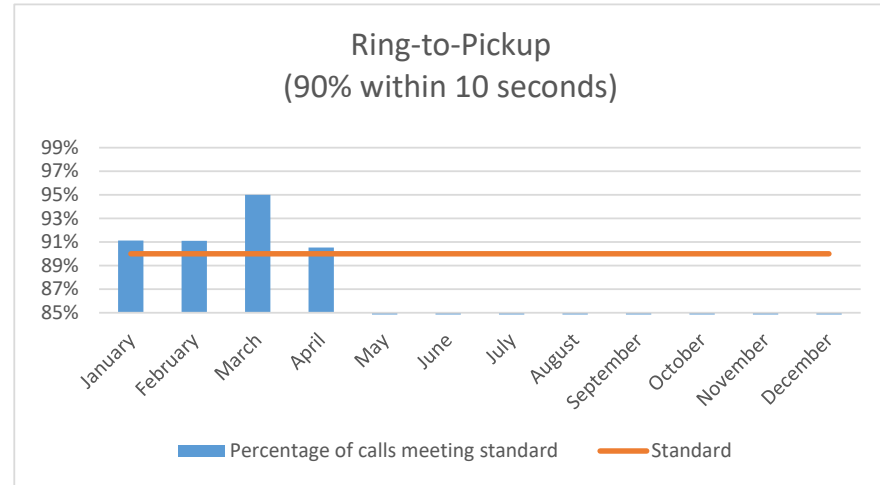




May 2019 Ring to Pick Up Time

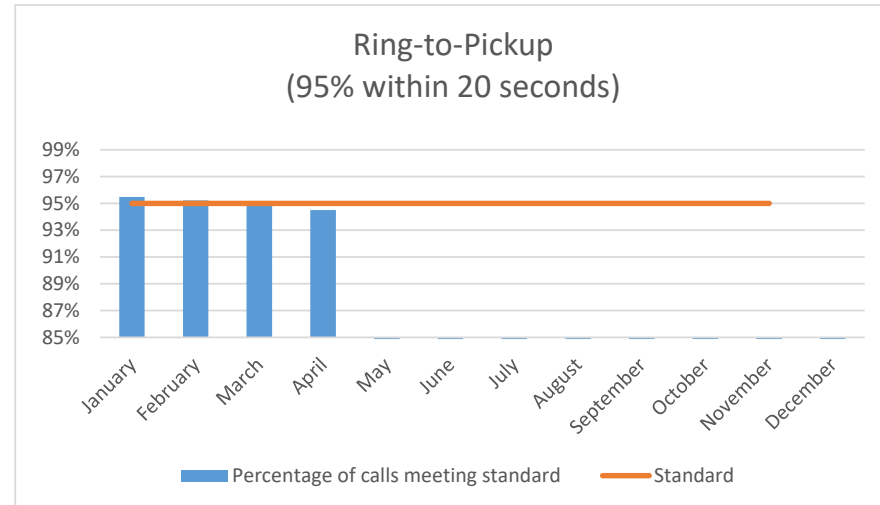
Ring-to-Pickup (90% within 10 seconds)

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)

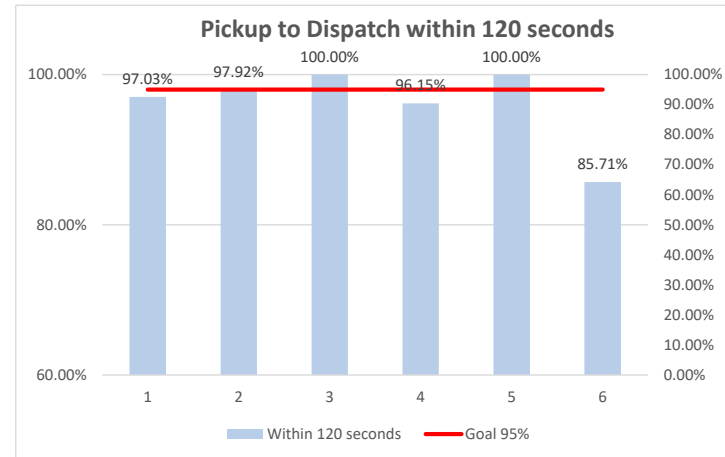
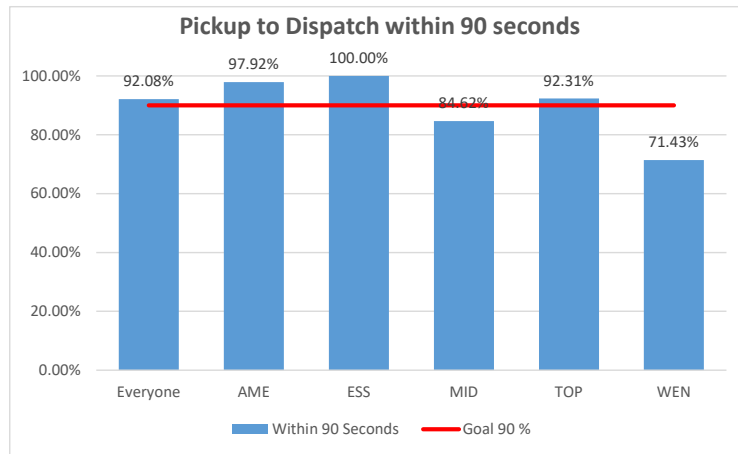
Month	Number of Calls		Percentage of calls meeting standard	Standard
	Meeting Standard	Total Calls		
January	22,473	23,534	95.49%	95.00%
February	20,575	21,607	95.22%	95.00%
March	22,506	23,688	95.01%	95.00%
April	21,635	22,895	94.50%	95.00%
May				95.00%
June				95.00%
July				95.00%
August				95.00%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





Pick Up to Dispatch Times May 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	101	46.53%	92.08%	97.03%	8	1	0	0	61	24	61	90.00%	95.00%
AME	48	64.58%	97.92%	97.92%	1	1	0	0	54	26	54	90.00%	95.00%
ESS	7	71.43%	100.00%	100.00%	0	0	0	0	54	13	53	90.00%	95.00%
MID	26	23.08%	84.62%	96.15%	4	0	0	0	71	19	69	90.00%	95.00%
TOP	13	23.08%	92.31%	100.00%	1	0	0	0	67	19	68	90.00%	95.00%
WEN	7	28.57%	71.43%	85.71%	2	0	0	0	76	27	67	90.00%	95.00%



Priority 1 by Month May 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	101	61	23.8935	15	156
June					
July					
August					
September					
October					
November					
December					

Priority 1 by Nature May 2019

Nature	Total	Mean	StdDev	Min	Max
M-BREATHING	23	66	25.42	42	156
M-CHEST PAIN	16	68	27.36	22	140
M-HEART PROBLEM	16	59	15.88	17	86
DOMESTIC	15	45	23.92	15	82
M-TRAUMATIC INJ	11	57	24.61	17	91
M-UNCONSCIOUS	10	69	15.65	46	100
FIRE STRUCTURE	6	54	16.46	26	73
M-CARD/RESP ARR	3	76	18.52	57	94
M-ASSAULT	1	113		113	113



May 2019
 Priority 1 by Town

Nature	City	Count	Average	StdDev	Min	Max
DOMESTIC	AME	10	38	24.84	15	82
FIRE STRUCTURE	AME	4	49	17.35	26	66
M-BREATHING	AME	16	63	26.83	42	156
M-CARD/RESP ARR	AME	1	57		57	57
M-CHEST PAIN	AME	6	60	26.29	22	84
M-HEART PROBLEM	AME	5	54	25.01	17	86
M-TRAUMATIC INJ	AME	3	48	37.72	17	90
M-UNCONSCIOUS	AME	3	56	9.54	46	65
Nature	City	Count	Average	StdDev	Min	Max
DOMESTIC	ESS	1	40		40	40
M-BREATHING	ESS	1	62		62	62
M-CHEST PAIN	ESS	1	53		53	53
M-HEART PROBLEM	ESS	2	49	7.78	44	55
M-UNCONSCIOUS	ESS	2	64	19.09	51	78
Nature	City	Count	Average	StdDev	Min	Max
DOMESTIC	MID	2	61	0	61	61
FIRE STRUCTURE	MID	1	54		54	54
M-BREATHING	MID	3	67	3.61	64	71
M-CARD/RESP ARR	MID	2	85	12.02	77	94
M-CHEST PAIN	MID	6	79	34.77	47	140
M-HEART PROBLEM	MID	4	64	7.94	53	71
M-TRAUMATIC INJ	MID	5	69	17.29	45	91
M-UNCONSCIOUS	MID	3	75	3.51	72	79
Nature	City	Count	Average	StdDev	Min	Max
FIRE STRUCTURE	TOP	1	73		73	73
M-ASSAULT	TOP	1	113		113	113
M-BREATHING	TOP	2	62	1.41	61	63
M-CHEST PAIN	TOP	3	67	13.2	56	82
M-HEART PROBLEM	TOP	5	65	10.04	48	72
M-TRAUMATIC INJ	TOP	1	30		30	30
Nature	City	Count	Average	StdDev	Min	Max
DOMESTIC	WEN	2	69	16.26	58	81
M-BREATHING	WEN	1	123		123	123
M-TRAUMATIC INJ	WEN	2	54	16.26	43	66
M-UNCONSCIOUS	WEN	2	83	23.33	67	100



Essex County Sheriff's Department
ESSEX REGIONAL EMERGENCY COMMUNICATIONS CENTER



May 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	350	0.00%
AMESBURY PD						0	1,420	0.00%
ESSEX FD						0	78	0.00%
ESSEX PD						0	811	0.00%
MIDDLETON FD						0	473	0.00%
MIDDLETON PD						0	1,302	0.00%
TOPSFIELD FD						0	436	0.00%
TOPSFIELD PD						0	2,128	0.00%
WENHAM FD						0	117	0.00%
WENHAM PD						0	2,073	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



May 2019
 Regional Emergency Communications Center
 Call Review Quality Assurance Report

Type of Review	Lowest	Average	Number of Reviews
Regional Dispatcher QA	67.16%	98.15%	157
Regional Call Taking QA	71.52%	95.96%	49
Regional EMD QA	67.11%	94.34%	146
Text-to-911	91.36%	95.06%	2
Combined Average/Total	74.29%	95.88%	354
Total % Regional 911 Calls Reviewed			59.70%

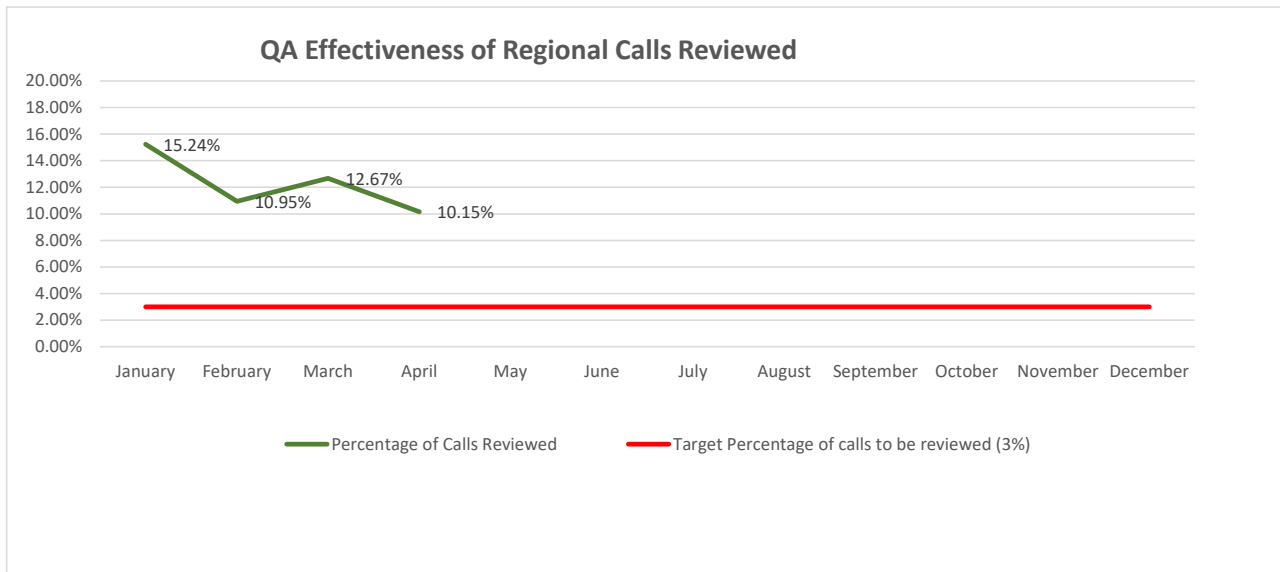
NG911 data - dispatch groups: essexrc-routing

Call Type	Call Count
9-1-1 Calls answered and abandoned	630
Answered 9-1-1 Calls	593
Answered 9-1-1 Calls within 10 seconds	552
Answered 9-1-1 Calls within 20 seconds	586
Answered 9-1-1 Text Calls	2
Abandoned 9-1-1 Calls	37
7-Digit Emergency Calls	1,924
Answered 7-Digit Emergency Calls	1,854
Abandoned 7-Digit Emergency Calls	70
Outbound Calls	1437



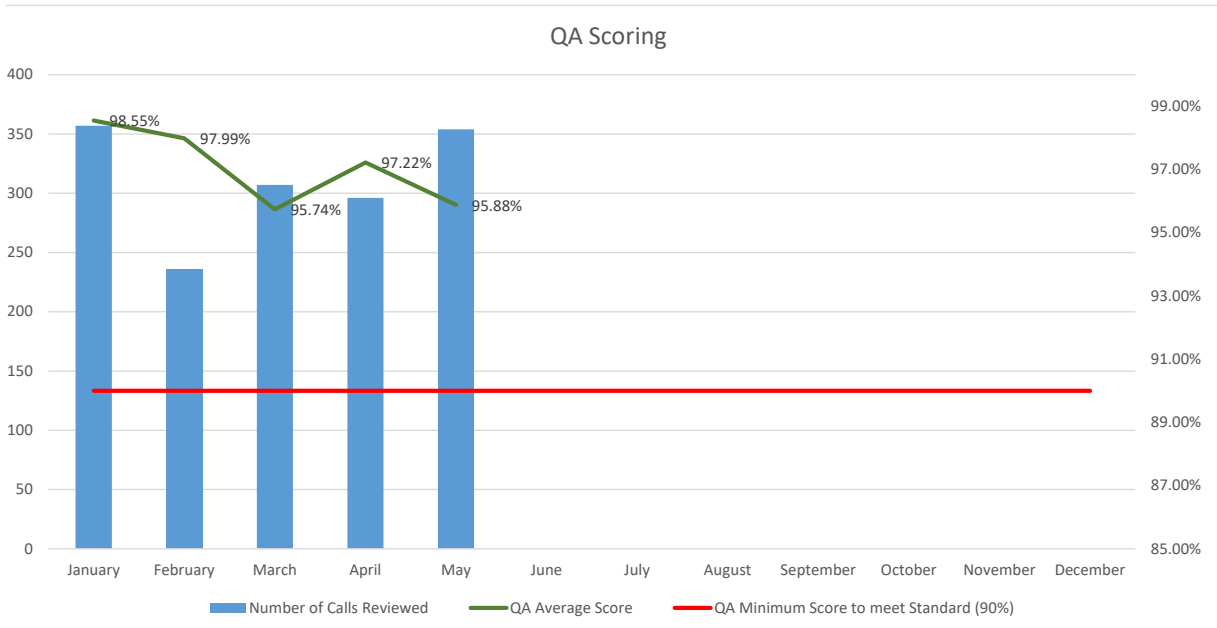
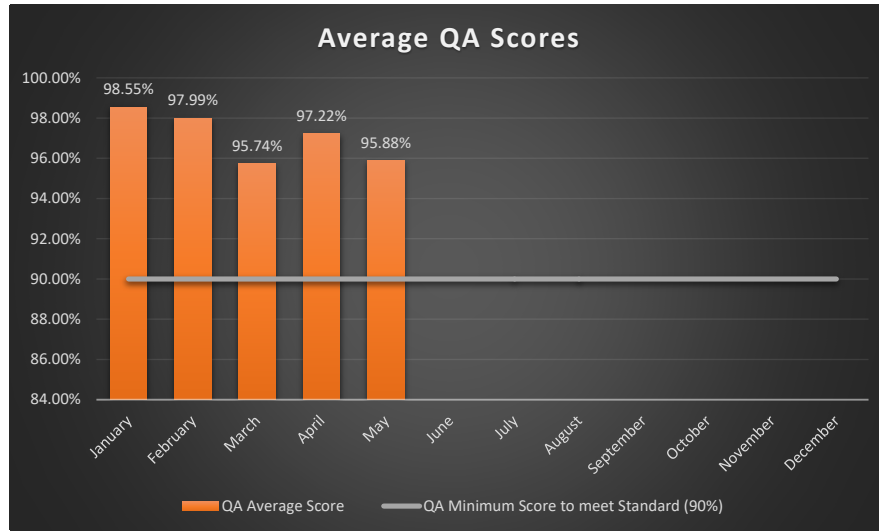
May 2019 QA Effectiveness

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	296	2,915	10.15%	3.00%
May	354	2,604	13.59%	3.00%
June				3.00%
July				3.00%
August				3.00%
September				3.00%
October				3.00%
November				3.00%
December				3.00%



May 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	296	97.22%	90.00%
May	354	95.88%	90.00%
June			90.00%
July			90.00%
August			90.00%
September			90.00%
October			90.00%
November			90.00%
December			90.00%





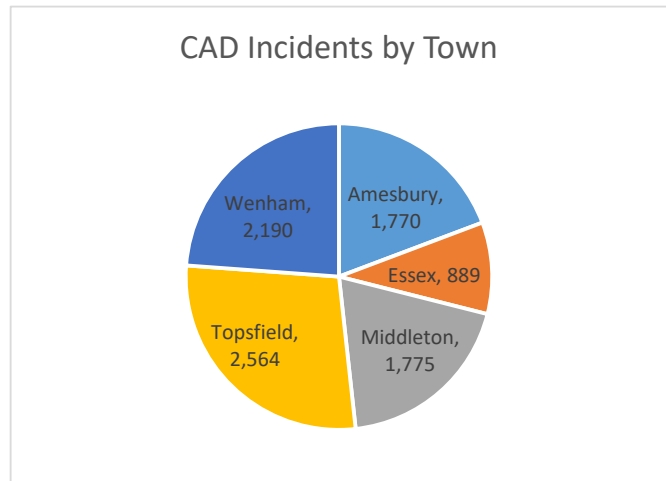
May 2019 Call, Radio, and CAD Statistics

CAD INCIDENTS

Fire Incidents	Count
Amesbury	350
Essex	78
Middleton	473
Topsfield	436
Wenham	117
Total	1,454

Police Incidents	Count
Amesbury	1,420
Essex	811
Middleton	1,302
Topsfield	2,128
Wenham	2,073
Total	7,734

Incidents by Town	Count
Amesbury	1,770
Essex	889
Middleton	1,775
Topsfield	2,564
Wenham	2,190
Total	9,188



RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	3,009
Essex Fire	538
Middleton Fire	1,694
Topsfield Fire	1,297
Wenham Fire	521
Total	7,059

Police Radio Transmissions	Count
Amesbury Police	5,544
Essex Police	2,137
Middleton Police	2,975
Topsfield Police	3,742
Wenham Police	2,440
Total	16,838

Transmissions by Community	Count
Amesbury	8,553
Essex	2,640
Middleton	4,620
Topsfield	5,470
Wenham	2,695
Total	23,897

