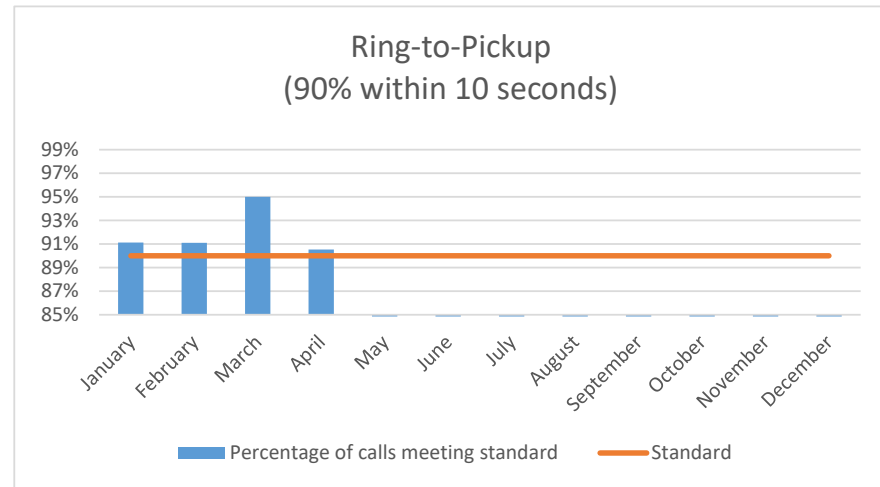




April 2019 Ring to Pick Up Time

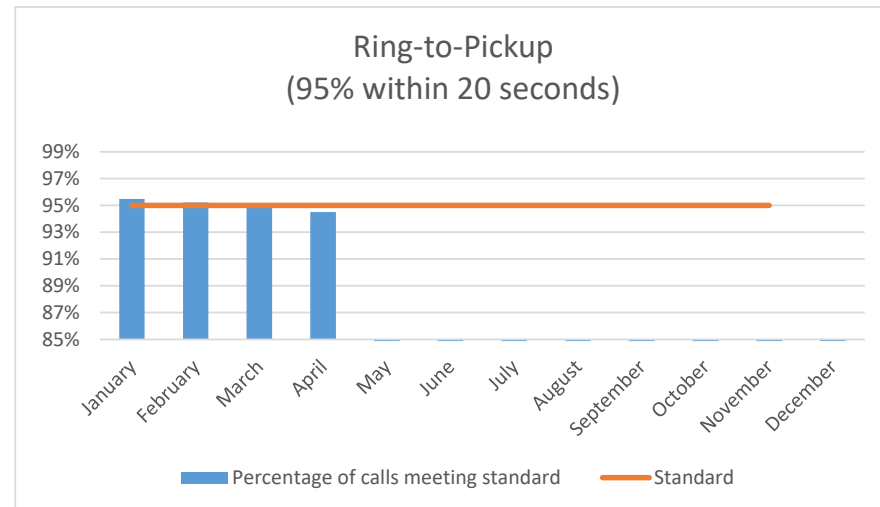
Ring-to-Pickup (90% within 10 seconds)

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	20,727	22,895	90.53%	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)

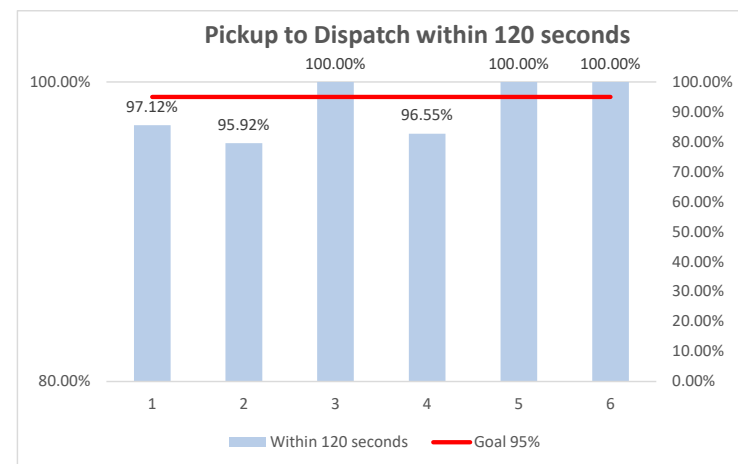
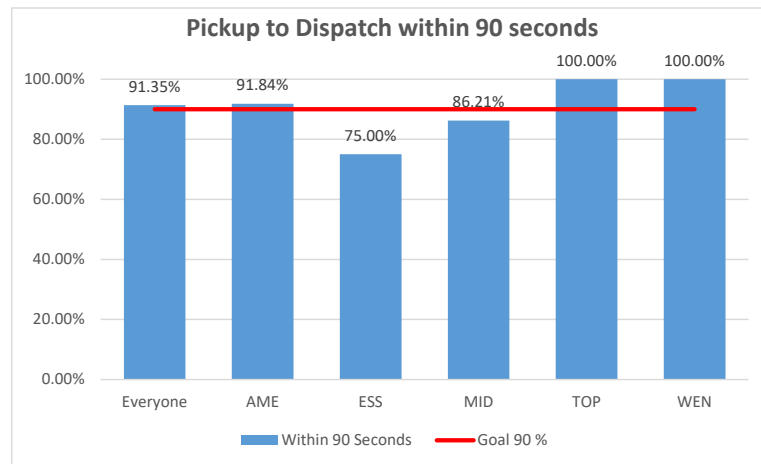
Month	Number of Calls		Percentage of calls meeting standard	Standard
	Meeting Standard	Total Calls		
January	22,473	23,534	95.49%	95.00%
February	20,575	21,607	95.22%	95.00%
March	22,506	23,688	95.01%	95.00%
April	21,635	22,895	94.50%	95.00%
May				95.00%
June				95.00%
July				95.00%
August				95.00%
September				95.00%
October				95.00%
November				95.00%
December				95.00%





Pick Up to Dispatch Times April 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	104	49.04%	91.35%	97.12%	9		0	0	62	21	61	90.00%	95.00%
AME	49	61.22%	91.84%	95.92%	4		0	0	58	22	54	90.00%	95.00%
ESS	4	50.00%	75.00%	100.00%	1		0	0	70	32	66	90.00%	95.00%
MID	29	41.38%	86.21%	96.55%	4		0	0	67	20	63	90.00%	95.00%
TOP	12	50.00%	100.00%	100.00%	0		0	0	61	15	60	90.00%	95.00%
WEN	10	10.00%	100.00%	100.00%	0		0	0	67	12	69	90.00%	95.00%



Priority 1 by Month April 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	104	62	20.6560	16	132
May					
June					
July					
August					
September					
October					
November					
December					

Priority 1 by Nature April 2019

Nature	Total	Mean	StdDev	Min	Max
M-BREATHING	25	64	15.49	41	106
M-UNCONSCIOUS	23	60	21.95	33	132
M-CHEST PAIN	18	65	17.96	41	109
DOMESTIC	16	53	24.42	16	122
M-TRAUMATIC INJ	7	69	25.73	47	125
M-HEART PROBLEM	6	72	17.83	51	102
FIRE STRUCTURE	4	66	22.11	41	95
M-CARD/RESP ARR	3	61	22.27	37	81
KIDNAPPING/ATT	1	92		92	92
SUICIDE/ATTEMPT	1	24		24	24



April 2019
 Priority 1 by Town

Nature	City	Count	Average	StdDev	Min	Max
DOMESTIC	AME	14	52	26.14	16	122
FIRE STRUCTURE	AME	1	65		65	65
M-BREATHING	AME	11	60	19.09	41	106
M-CARD/RESP ARR	AME	3	61	22.27	37	81
M-CHEST PAIN	AME	6	60	9.62	51	75
M-HEART PROBLEM	AME	3	71	26.84	51	102
M-TRAUMATIC INJ	AME	2	95	42.43	65	125
M-UNCONSCIOUS	AME	8	52	13.39	35	72
SUICIDE/ATTEMPT	AME	1	24		24	24
Nature	City	Count	Average	StdDev	Min	Max
M-BREATHING	ESS	1	84		84	84
M-CHEST PAIN	ESS	3	66	37.4	41	109
Nature	City	Count	Average	StdDev	Min	Max
DOMESTIC	MID	2	58	4.24	55	61
FIRE STRUCTURE	MID	2	68	38.18	41	95
KIDNAPPING/ATT	MID	1	92		92	92
M-BREATHING	MID	7	68	11.2	53	86
M-CHEST PAIN	MID	6	69	17.19	58	104
M-HEART PROBLEM	MID	1	83		83	83
M-TRAUMATIC INJ	MID	2	56	1.41	55	57
M-UNCONSCIOUS	MID	8	65	30.38	33	132
Nature	City	Count	Average	StdDev	Min	Max
M-BREATHING	TOP	3	55	0.58	55	56
M-CHEST PAIN	TOP	3	69	14.73	56	85
M-HEART PROBLEM	TOP	2	68	2.12	67	70
M-TRAUMATIC INJ	TOP	1	47		47	47
M-UNCONSCIOUS	TOP	3	60	25.7	33	84
Nature	City	Count	Average	StdDev	Min	Max
FIRE STRUCTURE	WEN	1	65		65	65
M-BREATHING	WEN	3	73	10.41	65	85
M-TRAUMATIC INJ	WEN	2	69	0.71	69	70
M-UNCONSCIOUS	WEN	4	63	16.76	41	79



Essex County Sheriff's Department
ESSEX REGIONAL EMERGENCY COMMUNICATIONS CENTER



April 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	364	0.00%
AMESBURY PD						0	1,311	0.00%
ESSEX FD						0	58	0.00%
ESSEX PD						0	666	0.00%
MIDDLETON FD						0	152	0.00%
MIDDLETON PD						0	918	0.00%
TOPSFIELD FD						0	206	0.00%
TOPSFIELD PD						0	1,935	0.00%
WENHAM FD						0	86	0.00%
WENHAM PD						0	1,843	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



April 2019
 Regional Emergency Communications Center
 Call Review Quality Assurance Report

Type of Review	Lowest	Average	Number of Reviews
Regional Dispatcher QA	66.05%	97.55%	129
Regional Call Taking QA	85.45%	98.50%	46
Regional EMD QA	59.21%	95.67%	125
Text-to-911	100.00%	100.00%	1
Combined Average/Total	77.68%	97.93%	301
Total % Regional 911 Calls Reviewed			52.08%

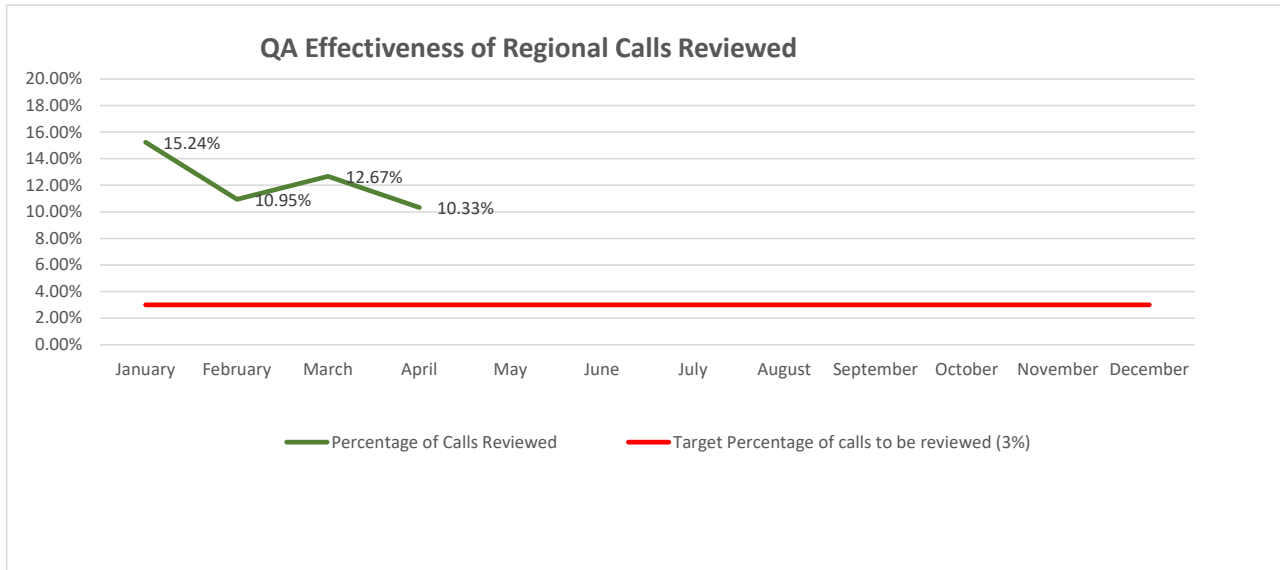
NG911 data - dispatch groups: essexrc-routing

Call Type	Call Count
9-1-1 Calls answered and abandoned	596
Answered 9-1-1 Calls	578
Answered 9-1-1 Calls within 10 seconds	541
Answered 9-1-1 Calls within 20 seconds	573
Answered 9-1-1 Text Calls	1
Abandoned 9-1-1 Calls	18
7-Digit Emergency Calls	1,924
Answered 7-Digit Emergency Calls	1,854
Abandoned 7-Digit Emergency Calls	70
Outbound Calls	1437



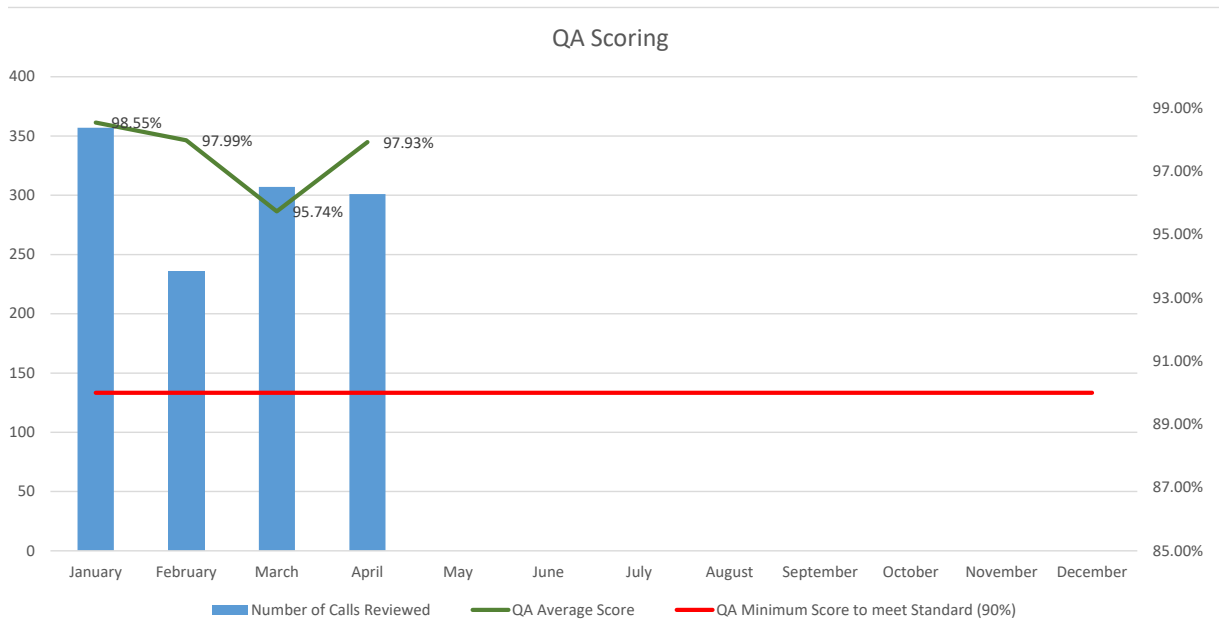
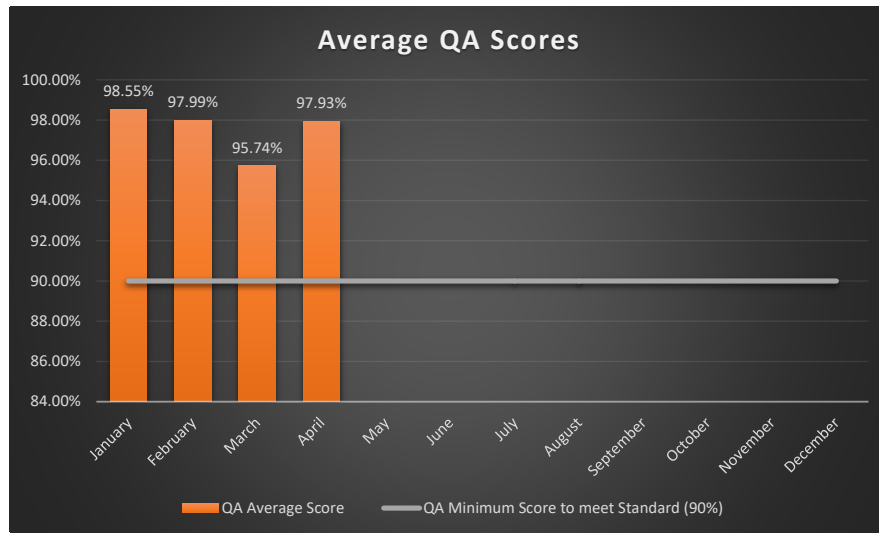
April 2019 QA Effectiveness

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	301	2,915	10.33%	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%



April 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	301	97.93%	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%





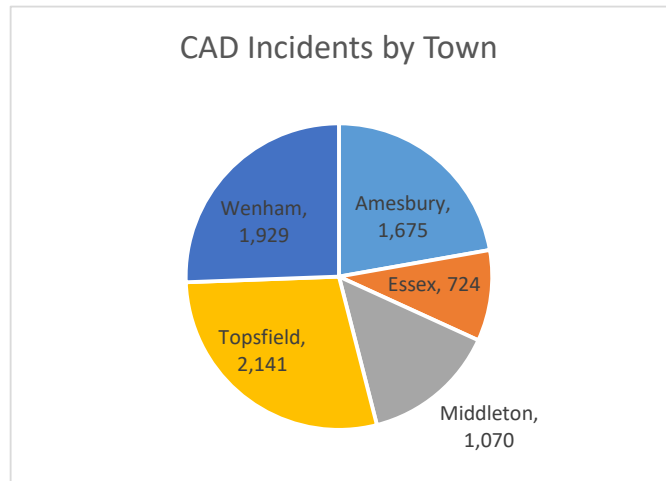
April 2019 Call, Radio, and CAD Statistics

CAD INCIDENTS

Fire Incidents	Count
Amesbury	364
Essex	58
Middleton	152
Topsfield	206
Wenham	86
Total	866

Police Incidents	Count
Amesbury	1,311
Essex	666
Middleton	918
Topsfield	1,935
Wenham	1,843
Total	6,673

Incidents by Town	Count
Amesbury	1,675
Essex	724
Middleton	1,070
Topsfield	2,141
Wenham	1,929
Total	7,539



RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	2,947
Essex Fire	710
Middleton Fire	1,533
Topsfield Fire	1,300
Wenham Fire	1,044
Total	7,534

Police Radio Transmissions	Count
Amesbury Police	5,123
Essex Police	1,923
Middleton Police	2,749
Topsfield Police	3,677
Wenham Police	2,276
Total	15,748

Transmissions by Community	Count
Amesbury	8,070
Essex	2,640
Middleton	4,620
Topsfield	5,470
Wenham	2,695
Total	23,282

