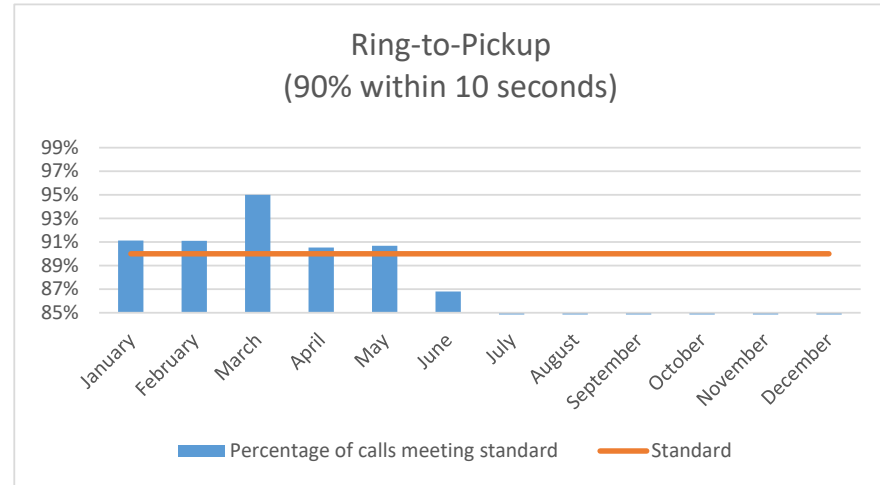




June 2019 Ring to Pick Up Time

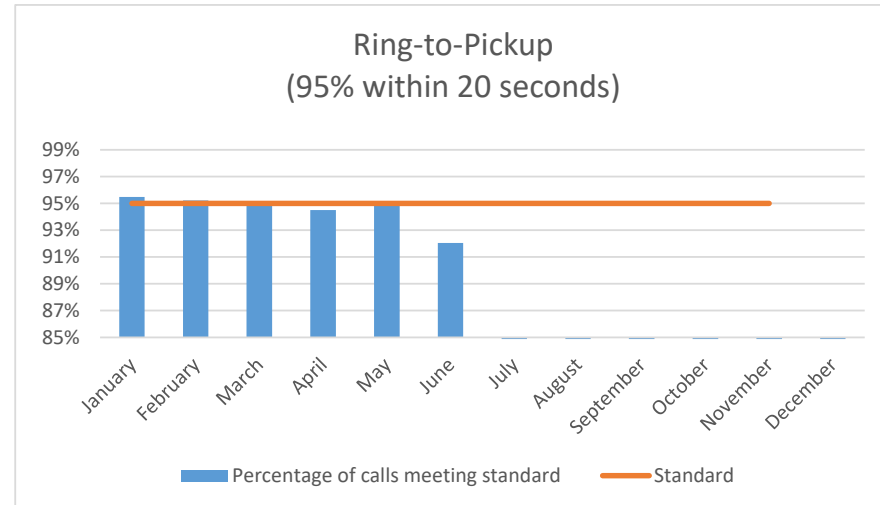
Ring-to-Pickup (90% within 10 seconds)

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	23,585	26,011	90.67%	90.00%
June	23,440	27,003	86.81%	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)

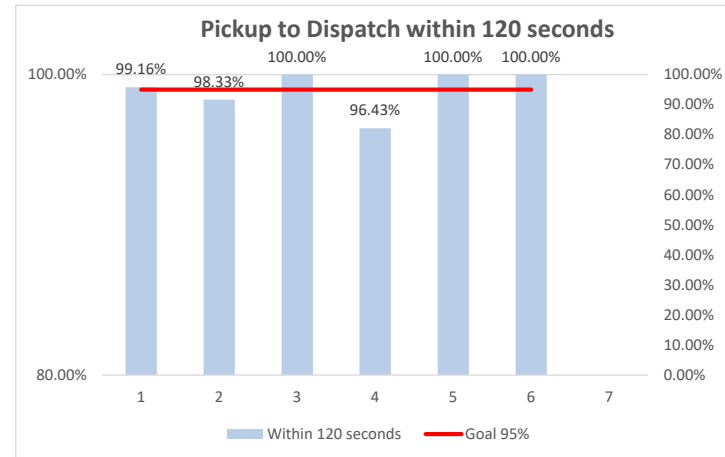
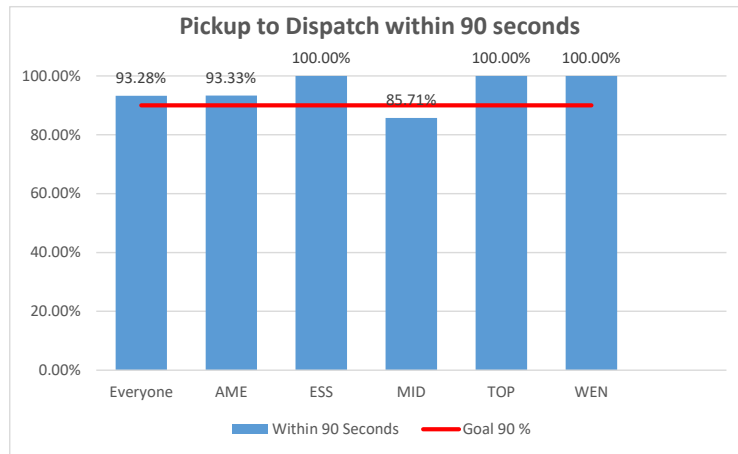
Month	Number of Calls		Percentage of calls meeting standard	Standard
	Meeting Standard	Total Calls		
January	22,473	23,534	95.49%	95.00%
February	20,575	21,607	95.22%	95.00%
March	22,506	23,688	95.01%	95.00%
April	21,635	22,895	94.50%	95.00%
May	24,674	26,011	94.86%	95.00%
June	24,856	27,003	92.05%	95.00%
July				95.00%
August				95.00%
September				95.00%
October				95.00%
November				95.00%
December				95.00%





Pick Up to Dispatch Times June 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	119	58.82%	93.28%	99.16%	8	0	0	0	57	22	57	90.00%	95.00%
AME	60	58.33%	93.33%	98.33%	4	0	0	0	56	23	58	90.00%	95.00%
ESS	11	63.64%	100.00%	100.00%	0	0	0	0	57	14	56	90.00%	95.00%
MID	28	57.14%	85.71%	96.43%	4	0	0	0	62	23	55	90.00%	95.00%
TOP	14	50.00%	100.00%	100.00%	0	0	0	0	55	23	60	90.00%	95.00%
WEN	6	83.33%	100.00%	100.00%	0	0	0	0	47			90.00%	95.00%



Priority 1 by Month June 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
June	101	61	23.8935	15	156
June	119	57	22.0465	0	124
July					
August					
September					
October					
November					
December					

Priority 1 by Nature June 2019

Nature	Total	Mean	StdDev	Min	Max
M-BREATHING	36	57	23.91	0	120
DOMESTIC	22	52	28.94	7	124
M-UNCONSCIOUS	17	61	20.29	31	112
M-HEART PROBLEM	16	61	13.47	40	81
M-CHEST PAIN	11	52	9.27	37	71
M-TRAUMATIC INJ	5	70	17.1	53	95
FIRE STRUCTURE	4	50	16.69	35	73
M-CARD/RESP ARR	4	55	17.1	34	71
M-ASSAULT	3	52	46	7	99
SUICIDE/ATTEMPT	1	63		63	63



June 2019
 Priority 1 by Town

Nature	City	Count	Average	StdDev	Min	Max
DOMESTIC	AME	17	49	31.57	7	124
M-BREATHING	AME	12	52	20.98	9	81
M-CARD/RESP ARR	AME	3	62	11.72	49	71
M-CHEST PAIN	AME	8	50	8.25	37	66
M-HEART PROBLEM	AME	10	61	11.71	42	79
M-TRAUMATIC INJ	AME	4	75	16.15	60	95
M-UNCONSCIOUS	AME	5	67	30.19	37	112
SUICIDE/ATTEMPT	AME	1	63		63	63
Nature	City	Count	Average	StdDev	Min	Max
DOMESTIC	ESS	2	67	25.46	49	85
M-BREATHING	ESS	5	56	11.72	40	73
M-CHEST PAIN	ESS	1	54		54	54
M-UNCONSCIOUS	ESS	3	52	15.89	34	62
Nature	City	Count	Average	StdDev	Min	Max
DOMESTIC	MID	2	48	8.49	42	54
FIRE STRUCTURE	MID	2	62	15.56	51	73
M-ASSAULT	MID	3	52	46	7	99
M-BREATHING	MID	11	69	25.12	27	120
M-CHEST PAIN	MID	2	61	14.14	51	71
M-HEART PROBLEM	MID	5	59	19.12	40	81
M-TRAUMATIC INJ	MID	1	53		53	53
M-UNCONSCIOUS	MID	2	62	8.49	56	68
Nature	City	Count	Average	StdDev	Min	Max
DOMESTIC	TOP	1	71		71	71
M-BREATHING	TOP	7	43	25.45	0	69
M-HEART PROBLEM	TOP	1	65		65	65
M-UNCONSCIOUS	TOP	5	67	13.29	55	87
Nature	City	Count	Average	StdDev	Min	Max
FIRE STRUCTURE	WEN	2	38	4.24	35	41
M-BREATHING	WEN	1	90		90	90
M-CARD/RESP ARR	WEN	1	34		34	34
M-UNCONSCIOUS	WEN	2	41	14.85	31	52



Essex County Sheriff's Department
ESSEX REGIONAL EMERGENCY COMMUNICATIONS CENTER



June 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	384	0.00%
AMESBURY PD						0	1,363	0.00%
ESSEX FD						0	50	0.00%
ESSEX PD						0	739	0.00%
MIDDLETON FD						0	473	0.00%
MIDDLETON PD						0	1,045	0.00%
TOPSFIELD FD						0	163	0.00%
TOPSFIELD PD						0	1,912	0.00%
WENHAM FD						0	79	0.00%
WENHAM PD						0	2,021	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



June 2019

Regional Emergency Communications Center
 Call Review Quality Assurance Report

Type of Review	Lowest	Average	Number of Reviews
Regional Dispatcher QA	67.53%	98.98%	158
Regional Call Taking QA	70.30%	97.15%	51
Regional EMD QA	67.11%	94.87%	52
Text-to-911	82.72%	83.33%	2
Combined Average/Total	71.92%	93.58%	263
Total % Regional 911 Calls Reviewed			36.83%

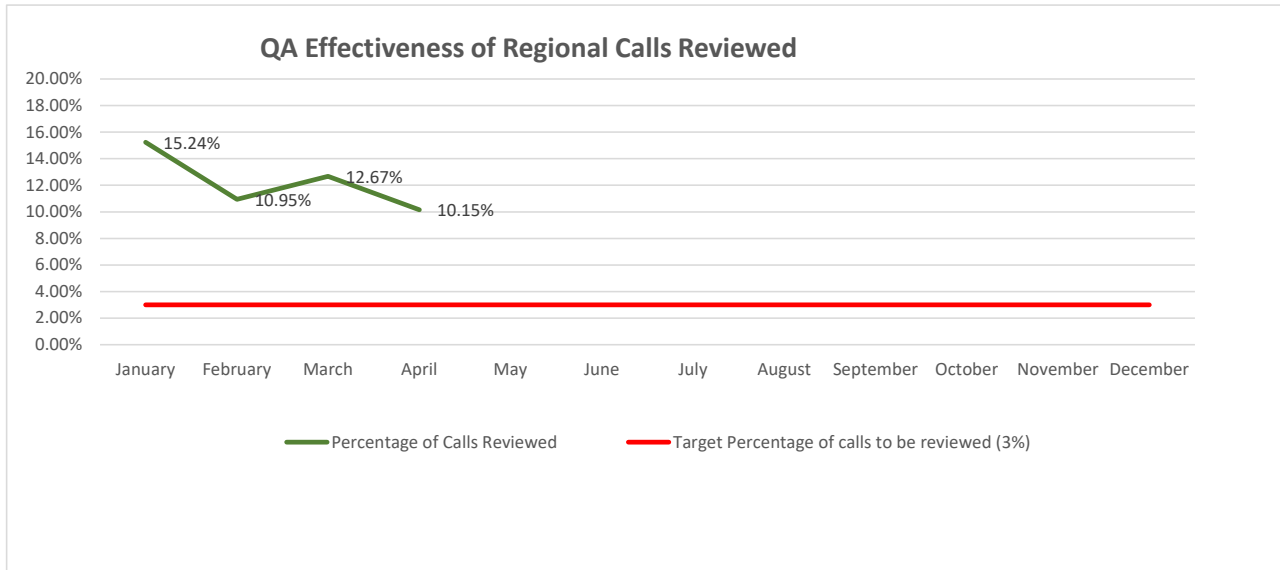
NG911 data - dispatch groups: essexrc-routing

Call Type	Call Count
9-1-1 Calls answered and abandoned	745
Answered 9-1-1 Calls	714
Answered 9-1-1 Calls within 10 seconds	674
Answered 9-1-1 Calls within 20 seconds	706
Answered 9-1-1 Text Calls	2
Abandoned 9-1-1 Calls	31
7-Digit Emergency Calls	1,924
Answered 7-Digit Emergency Calls	2,129
Abandoned 7-Digit Emergency Calls	62
Outbound Calls	4354



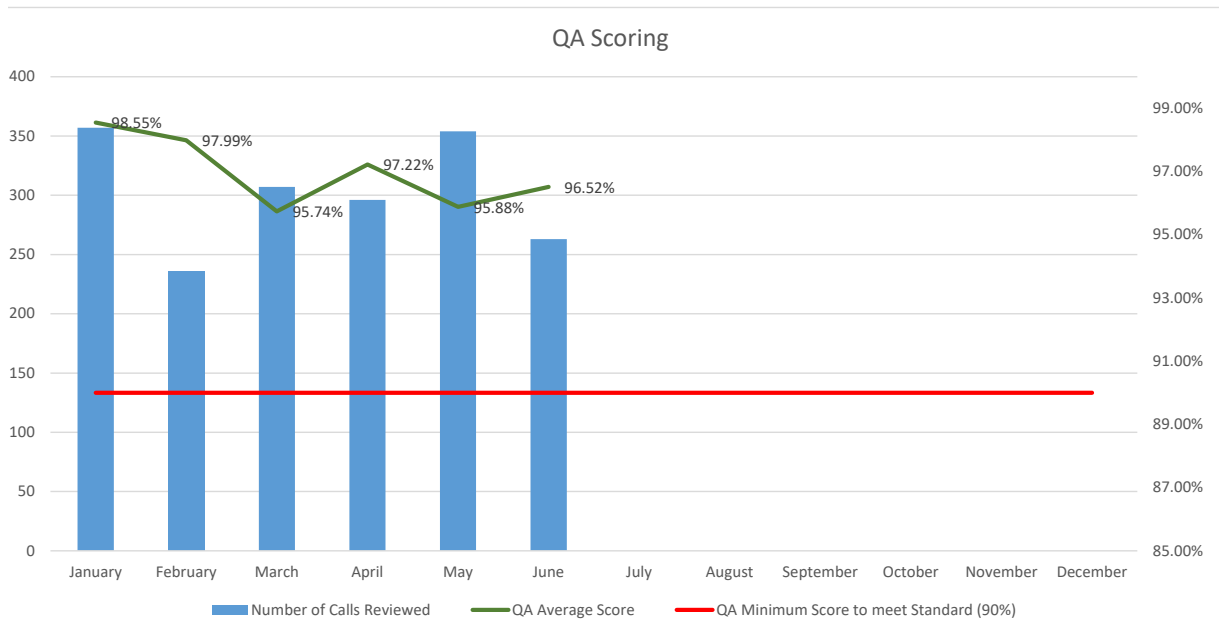
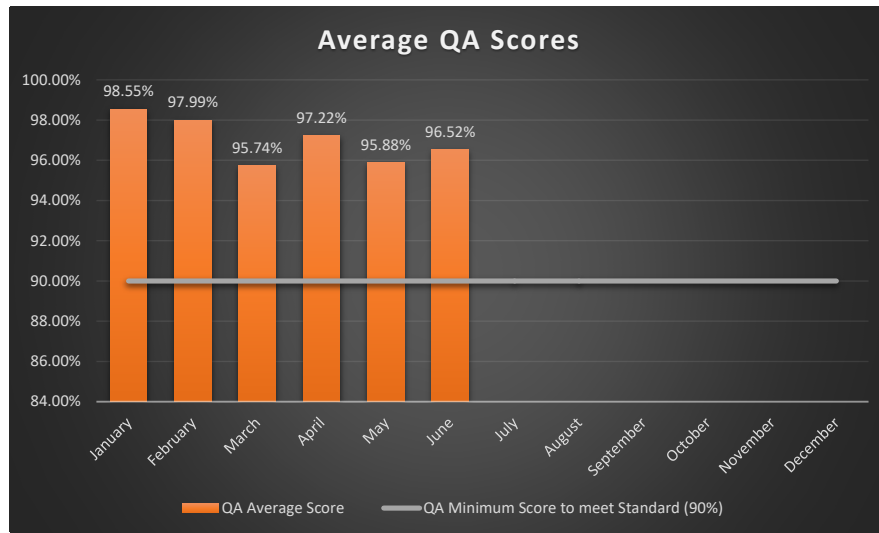
June 2019 QA Effectiveness

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	263	2,843	9.25%	3.00%
July				3.00%
August				3.00%
September				3.00%
October				3.00%
November				3.00%
December				3.00%



June 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	263	96.52%	90.00%
July			90.00%
August			90.00%
September			90.00%
October			90.00%
November			90.00%
December			90.00%





June 2019 Call, Radio, and CAD Statistics

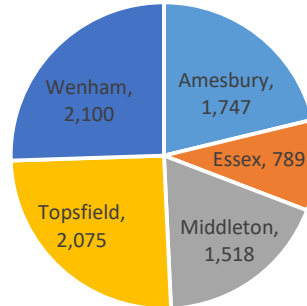
CAD INCIDENTS

Fire Incidents	Count
Amesbury	384
Essex	50
Middleton	208
Topsfield	163
Wenham	79
Total	884

Police Incidents	Count
Amesbury	1,363
Essex	739
Middleton	1,045
Topsfield	1,912
Wenham	2,021
Total	7,080

Incidents by Town	Count
Amesbury	1,747
Essex	789
Middleton	1,253
Topsfield	2,075
Wenham	2,100
Total	7,964

CAD Incidents by Town



RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	3,273
Essex Fire	631
Middleton Fire	1,850
Topsfield Fire	1,225
Wenham Fire	835
Total	7,814

Police Radio Transmissions	Count
Amesbury Police	5,690
Essex Police	2,180
Middleton Police	3,170
Topsfield Police	3,917
Wenham Police	2,772
Total	17,729

Transmissions by Community	Count
Amesbury	8,963
Essex	2,640
Middleton	4,620
Topsfield	5,470
Wenham	2,695
Total	25,543

Radio Transmissions by Town

