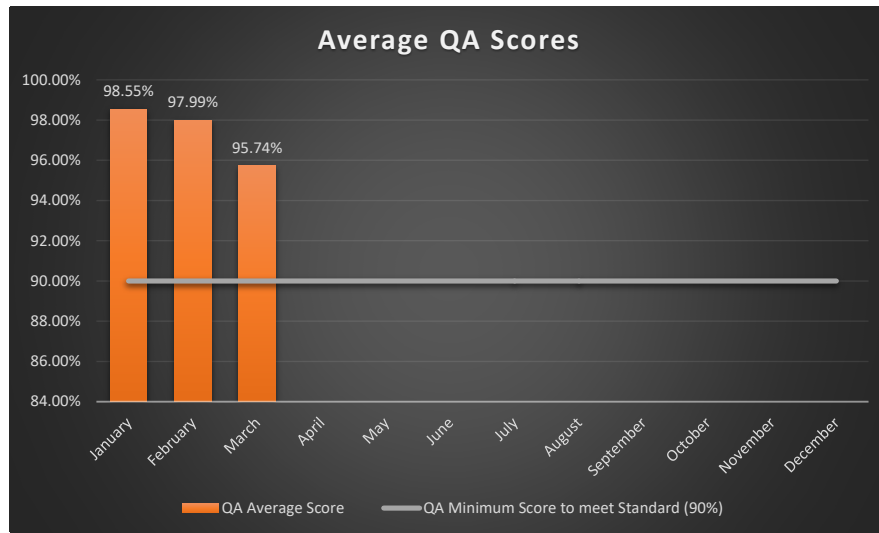
March 2019 QA Effectiveness

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	307	2,423	12.67%	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%



March 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	307	95.74%	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%





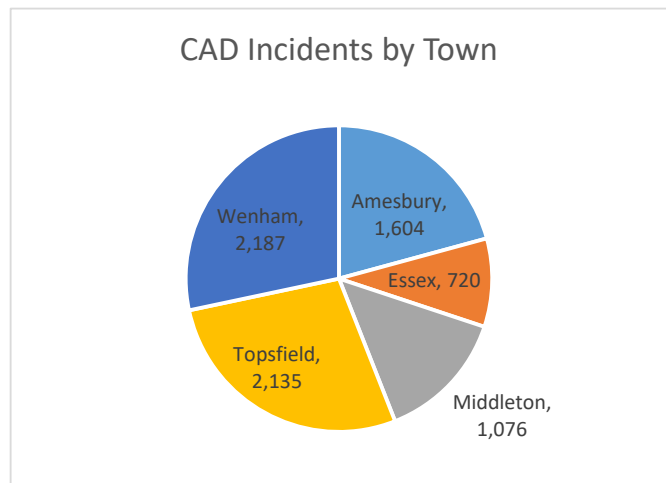
March 2019 Call, Radio, and CAD Statistics

CAD INCIDENTS

Fire Incidents	Count
Amesbury	328
Essex	60
Middleton	159
Topsfield	158
Wenham	70
Total	775

Police Incidents	Count
Amesbury	1,276
Essex	660
Middleton	917
Topsfield	1,977
Wenham	2,117
Total	6,947

Incidents by Town	Count
Amesbury	1,604
Essex	720
Middleton	1,076
Topsfield	2,135
Wenham	2,187
Total	7,722



RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	2,679
Essex Fire	707
Middleton Fire	1,346
Topsfield Fire	1,171
Wenham Fire	625
Total	6,528

Police Radio Transmissions	Count
Amesbury Police	5,073
Essex Police	1,821
Middleton Police	2,829
Topsfield Police	3,627
Wenham Police	2,401
Total	15,751

Transmissions by Community	Count
Amesbury	7,752
Essex	2,640
Middleton	4,620
Topsfield	5,470
Wenham	2,695
Total	22,279

