The Commonwealth of Massachusetts



STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER



September 2020 Radio, and CAD Statistics

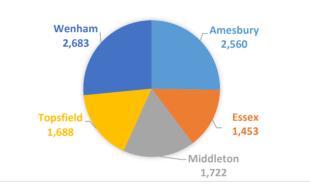
CAD INCIDENTS

Fire Incidents	Count
Amesbury	477
Essex	86
Middleton	282
Topsfield	191
Wenham	118
Total	1,154

Incidents by Town	Count
Amesbury	2,560
Essex	1,453
Middleton	1,722
Topsfield	1,688
Wenham	2,683
Total	10,106

Police Incidents	Count
Amesbury	2,083
Essex	1,367
Middleton	1,440
Topsfield	1,497
Wenham	2,565
Total	8,952

CAD INCIDENTS BY TOWN

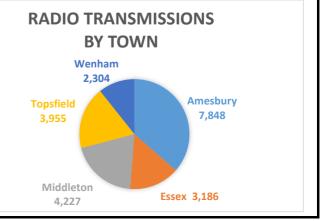


RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	2,802
Essex Fire	603
Middleton Fire	1,582
Topsfield Fire	1,193
Wenham Fire	695
Total	6,875

Transmissions by	
Community	Count
Amesbury	7,848
Essex	3,186
Middleton	4,227
Topsfield	3,955
Wenham	2,304
Total	21,520

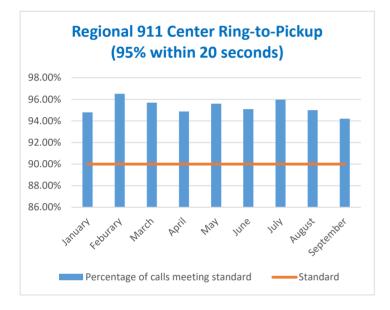
Police Radio Transmissions	Count
Amesbury Police	5,046
Essex Police	2,583
Middleton Police	2,645
Topsfield Police	2,762
Wenham Police	1,609
Total	14,645







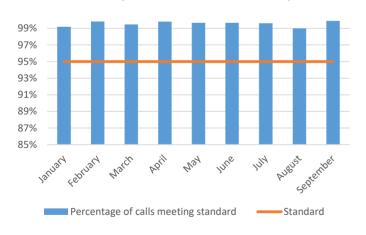
September 2020 Regional 911 Center Ring to Pick Up Time



Month	Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
January	582	614	94.79%	90.00%
Feburary	555	575	96.52%	90.00%
March	556	581	95.70%	90.00%
April	482	508	94.88%	90.00%
May	565	591	95.60%	90.00%
June	582	612	95.10%	90.00%
July	761	793	95.96%	90.00%
August	949	999	94.99%	90.00%
September	878	932	94.21%	90.00%
October				
November				
December				

Number of

Regional 911 Center Ring-to-Pickup (95% within 20 seconds)



Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
January	609	614	99.19%	95.00%
February	574	575	99.83%	95.00%
March	578	581	99.48%	95.00%
April	507	508	99.80%	95.00%
May	589	591	99.66%	95.00%
June	610	612	99.67%	95.00%
July	790	793	99.62%	95.00%
August	989	999	99.00%	95.00%
September	931	932	99.89%	95.00%
October				
November				
December				

Key Performance Indicator - Ring-to-Pickup Time

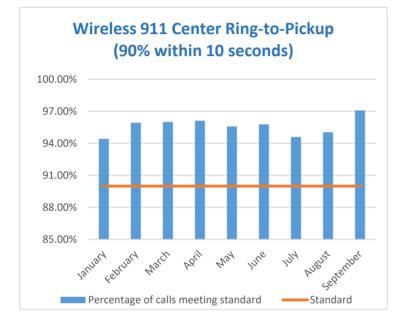
Metric: The amount of time it takes to answer a 911 call. The time begins when a 911 call enters our system and the time ends when a telecommunicator answers the call.

Objective: To answer all 911 calls within ten (10) seconds or less.

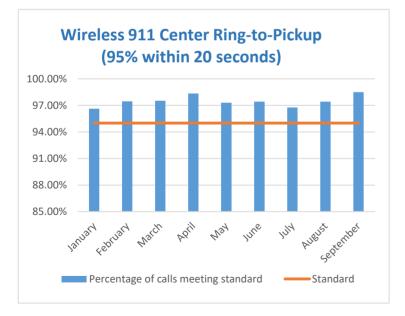




September 2020 Wireless 911 Center Ring to Pick Up Time



Month January February March April May June July August September October	Number of Calls Meeting Standard 16,137 14,373 14,592 12,381 15,913 17,058 17,370 16,664 14,799	Total Calls 17,091 14,981 15,200 12,881 16,646 17,810 18,363 17,533 15,243	Percentage of calls meeting standard 94.42% 95.94% 96.00% 96.12% 96.12% 95.60% 95.78% 94.59% 94.59%	Standard 90.00% 90.00% 90.00% 90.00% 90.00% 90.00% 90.00%
October November December				



	Number		Percentage	
Month	of Calls	Total	of calls	Standard
	Meeting	Calls	meeting	Stanuaru
	Standard		standard	
January	16,515	17,091	96.63%	95.00%
February	14,603	14,984	97.46%	95.00%
March	14,824	15,200	97.53%	95.00%
April	12,668	12,881	98.35%	95.00%
May	16,196	16,646	97.30%	95.00%
June	17,351	17,810	97.42%	95.00%
July	17,767	18,363	96.75%	95.00%
August	17,081	17,533	97.42%	95.00%
September	15,013	15,243	98.49%	95.00%
October				
November				
December				

Key Performance Indicator - Ring-to-Pickup Time

Metric: The amount of time it takes to answer a 911 call. The time begins when a 911 call enters our system and the time ends when a telecommunicator answers the call.

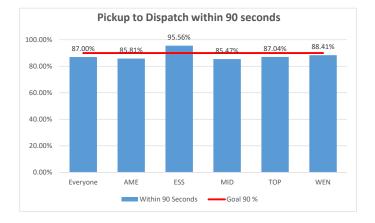
Objective: To answer all 911 calls within ten (10) seconds or less.

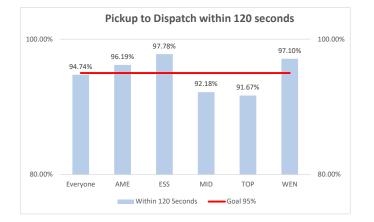




September 2020 Pick Up to Dispatch Times

City	Total	Below 60	Below 90	Below 120	Greater 90	Column1 Greater 150	Greater 180	AvgTime	StdDevTime	Median Time	Goal 90 %	Goal 95%
Everyone	723	40.94%	87.00%	94.74%	94	1	0	68	24	65	90.00%	95.00%
AME	289	41.52%	85.81%	96.19%	41	9	2	67	25	65	90.00%	95.00%
ESS	45	42.22%	95.56%	97.78%	2	0	0	64	18	64	90.00%	95.00%
MID	179	37.99%	85.47%	92.18%	26	4	2	69	27	65	90.00%	95.00%
ТОР	108	40.74%	87.04%	91.67%	14	2	0	67	28	64	90.00%	95.00%
WEN	69	47.83%	88.41%	97.10%	8	0	0	63	24	61	90.00%	95.00%





Priority 1 by Month 2020

Month	Count	Mean	StdDev	Min	Max
January	578	73	30	0	343
February	562	69	24	0	215
March	618	72	26	0	245
April	546	71	21	1	255
May	604	69	28	1	216
June	589	66	25	0	191
July	708	69	28	0	313
August	731	70	27	0	207
September	723	65	25	0	188
October					
November					
December					





September 2020 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
FIRE ALARM	103	58	19.28	20	136
M-SICK/ OTHER	89	74	21.42	47	148
M-FALL	71	64	20.22	0	135
DISTURBANCE	66	72	22.92	17	149
MV COMPLAINT/ERRATIC OP	36	84	36.22	0	151
FIRE OTHER	35	84	44.74	18	188
M-UNKNOWN MEDICAL PROBLEM	35	57	22.78	12	133
MVA NO PI	35	71	22.26	32	130
M-CHEST PAIN/ CARDIAC PROBLEM	25	63	21.13	10	124
M-BREATHING DIFFICULTY	24	65	25.24	0	132
DOMESTIC	22	60	9.94	41	77
M-UNCONSIOUS/UNRESPONSIVE/FAI	22	69	16.29	32	116
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	18	82	40.01	37	163
M-MVA WITH INJURY	15	61	27.85	1	114
FIRE MUTUAL AID MIDDLETON	14	74	26.58	29	157
FIRE MUTUAL AID AMESBURY	13	71	33.26	29	155
M-SEIZURE	12	57	11.66	44	74
M-ABDOMINAL PAIN	10	59	13.02	41	81
FIRE WIRES DOWN	7	62	35.5	10	121
M-BLEEDING (NON-TRAUMATIC)	7	64	14.01	49	80
M-OVERDOSE	7	66	18.84	50	107
FIRE STRUCTURE	5	66	13.73	44	76
M-ALTERED MENTAL STATUS	5	78	9.87	66	93
M-STROKE/ CVA	5	57	15.23	44	82
FIRE MUTUAL AID ESSEX	4	63	17.21	47	86
M-ALLERGIC REACTION	4	57	13.3	46	72
M-BACK PAIN	4	73	10.44	60	85
FIRE BRUSH	3	66	24.25	52	94
FIRE VEHICLE	3	63	10.12	57	75
M-TRAUMA WITH INJURY	3	66	7.77	60	75
BREAKING & ENTERING	2	67	6.36	63	72
FIRE HAZMAT	2	28	31.82	6	51
M-ASSAULT	2	69	0.71	69	70
M-CHOKING	2	31	3.54	29	34
M-DIABETIC	2	66	9.9	59	73
M-EXTREMITY INJURY	2	58	4.24	55	61
M-HEAD INJURY	2	69	53.03	32	107
MISSING PERSON	2	41	34.65	17	66
FIRE MUTUAL AID TOPSFIELD	1	61		61	61
FIRE MUTUAL AID WENHAM	1	33		33	33
M-BURNS-THERMAL/ELECTRICAL/CHE	1	99		99	99
M-GYNECOLOGY/ MISCARRIAGE	1	68		68	68
M-POISONING/ CO	1	57		57	57





September 2020 Priority 1 By Town

AMESBURY Count Average StdDev Min Max M-CHEST PAIN/ CARDIAC PROBLEM 9 66 16.11 42 90 M-OVEDDSE 6 67 20.39 50 107 M-BEDEDIG FIGURATION 5 60 15.35 49 80 M-BEDEDIG FIGURATION 5 50 15.35 49 80 M-BEDEDIG FIGURATION 2 108 108.19 32 185 M-BEDEDIG FIGURATION 2 53 40.27 1 114 M-HEDEDIG FIGURATION 2 66 12.02 58 75 FIRE VENICE 2 53 1.11 12.02 54 75 FIRE BRUSH 2 57 34.55 43 92 59 FIRE STRUCTURE 1 70 70 70 72 72 M-ALSAND 1 34 34 34 34 34 M-BACKPAIN 1 70 70						
MV COMPLAINT/FERATIC OP 9 86 34.4 23 138 MV OVERDOSE 6 67 20.39 50 107 M-SEIZURE 6 58 11.75 44 72 M-BEDOMIG (NON-TRAUMATIC) 5 60 15.35 49 80 M-MVA WITH INJURY 2 108 108.19 32 185 M-EDO INVAL PAIN 2 72 44.9 73 85 FIRE VEHICLE 2 66 12.02 58 75 FIRE WINS DOWN 2 67 34.65 43 92 FIRE BRUSH 2 63 1.41 52 59 FIRE BRUSH 1 44 44 44 BRAKING & INTERING 1 70 70 70 M-ATSERD METAL STATUS 1 70 70 70 M-ATSERD METAL STATUS 1 64 64 64 M-BACKPAIN 1 64 64 64	AMESBURY	Count	Average	StdDev	Min	Max
M-OVERDOSE 6 677 20.39 50 1077 M-SEIZURE 6 58 11.75 44 72 M-BDEOMINAL PAIN 6 60 16.32 41 81 M-BLEDING (NON-TRAUMATIC) 5 60 15.35 49 80 M-WA WTH TNURY 2 108 108.19 32 185 M-STROKE/CVA 2 53 31.41 52 55 M-BACKPAIN 2 66 12.02 58 75 FIRE WIRLS DOWN 2 67 34.65 43 92 FIRE SUSH 1 79 70 70 70 FIRE SUSH 1 70 70 70 70 M-CHORING 1 34 34 34 M-ASSAULT 1 59 59 59 FIRE STRUTINE 1 50 57 57 M-CHORING 1 34 34 34	M-CHEST PAIN/ CARDIAC PROBLEM	9	64	16.11	42	90
MS-BCD/INIALPAIN 6 65 11.75 44 72 M-BBDOMINALPAIN 6 60 15.35 40.12 11 114 MAELEDING (NON-TRAUMATIC) 5 60 15.35 40.17 1 114 M-MAX WITH INJURY 2 108 108.19 32 185 M-STROKE/CVA 2 53 1.14 52 54 M-BACK PAIN 2 66 12.02 53 3.13 M-BACK PAIN 2 67 34.65 43 32 FIRE WIRES DOWN 2 67 34.65 43 32 FIRE BAUSH 2 63 1.11 1.52 54 FIRE STRUCTURE 1 44 44 44 44 REASTRAING 1 72 72 72 72 M-TERE DAWITH ALSTATUS 1 63 66 66 66 66 66 66 66 66 66 66 66	MV COMPLAINT/ERRATIC OP	9	86	34.4	23	138
MABBOMINAL PAIN 6 500 15.35 40.1 81 M-BLEEDING (NON-TRAUMATIC) 5 55 40.17 1 114 M-MA WITH INURY 5 55 40.17 1 114 M-HED INURY 2 108.19 32 185 M-STROKE/CVA 2 53 1.01 50 M-SACKPAIN 2 56 12.02 58 75 FIRE VERICE 2 66 12.02 58 75 FIRE VERICE 1 444 144 444 444 444 REMUTUALAID AMESBURY 1 70 70 70 72 72 M-ASCHUTT 1 70 1 70 70 70 M-SSAULT 1 70 70 70 70 70 M-SSAULT 1 61 61 61 61 M-SSAULT 1 61 61 61 61 M-SSAULT	M-OVERDOSE	6	67	20.39	50	107
MALECING (NON-TRAUMATIC) S SO 15.3 49.1 11 M-MAWA WITH INJURY S SS 40.17 1 1 1 M-READ INJURY Z 108 108.19 32 185 M-STROKE/ CVA Z SS 9.19 47 60 M-BACK PAIN Z 79 8.49 73 855 FIRE VEREDOWN Z SS 1.11 152 54 FIRE WIRES DOWN Z SS 1.141 52 54 FIRE STRUCTUAL ADMESBURY 1 444 444 444 BRASAULT 1 70 70 70 70 M-ATERED METAL STATUS 1 61 61 61 61 61 M-ATERED METAL STATUS 1 62 70 70 70 70 70 70 70 70 70 70 70 70 70 70 70 70 70 70 70 7		-				
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M-HEAD INUURY 2 108 108.19 32 185 M-STROKE/ CVA 2 53 9.19 47 60 M-BACK PAN 2 79 8.49 75 FIRE FIRE WIRSDOWN 2 66 12.02 58 75 FIRE STRUCTURE 1 444 52 54 FIRE MUTUAL AID AMESBURY 1 59 59 59 59 59 FIRE MUTUAL AID AMESBURY 1 72 72 72 72 72 72 M-ATSEAD MENTAL STATUS 1 73 83 93 93 93 M-ASSAULT 1 70 70 70 70 70 M-CHOKING 1 64 64 64 64 64 64 64 64 64 64 64 64 64 65 64 74 75 75 75 75 75 75 75 75 75 75 75 75		-			-	
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FIRE VERICLE 2 66 12.02 58 75 FIRE WIRES DOWN 2 67 34.65 43 92 FIRE RUNCH 2 53 1.44 52 54 FIRE STRUCTURE 1 59 59 59 59 FIRE STRUCTURE 1 74 72 72 72 M-ALTERED MENTAL STATUS 1 73 73 73 73 M-SSAULT 1 74 64 64 64 M-SSAULT 1 61 66 66 66 M-DIABETIC 1 64 64 64 64 MISSING PERSON 1 66 66 66 66 66 MISSING PERSON 1 65 6.46 54 74 M-SICU OTHER 6 56 23.77 8 70 MVAN DFI 5 69 30.71 38 118 M-BRATHING DIFFICULTY 4 60 51.02 11 33 M-SICUONNINECOCAL PROBLEM 4 6		-				
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FIRE MUTUAL AND AMESBURY 1 59 19 FIRE STRUCTURE 1 44 44 44 REAKING & ENTERING 1 72 72 72 72 M-ATERED MENTAL STATUS 1 93 93 93 93 M-ASSAUT 1 70 70 70 70 70 M-CHOKING 1 54 54 54 561 M-TRAUMA WITH INURY 1 664 66 66 66 M-EXTREMITY INURY 1 665 6.46 54 74 M-POISONING/ CO 1 57 57 57 57 57 ESEX Count Average Stdbew Min Max M-POISONING/ CO 1 57 57 57 57 M-ACK OTHER 6 56 2.3.77 8 70 M-AL ALL 8 65 6.46 54 74 M-SICK OTHER 6 50 <		_			-	-
FIRE STRUCTURE 1 44 44 BREAKING & ENTERING 1 72 72 M-ALTRERD MENTAL STAUS 1 93 93 93 M-ASSAULT 1 70 70 70 M-CHOKING 1 34 34 34 M-DABETIC 1 59 59 59 M-EXTEMITY INJURY 1 66 66 66 M-DIABETIC 1 57 57 57 M-TRAUMA WITH INJURY 1 66 66 66 M-FALL 8 65 6.46 54 74 M-SCK/ OTHER 6 62 37.7 8 70 M-SCK/ OTHER 5 69 30.71 38 118 M-SCK/ OTHER 6 14.14 56 76 M-VANOPI 5 69 30.71 38 113 M-UNCNONGUCJUMRESPONSIVE/FAI 2 37 5.66 33 41 DISTURBANCE 1 87 73 73 73 73		-		1.41		
M-ALTERED MENTAL STATUS 1 93 93 93 M-ASSAULT 1 70 70 70 M-CHOKING 1 34 34 34 34 M-DABETIC 1 59 59 59 M-EXTREMITY INJURY 1 64 64 64 MISING PERSON 1 65 666 66 M-FALL 8 65 646 54 74 M-SICK OTHER 6 56 23.77 8 70 MVAND PI 5 69 30.71 38 118 M-SICK OTHER 6 56 14.14 56 76 M-VORNOWN MEDICAL PROBLEM 4 60 51.02 21 133 M COMPLAINT/ERNATIC OP 3 73 17.79 54 89 M-UNCNSIOUGU/UNRESPONSIVE/FAI 2 66 14.14 56 76 M-MAXAWITH INJURY 1 87 73 73 73 73 <td></td> <td>-</td> <td></td> <td></td> <td></td> <td></td>		-				
M-ASSAULT 1 70 70 70 M-CHORING 1 34 34 34 M-DABETIC 1 59 59 59 MEXTREMITY INJURY 1 661 61 61 MISING PERSON 1 664 64 64 MISING PERSON 1 65 66 64 MISING PERSON 1 57 57 57 ESSEX Court Average StdDev Min Max MFALL 8 65 6.46 54 74 M-SICK/ OTHER 6 56 23.77 8 70 MVA NO PI 5 69 30.71 81 11 81 MVA NONIN MEDICAL PROBLEM 4 60 51.02 21 133 M-UNCONSIOUS/UNRESPONSIVE/FAI 2 66 14.14 56 76 DISTURBANCE 1 87 53 41 51 51 DOMESTIC	BREAKING & ENTERING	1	72		72	72
M-CHOKING 1 34 34 34 M-DIABETIC 1 59 59 M-EXTREMITY INURY 1 64 64 64 M-TRAUMA WITH INURY 1 64 64 64 MISSING PERSON 1 65 646 66 M-POISONING/CO 1 57 57 57 ESSEX Count Average StdDev Min Max FIRE ALARM 9 62 12.05 43 76 M-FALL 8 65 6.46 54 74 M-SICK/ OTHER 6 56 23.77 8 70 MUANOP I 5 69 30.71 38 118 M-URCNSIOUS/UNRESPONSIVE/FAI 2 66 14.14 56 76 M-UNCONSIOUS/UNRESPONSIVE/FAI 2 37 5.66 33 41 DISTUBANCE 1 73 73 73 73 M-GYDECOLOGY/MISCARRIAGE		1				
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M-EXTREMITY INJURY 1 61 61 61 M-TRAUMA WITH INJURY 1 64 64 64 MISSING PERSON 1 66 66 66 MISSING PERSON 1 57 57 57 ESSEX Count Average StdDev Min Max FIRE ALARM 9 62 12.05 43 76 M-FALL 8 65 6.46 54 74 M-SKCK/ OTHER 6 56 23.77 8 70 MVA NO PI 5 69 30.71 38 1138 M-BREATHING DIFFICULTY 4 50 12.27 52 79 M-UNCNSIOUS/UNRESPONSIVE/FAI 2 66 14.14 56 76 M-MAVA WITH INJURY 2 37 5.66 33 41 DISTURBANCE 1 51 51 51 51 DISTURBANCE 1 50 50 50 50 </td <td>M-CHOKING</td> <td>1</td> <td>34</td> <td></td> <td>34</td> <td>34</td>	M-CHOKING	1	34		34	34
M-TRAUMA WITH INJURY 1 64 64 64 MISSING PERSON 1 66 66 66 M-POISONING/ CO 1 57 57 ESSEX Count Average StdDev Min Max FIRE ALARM 9 62 12.05 43 76 M-FALL 8 65 6.46 54 74 M-SICK/ OTHER 5 69 30.71 38 118 M-SECK/ OTHER 60 51.02 21 33 M-UNKNOWN MEDICAL PROBLEM 4 60 51.02 21 33 M-UNKOWN MEDICAL PROBLEM 1 87 566 33 41 DISTUBBANCE 1 87 566 33 41 DISTURBANCE 1 87 50 50 50 M-GYNECOLOGY/ MISCARRIAGE 1 68 68 68 FIRE BUSH 1 50 50 50 M-SEIZURE <t< td=""><td>M-DIABETIC</td><td>1</td><td>59</td><td></td><td>59</td><td>59</td></t<>	M-DIABETIC	1	59		59	59
MISSING PERSON 1 66 7 57 57 ESSEX Count Average StdDev Min Max FIRE ALARM 9 62 12.05 43 76 M-FALL 8 65 6.46 54 74 M-SCK/ OTHER 6 56 23.77 8 70 MVA NO PI 5 69 30.71 38 118 M-BREATHING DIFFICULTY 4 59 12.97 52 79 M-UNKNOWN MEDICAL PROBLEM 4 60 51.02 21 133 M-CONDUNT/ERRATICOP 3 73 17.79 54 89 M-UNCONSIOUS/UNRESPONSIVE/FAI 2 66 14.14 56 76 M-MVA WITH INJURY 2 37 5.75 73 73 DISTURBANCE 1 51 51 51 51 DISTURBANCE 1 50 50 50 50 M-ABDOMINAL PAIN	M-EXTREMITY INJURY	1	61		61	61
M-POISONING/CO 1 57 57 ESSEX Count Average StdDev Min Max FIRE ALARM 9 62 12.05 43 76 M-FALL 86 56.6 53.77 88 70 MVANO PI 5 69 30.71 38 118 M-BRATHING DIFFICULTY 4 59 12.27 52 79 M-UNKNOOWN MEDICAL PROBLEM 4 60 51.02 21 133 M-UNCONSOUS/UNRESPONSIVE/FAI 2 37 5.66 33 41 DISTURBANCE 1 87 73 73 73 73 M-SEIZURE 1 51 51 51 51 51 M-GYNECOLOGY/ MISCARRIAGE 1 68 68 68 68 68 FIRE BRUSH 1 50 50 50 50 50 50 M-GYNECOLOGY/ MISCARRIAGE 1 75 75 75 <td< td=""><td>M-TRAUMA WITH INJURY</td><td>1</td><td>64</td><td></td><td>64</td><td>64</td></td<>	M-TRAUMA WITH INJURY	1	64		64	64
ESSEX Count Average StdDev Min Max FIRE ALARM 9 62 12.05 43 76 M-FALL 8 65 6.46 54 74 M-SICK/ OTHER 6 55 73.77 8 70 MVA NO PI 5 69 30.71 38 118 M-BREATHING DIFFICULTY 4 59 12.97 52 79 M-UNKOWN MEDICAL PROBLEM 4 60 51.02 21 33 MV COMPLAINT/ERRATIC OP 3 73 17.79 54 89 M-UNKOWN MEDICAL PROBLEM 2 37 5.66 33 41 DSTUBRANCE 1 87 87 73 73 73 DOMESTIC 1 75 51 51 51 51 M-GAUREOLOGY/ MISCARRIAGE 1 50 50 50 50 FIRE STRUCTURE 1 75 75 75 74 74 </td <td></td> <td>1</td> <td></td> <td></td> <td></td> <td>66</td>		1				66
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FIRE STRUCTURE 2 75 1.41 74 76 M-ABDOMINAL PAIN 2 60 8.49 54 66 M-TRAUMA WITH INJURY 2 67 10.61 60 75 M-HEAD INJURY 1 107 107 107 107 M-TRAUMA WITH INJURY 1 107 107 107 107 M-STROKE/ CVA 1 82	FIRE ALARM M-SICK/ OTHER DISTURBANCE M-FALL MV COMPLAINT/ERRATIC OP M-UNKNOWN MEDICAL PROBLEM MVA NO PI FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-UNCONSIOUS/UNRESPONSIVE/FAI	38 22 17 16 14 12 11 10 8 6	50 75 69 64 99 56 85 109 59 70	14.9 20.74 13.37 14.25 36.59 30.51 47.66 49.93 21.32 11.47	21 48 43 36 39 30 55 44 10 57	74 134 96 87 151 141 218 188 78 90
M-ABDOMINAL PAIN 2 60 8.49 54 66 M-TRAUMA WITH INJURY 2 67 10.61 60 75 M-HEAD INJURY 1 107 107 107 107 M-TRAUMA WITH INJURY 1 107 107 107 107 M-HEAD INJURY 1 107 107 107 107 M-STROKE/CVA 1 82 82 82 82 M-ALLERGIC REACTION 1 46 46 46 M-SSAULT 1 69 69 69 M-BLEEDING (NON-TRAUMATIC) 1 72 72 72 FIRE VEHICLE 1 57 57 57 FIRE WIRS DOWN 1 51 51 51 51 M-OVERDOSE 1 60 60 60 60 M-SEIZURE 1 74 74 74 74 M-EXTREMITY INJURY 1 55 55 55 55	FIRE ALARM M-SICK/ OTHER DISTURBANCE M-FALL MV COMPLAINT/ERRATIC OP M-UNKNOWN MEDICAL PROBLEM MVA NO PI FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-UNCONSIOUS/UNRESPONSIVE/FAI M-MENTAL/EMOTIONAL/PSYCHOLOGIC	38 22 17 16 14 12 11 10 8 6 5	50 75 69 64 99 56 85 109 59 70 82	14.9 20.74 13.37 14.25 36.59 30.51 47.66 49.93 21.32 11.47 43.94	21 48 43 36 39 30 55 44 10 57 37	74 134 96 87 151 141 218 188 78 90 153
M-TRAUMA WITH INJURY 2 67 10.61 60 75 M-HEAD INJURY 1 107 107 107 107 M-STROKE/ CVA 1 82 82 82 82 M-ALLERGIC REACTION 1 46 46 46 M-ASSAULT 1 69 69 69 M-BLEEDING (NON-TRAUMATIC) 1 72 72 72 FIRE VEHICLE 1 57 57 57 FIRE WIRES DOWN 1 51 51 51 M-OXEDOSE 1 60 60 60 M-SEIZURE 1 74 74 74 M-EXTREMITY INJURY 1 55 55 55 FIRE BRUSH 1 94 94 94 FIRE MUTUAL AID TOPSFIELD 1 61 61 61	FIRE ALARM M-SICK/ OTHER DISTURBANCE M-FALL MV COMPLAINT/ERRATIC OP M-UNKNOWN MEDICAL PROBLEM MVA NO PI FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-UNCONSIOUS/UNRESPONSIVE/FAI M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-MVA WITH INJURY	38 22 17 16 14 12 11 10 8 6 5 5	50 75 69 64 99 56 85 109 59 70 82 74	14.9 20.74 13.37 14.25 36.59 30.51 47.66 49.93 21.32 11.47 43.94 19.8	21 48 43 36 39 30 55 44 10 57 37 37 57	74 134 96 87 151 141 218 188 78 90 153 107
M-HEAD INJURY 1 107 107 107 M-STROKE/CVA 1 82 82 82 M-ALLERGIC REACTION 1 46 46 46 M-ASSAULT 1 69 69 69 M-BLEEDING (NON-TRAUMATIC) 1 72 72 72 FIRE VEHICLE 1 57 57 57 FIRE WIRES DOWN 1 51 51 51 M-OVERDOSE 1 60 60 60 M-SEIZURE 1 74 74 74 M-EXTREMITY INJURY 1 55 55 55 FIRE BUSH 1 94 94 94 FIRE MUTUAL AID TOPSFIELD 1 61 61 61	FIRE ALARM M-SICK/ OTHER DISTURBANCE M-FALL MV COMPLAINT/ERRATIC OP M-UNKNOWN MEDICAL PROBLEM MVA NO PI FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-UNCONSIOUS/UNRESPONSIVE/FAI M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-MVA WITH INJURY M-BREATHING DIFFICULTY	38 22 17 16 14 12 11 10 8 6 6 5 5 5 3	50 75 69 64 99 56 85 109 59 70 82 74 66	14.9 20.74 13.37 14.25 36.59 30.51 47.66 49.93 21.32 11.47 43.94 19.8 25.74	21 48 43 36 39 30 55 44 10 57 37 57 57 50 74	74 134 96 87 151 141 218 188 78 90 153 107 96
M-STROKE/CVA 1 82 82 M-ALLERGIC REACTION 1 46 46 46 M-ASSAULT 1 69 69 69 M-BLEEDING (NON-TRAUMATIC) 1 72 72 72 FIRE VEHICLE 1 57 57 57 FIRE VEHICLE 1 51 51 51 M-OVERDOSE 1 60 60 60 M-SEIZURE 1 74 74 74 M-EXTREMITY INJURY 1 55 55 55 FIRE BUSH 1 94 94 94 FIRE MUTUAL AID TOPSFIELD 1 61 61 61	FIRE ALARM M-SICK/ OTHER DISTURBANCE M-FALL MV COMPLAINT/ERRATIC OP M-UNKNOWN MEDICAL PROBLEM MVA NO PI FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-UNCONSIOUS/UNRESPONSIVE/FAI M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-MVA WITH INJURY M-BREATHING DIFFICULTY FIRE STRUCTURE M-ABDOMINAL PAIN	38 22 17 16 14 12 11 10 8 6 5 5 3 2	50 75 69 64 99 56 85 109 59 70 82 74 66 75	14.9 20.74 13.37 14.25 36.59 30.51 47.66 49.93 21.32 11.47 43.94 19.8 25.74 1.41	21 48 43 36 39 30 55 44 10 57 37 57 57 50 74	74 134 96 87 151 141 218 188 78 90 153 107 96 76
M-ALLERGIC REACTION 1 46 46 46 M-ASSAULT 1 69 69 69 69 M-BLEEDING (NON-TRAUMATIC) 1 72 72 72 72 FIRE VEHICLE 1 57 57 57 57 51 51 51 51 51 51 51 51 51 51 51 51 51 52 52 55	FIRE ALARM M-SICK/ OTHER DISTURBANCE M-FALL MV COMPLAINT/ERRATIC OP M-UNKNOWN MEDICAL PROBLEM MVA NO PI FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-UNCONSIOUS/UNRESPONSIVE/FAI M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-MVA WITH INJURY M-BREATHING DIFFICULTY FIRE STRUCTURE M-ABDOMINAL PAIN M-TRAUMA WITH INJURY	38 22 17 16 14 12 11 10 8 6 5 3 2 2 2 2 2 2 2 2 2	50 50 75 69 64 99 56 85 109 59 70 82 74 66 75 82 74 66 60 67	14.9 20.74 13.37 14.25 36.59 30.51 47.66 49.93 21.32 11.47 43.94 19.8 25.74 1.41 8.49	21 48 43 36 39 30 55 44 10 57 37 57 57 50 74 54 60	74 134 96 87 151 141 218 188 78 90 153 107 96 76 66 66 75
M-ASSAULT 1 69 69 69 M-ASSAULT 1 72 72 72 FIRE VEHICLE 1 57 57 57 FIRE VEHICLE 1 57 57 57 FIRE VIRES DOWN 1 51 51 51 M-OVERDOSE 1 60 60 60 M-SEIZURE 1 74 74 74 M-EXTREMITY INJURY 1 55 55 55 FIRE BRUSH 1 94 94 94 FIRE MUTUAL AID TOPSFIELD 1 61 61 61	FIRE ALARM M-SICK/ OTHER DISTURBANCE M-FALL MV COMPLAINT/ERRATIC OP M-UNKNOWN MEDICAL PROBLEM MVA NO PI FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-UNCONSIOUS/UNRESPONSIVE/FAI M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-MVA WITH INJURY M-BREATHING DIFFICULTY FIRE STRUCTURE M-ABDOMINAL PAIN M-TRAUMA WITH INJURY M-TRAUMA WITH INJURY	38 22 17 16 14 12 11 10 8 6 5 3 2 2 2 1 1	50 50 75 69 64 99 56 85 109 59 70 82 74 66 75 60 67 107	14.9 20.74 13.37 14.25 36.59 30.51 47.66 49.93 21.32 11.47 43.94 19.8 25.74 1.41 8.49	21 48 43 36 39 30 55 44 10 57 37 57 57 57 50 74 54 60 107	74 134 96 87 151 141 218 188 78 90 153 107 96 76 66 75 107
M-BLEEDING (NON-TRAUMATIC) 1 72 72 FIRE VEHICLE 1 57 57 FIRE WIRES DOWN 1 51 51 M-OVERDOSE 1 60 60 M-SEIZURE 1 74 74 M-EXTREMITY INJURY 1 55 55 FIRE BRUSH 1 94 94 FIRE MUTUAL AID TOPSFIELD 1 61 61	FIRE ALARM M-SICK/ OTHER DISTURBANCE M-FALL MV COMPLAINT/ERRATIC OP M-UNKNOWN MEDICAL PROBLEM MVA NO PI FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-UNCONSIOUS/UNRESPONSIVE/FAI M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-MEN WITH INJURY M-BREATHING DIFFICULTY FIRE STRUCTURE M-ABDOMINAL PAIN M-TRAUMA WITH INJURY M-HEAD INJURY M-STROKE/ CVA	38 22 17 16 14 12 11 10 8 6 5 3 2 2 1 1 1	50 50 75 69 64 99 56 85 109 59 70 82 74 66 75 60 67 107 82	14.9 20.74 13.37 14.25 36.59 30.51 47.66 49.93 21.32 11.47 43.94 19.8 25.74 1.41 8.49	21 48 43 36 39 30 55 44 10 57 37 57 57 57 50 74 54 60 107 82	74 134 96 87 151 141 218 188 78 90 153 107 96 76 66 66 75 107 82
FIRE VEHICLE 1 57 57 FIRE WIRES DOWN 1 51 51 51 M-OVERDOSE 1 60 60 60 M-SEIZURE 1 74 74 74 M-EXTREMITY INJURY 1 55 55 55 FIRE BRUSH 1 94 94 94 FIRE MUTUAL AID TOPSFIELD 1 61 61 61	FIRE ALARM M-SICK/ OTHER DISTURBANCE M-SICK/ OTHER M-SICK/ OTHER M-VICOMPLAINT/ERRATIC OP M-UNKNOWN MEDICAL PROBLEM MVA NO PI FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-UNCONSIOUS/UNRESPONSIVE/FAI M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-MVA WITH INJURY M-BREATHING DIFFICULTY FIRE STRUCTURE M-ABDOMINAL PAIN M-TRAUMA WITH INJURY M-TRAUMA WITH INJURY M-STROKE/ CVA M-ALLERGIC REACTION	38 22 17 16 14 12 11 10 8 6 5 3 2 2 2 2 1 1 1 1	50 75 69 64 99 56 85 109 59 70 82 74 66 75 60 67 75 60 67 7107 82 46	14.9 20.74 13.37 14.25 36.59 30.51 47.66 49.93 21.32 11.47 43.94 19.8 25.74 1.41 8.49	21 48 43 36 39 30 55 44 10 57 37 57 57 50 74 54 60 107 82 46	74 134 96 87 151 141 218 188 78 90 153 107 96 76 66 75 107 82 46
FIRE WIRES DOWN 1 51 51 M-OVERDOSE 1 60 60 60 M-SEIZURE 1 74 74 74 M-EXTREMITY INJURY 1 55 55 55 FIRE BRUSH 1 94 94 94 FIRE MUTUAL AID TOPSFIELD 1 61 61 61	FIRE ALARM M-SICK/ OTHER DISTURBANCE M-FALL MV COMPLAINT/ERRATIC OP M-UNKNOWN MEDICAL PROBLEM MVA NO PI FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-UNCONSIOUS/UNRESPONSIVE/FAI M-MERTAL/EMOTIONAL/PSYCHOLOGIC M-MVA WITH INJURY M-BREATHING DIFFICULTY FIRE STRUCTURE M-ABDOMINAL PAIN M-TRAUMA WITH INJURY M-HEAD INJURY M-ALERGIC REACTION M-ALLERGIC REACTION	38 22 17 16 14 12 11 10 8 6 5 3 2 2 2 2 2 1 1 1 1 1	50 50 69 64 99 56 85 109 59 70 82 74 66 66 75 60 67 107 82 46 69 69 69 64 69 64 69 69 64 69 69 69 69 69 69 69 69 69 69	14.9 20.74 13.37 14.25 36.59 30.51 47.66 49.93 21.32 11.47 43.94 19.8 25.74 1.41 8.49	21 48 43 36 39 30 55 44 10 57 37 57 57 57 57 57 57 57 50 74 54 60 107 82 46 69	74 134 96 87 151 141 218 188 78 90 153 107 96 76 66 75 107 82 46 69
M-OVERDOSE 1 60 60 60 M-SEIZURE 1 74 74 74 M-EXTREMITY INJURY 1 55 55 55 FIRE BRUSH 1 94 94 94 FIRE MUTUAL AID TOPSFIELD 1 61 61 61	FIRE ALARM M-SICK/ OTHER DISTURBANCE M-FALL MV COMPLAINT/ERRATIC OP M-UNKNOWN MEDICAL PROBLEM MVA NO PI FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-UNCONSIOUS/UNRESPONSIVE/FAI M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-MVA WITH INJURY M-BERATHING DIFFICULTY FIRE STRUCTURE M-ABDOMINAL PAIN M-TRAUMA WITH INJURY M-ABDADINJURY M-FADD INJURY M-AEDADINJURY M-AELERGIC REACTION M-ASSAULT M-BLEEDING (NON-TRAUMATIC)	38 32 17 16 14 12 11 10 8 6 5 3 2 2 1 1 1 1 1 1 1 1 1 1 1 1	50 50 75 69 64 99 56 85 109 59 70 82 74 66 75 60 67 107 82 46 69 72	14.9 20.74 13.37 14.25 36.59 30.51 47.66 49.93 21.32 11.47 43.94 19.8 25.74 1.41 8.49	21 48 43 36 39 30 55 44 10 57 37 57 57 57 50 74 54 60 107 82 46 69 72	74 134 96 87 151 141 218 188 78 90 153 107 96 76 66 66 75 107 82 46 69 72
M-SEIZURE 1 74 74 M-EXTREMITY INJURY 1 55 55 FIRE BRUSH 1 94 94 FIRE MUTUAL AID TOPSFIELD 1 61 61 61	FIRE ALARM M-SICK/ OTHER DISTURBANCE M-FALL MV COMPLAINT/ERRATIC OP M-UNKNOWN MEDICAL PROBLEM MVA NO PI FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-UNCONSIOUS/UNRESPONSIVE/FAI M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-MVA WITH INJURY M-BREATHING DIFFICULTY FIRE STRUCTURE M-ABDOMINAL PAIN M-TRAUMA WITH INJURY M-TRAUMA WITH INJURY M-ABLODNIG (REACTION M-ASSAULT M-BLEEDING (NON-TRAUMATIC) FIRE VEHICLE	38 32 17 16 14 12 11 10 8 6 5 5 3 2 2 2 1 1 1 1 1 1 1 1 1 1 1	50 50 75 69 64 99 56 85 109 59 70 82 74 66 75 60 67 107 82 46 67 72 57	14.9 20.74 13.37 14.25 36.59 30.51 47.66 49.93 21.32 11.47 43.94 19.8 25.74 1.41 8.49	21 48 36 39 30 55 44 10 57 57 57 57 50 74 54 60 107 82 46 69 72 57	74 134 96 87 151 218 188 78 90 153 107 96 76 66 66 75 107 82 46 69 72 57
M-EXTREMITY INJURY 1 55 55 55 FIRE BRUSH 1 94 94 94 FIRE MUTUAL AID TOPSFIELD 1 61 61 61	FIRE ALARM M-SICK/ OTHER DISTURBANCE M-FALL MV COMPLAINT/ERRATIC OP M-UNKNOWN MEDICAL PROBLEM MVA NO PI FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-UNAWITA INJURY M-MENATIONAL/PSYCHOLOGIC M-MWA WITH INJURY M-BREATHING DIFFICULTY FIRE STRUCTURE M-ABDOMINAL PAIN M-TRAUMA WITH INJURY M-HEAD INJURY M-HEAD INJURY M-ALLERGIC REACTION M-ASSAULT M-BLEEDING (NON-TRAUMATIC) FIRE VEHICLE FIRE WIRES DOWN	38 32 17 16 14 12 11 10 8 6 5 3 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	50 50 75 69 64 99 56 85 109 59 70 82 74 66 75 60 67 107 82 46 69 72 57 51	14.9 20.74 13.37 14.25 36.59 30.51 47.66 49.93 21.32 11.47 43.94 19.8 25.74 1.41 8.49	21 48 36 39 30 55 44 10 57 57 57 50 74 54 60 107 82 46 69 72 57 51	74 134 96 87 151 218 188 78 90 153 107 96 76 66 75 107 82 46 69 72 57 51
FIRE BRUSH 1 94 94 94 FIRE MUTUAL AID TOPSFIELD 1 61 61 61	FIRE ALARM M-SICK/ OTHER DISTURBANCE DISTURBANCE M-FALL MV COMPLAINT/ERRATIC OP M-UNKNOWN MEDICAL PROBLEM MVA NO PI FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-OLEST PAIN/ CARDIAC PROBLEM M-UNCONSIOUS/UNRESPONSIVE/FAI M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-MVA WITH INJURY M-BREATHING DIFFICULTY FIRE STRUCTURE M-ABDOMINAL PAIN M-TRAUMA WITH INJURY M-STROKE/ CVA M-STROKE/ CVA M-STROKE/ CVA M-STROKE/ CVA M-ALLERGIC REACTION M-SSAULT M-BEEDING (NON-TRAUMATIC) FIRE VIEHICLE FIRE WIERS DOWN M-OVERDOSE	38 22 17 16 14 12 11 10 8 6 5 3 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1	50 50 75 69 64 99 56 85 109 59 70 82 74 66 75 60 67 107 82 46 69 72 57 51 60	14.9 20.74 13.37 14.25 36.59 30.51 47.66 49.93 21.32 11.47 43.94 19.8 25.74 1.41 8.49	21 48 43 36 39 30 55 44 10 57 37 57 57 57 57 57 57 57 57 57 57 46 60 72 57 57 57 57 57 57 57 57 57 57 57 57 57	74 134 96 87 151 141 218 188 78 90 153 107 96 76 66 75 107 82 46 69 72 57 51 60
FIRE MUTUAL AID TOPSFIELD 1 61 61 61	FIRE ALARM M-SICK/ OTHER DISTURBANCE M-FALL MV COMPLAINT/ERRATIC OP M-UNKNOWN MEDICAL PROBLEM MVA NO PI FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-UNCONSIOUS/UNRESPONSIVE/FAI M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-MVA WITH INJURY M-BERATHING DIFFICULTY FIRE STRUCTURE M-ABDOMINAL PAIN M-TRAUMA WITH INJURY M-AEDAD INJURY M-AEDAD INJURY M-AEDAD INJURY M-AEDAD INJURY M-AEDAD INJURY M-ALLERGIC REACTION M-ASSAULT M-OVERDOSE M-SEIZURE	38 32 17 16 14 12 11 10 8 6 5 3 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	50 50 75 69 64 99 56 85 109 59 70 82 74 66 67 107 82 46 69 72 57 51 60 74	14.9 20.74 13.37 14.25 36.59 30.51 47.66 49.93 21.32 11.47 43.94 19.8 25.74 1.41 8.49	21 48 43 36 39 30 55 44 10 57 37 57 57 57 57 57 60 107 82 46 69 72 57 51 60 74	74 134 96 87 151 141 218 188 78 90 153 107 96 76 66 75 107 82 46 69 72 57 57 51 60 74
	FIRE ALARM M-SICK/ OTHER DISTURBANCE M-FALL MV COMPLAINT/ERRATIC OP M-UNKNOWN MEDICAL PROBLEM MVA NO PI FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-UNCONSIOUS/UNRESPONSIVE/FAI M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-MVA WITH INJURY M-BREATHING DIFFICULTY FIRE STRUCTURE M-ABDOMINAL PAIN M-TRAUMA WITH INJURY M-TRAUMA WITH INJURY M-ABLOMINAL PAIN M-TRAUMA WITH INJURY M-ABLOMINAL PAIN M-ABLOG REACTION M-ASSAULT M-BLEEDING (NON-TRAUMATIC) FIRE VEHICLE FIRE WIRES DOWN M-OVERDOSE M-SEIZURE M-SETURE	38 22 17 16 14 12 11 10 8 6 5 3 2 2 2 2 1	50 50 75 69 64 99 56 85 109 59 70 82 74 66 75 60 67 107 82 46 69 72 57 51 60 74 55	14.9 20.74 13.37 14.25 36.59 30.51 47.66 49.93 21.32 11.47 43.94 19.8 25.74 1.41 8.49	21 48 43 36 39 30 55 44 10 57 57 57 57 50 74 54 60 107 82 46 69 72 57 51 60 60 74 55	74 134 96 87 151 218 188 78 90 153 107 96 76 66 66 66 75 107 82 46 972 57 51 07 82 46 972 57 51 57 51
DOMESTIC 1 65 65 65	FIRE ALARM M-SICK/ OTHER DISTURBANCE M-FALL MV COMPLAINT/ERRATIC OP M-UNKNOWN MEDICAL PROBLEM MVA NO PI FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-UNCONSIOUS/UNRESPONSIVE/FAI M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-MVA WITH INJURY M-BREATHING DIFFICULTY FIRE STRUCTURE M-ABDOMINAL PAIN M-TRAUMA WITH INJURY M-TRAUMA WITH INJURY M-HEAD INJURY M-ALLERGIC REACTION M-ASSAULT M-ALLERGIC REACTION M-ALLERGIC REACTION M-ASSAULT M-BLEEDING (NON-TRAUMATIC) FIRE VEHICLE FIRE WIRES DOWN M-OVERDOSE M-EXTIREMITY INJURY FIRE BRUSH	38 32 17 16 14 12 11 10 8 6 5 3 2 2 1	50 50 75 69 64 99 56 85 109 59 70 82 74 66 75 60 67 107 82 46 69 72 57 51 60 74 55 94	14.9 20.74 13.37 14.25 36.59 30.51 47.66 49.93 21.32 11.47 43.94 19.8 25.74 1.41 8.49	21 48 36 39 30 55 44 10 57 57 57 50 74 50 74 50 74 60 107 82 46 69 72 57 51 60 74 55 94	74 134 96 87 151 218 188 78 90 153 107 96 76 66 675 107 96 76 66 675 107 82 46 69 72 57 51 60 74 55 94

IRE ALARM	Count	Average	StdDev	Min	Max
	23	63	27.29	20	136
И-FALL	16	56	26.73	0	86
M-SICK/ OTHER	15	67	18.73	47	120
IRE OTHER	9	93	47.7	40	174
M-CHEST PAIN/ CARDIAC PROBLEM	7	68	29.24	31	124
VV COMPLAINT/ERRATIC OP	7	65	23.36	33	100
IRE WIRES DOWN	4	95	40.23	61	139
MVA NO PI	4	61	8.04	51	70
M-UNCONSIOUS/UNRESPONSIVE/FAI	4	61	13.2	42	72
M-UNKNOWN MEDICAL PROBLEM	4	65	30.23	29	103
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	4	99	64.69	42	163
M-ALTERED MENTAL STATUS	4	74	6.02	66	80
DISTURBANCE	4	60	8.14	50	68
M-MVA WITH INJURY	3	55	25.89	36	85
M-BREATHING DIFFICULTY	2	95	52.33	58	132
M-BACK PAIN	1	60	52.55	60	60
	1	75		75	75
M-BLEEDING (NON-TRAUMATIC)		-		-	-
M-SEIZURE	1	71		71	71
MISSING PERSON	1	17		17	17
M-DIABETIC	1	73		73	73
M-STROKE/ CVA	1	44		44	44
M-ABDOMINAL PAIN	1	65		65	65
M-ALLERGIC REACTION	1	72		72	72
BREAKING & ENTERING	1	63		63	63
IRE MUTUAL AID TOPSFIELD	1	32		32	32
IRE MUTUAL AID WENHAM	1	93		93	93
WENHAM	Count	Average	StdDev	Min	Max
M-SICK/ OTHER	12	76	20.57	51	124
IRE ALARM	10	56	10.99	41	72
И-FALL	8	67	21.12	44	104
MV COMPLAINT/ERRATIC OP	7	58	42.81	0	141
M-BREATHING DIFFICULTY	6	66	24	37	98
M-UNKNOWN MEDICAL PROBLEM	4	63	12.15	50	78
DISTURBANCE	3	76	10.82	64	85
DISTONDANCE	3	48	3.61	44	51
	3	48	3.01	44	21
M-SEIZURE	2	60	42.02	24	100
IRE OTHER	3	60	43.82	24	
IRE OTHER MVA NO PI	3	55	23.01	32	78
IRE OTHER IVA NO PI M-ALLERGIC REACTION	3 2	55 55		32 46	109 78 65
'IRE OTHER MVA NO PI M-ALLERGIC REACTION M-BACK PAIN	3 2 1	55 55 77	23.01	32 46 77	78 65 77
IRE OTHER IVA NO PI M-ALLERGIC REACTION M-BACK PAIN M-MVA WITH INJURY	3 2 1 1	55 55 77 61	23.01	32 46 77 61	78 65 77 61
IRE OTHER MVA NO PI M-ALLERGIC REACTION M-BACK PAIN M-MVA WITH INJURY M-STROKE/ CVA	3 2 1 1 1	55 55 77 61 52	23.01	32 46 77 61 52	78 65 77 61 52
IRE OTHER IVA NO PI M-ALLERGIC REACTION M-BACK PAIN M-MVA WITH INJURY	3 2 1 1	55 55 77 61	23.01	32 46 77 61	78 65 77 61
IRE OTHER MVA NO PI M-ALLERGIC REACTION M-BACK PAIN M-MVA WITH INJURY M-STROKE/ CVA	3 2 1 1 1	55 55 77 61 52	23.01	32 46 77 61 52	78 65 77 61 52
IRE OTHER MVA NO PI M-ALLERGIC REACTION M-BACK PAIN M-MVA WITH INJURY M-STROKE/ CVA IRE STRUCTURE	3 2 1 1 1 1	55 55 77 61 52 61	23.01	32 46 77 61 52 61	78 65 77 61 52 61
IRE OTHER MVA NO PI M-ALLERGIC REACTION M-BACK PAIN M-MVA WITH INJURY M-STROKE/ CVA IRE STRUCTURE IRE WIRES DOWN	3 2 1 1 1 1 1	55 55 77 61 52 61 10	23.01	32 46 77 61 52 61 10	78 65 77 61 52 61 10





September 2020 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	477	0.00%
AMESBURY PD						0	2,083	0.00%
ESSEX FD						0	86	0.00%
ESSEX PD						0	1,367	0.00%
MIDDLETON FD						0	282	0.00%
MIDDLETON PD						0	1,440	0.00%
TOPSFIELD FD	2					2	191	1.05%
TOPSFIELD PD						0	1,497	0.00%
WENHAM FD						0	118	0.00%
WENHAM PD						0	2,565	0.00%
OTHER								
Total	2	0	0	0	0	2	10,106	1.05%

*Please note that this reflects the month that the concern was reported, the concern may have occurred in a different month.

Key Performance Indicator:

Number of Complaints Per Year as a Percent of Total Calls:

A measurement of the total number of complaints in a given period, divided by the total number of calls (CAD calls for Regional Operations or Wireless Calls for Wireless Operations) in that same period, expressed as a percentage.

Objective: The percent of complaints should be less than 0.05% of the total calls.





September 2020 Quality Assurance & Quality Improvement Statistics

Key Performance Indicators

<u>1. Percent of Calls Reviewed:</u>

Metric:

The number of calls (regional or wireless) reviewed in a given period divided by the number of calls received in that same period, expressed as a percentage.

Objective:

To review at least 3% of all regional room voice and radio calls. To review at least 7% of all Emergency Medical Dispatch (EMD) calls. To review at least 2% of all calls received in the wireless operation center.

2. Average Score of Calls Reviewed:

Metric:

A measurement of actual points received on a call review divided by the total number of possible points. Possible points are objectively defined by the agency on applicable call review forms (e.g., Dispatching, Call Taking, Emergency Medical Dispatch, etc.).

Objective:

The average score of calls reviewed should be equal to or greater than 90%. ш

Regional 911 Center

9-1-1 Calls answered and abandoned	1014
Answered 9-1-1 Calls	932
Answered 9-1-1 Calls within 10 seconds	878
Answered 9-1-1 Calls within 20 seconds	931
Answered 9-1-1 Text Calls	6
Abandoned 9-1-1 Calls	82
7-Digit Emergency Calls	1,478
Answered 7-Digit Emergency Calls	1,446
Abandoned 7-Digit Emergency Calls	32
Outbound Calls	2,068
Total Calls Reveiwed	184
Total % 911 Calls Reviewed	19.74%

LOW	AVERAGE	COUNT
91.88%	99.52%	52
73.21%	95.93%	49
66.70%	93.88%	77
83.54%	93.88%	6
78.83%	95.80%	184
	91.88% 73.21% 66.70% 83.54%	91.88%99.52%73.21%95.93%66.70%93.88%83.54%93.88%

Wireless 911 Center

9-1-1 Calls answered and abandoned	16,666
Answered 9-1-1 Calls	15,243
Answered 9-1-1 Calls within 10 seconds	14,799
Answered 9-1-1 Calls within 20 seconds	15,031
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	1,423
7-Digit Emergency Calls	474
Answered 7-Digit Emergency Calls	392
Abandoned 7-Digit Emergency Calls	82
Outbound Calls	4,905
Total Calls Reveiwed	580
Total % 911 Calls Reviewed	3.81%

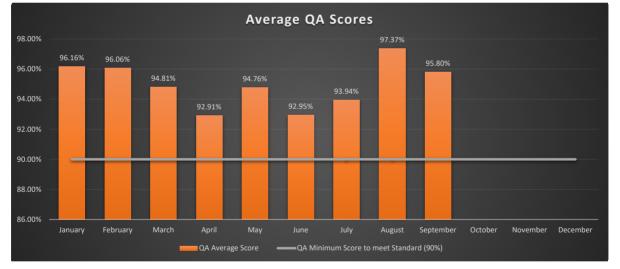
Call Type Reviewed	LOW	AVERAGE	COUNT
Wireless 911 Center Total QAs	62.84%	99.46%	580

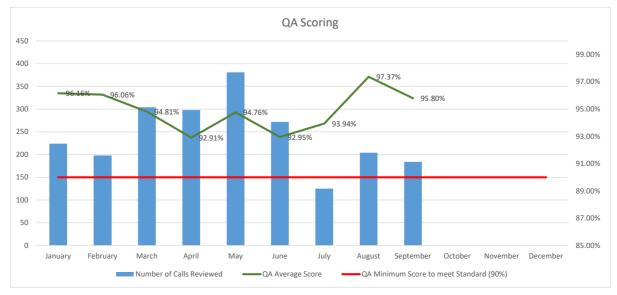




2020 Calendar Year QA Scores

	Number of Calls Reviewed	QA Average Score	QA Minimum Score to meet Standard (90%)
January	224	96.16%	90.00%
February	198	96.06%	90.00%
March	304	94.81%	90.00%
April	298	92.91%	90.00%
May	381	94.76%	90.00%
June	272	92.95%	90.00%
July	125	93.94%	90.00%
August	204	97.37%	90.00%
September	184	95.80%	90.00%
October			90.00%
November			90.00%
December			90.00%









September 2020 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned	
00:00 - 01:00	32	32	0	0.0%	Key Performance Indicators:
01:00 - 02:00	22	22	0	0.0%	
02:00 - 03:00	37	34	3	8.8%	<u>1. Ring-to-Pickup Time:</u>
03:00 - 04:00	37	37	0	0.0%	Metric: The amount of time it takes to answer a
04:00 - 05:00	16	16	0	0.0%	911 call. The time begins when a 911 call enters
05:00 - 06:00	30	30	0	0.0%	our system and the time ends when a
06:00 - 07:00	58	53	5	9.4%	telecommunicator answers the call.
07:00 - 08:00	86	85	1	1.2%	Objective: To answer all 911 calls within ten (10)
08:00 - 09:00	166	159	7	4.4%	seconds or less.
09:00 - 10:00	133	127	6	4.7%	
10:00 - 11:00	181	173	8	4.6%	
11:00 - 12:00	170	158	12	7.6%	2. Call Abandonment Rate:
12:00 - 13:00	152	144	8	5.6%	
13:00 - 14:00	143	135	8	5.9%	Metric: The number of incoming 911 calls in a
14:00 - 15:00	152	146	6	4.1%	given period where the caller hangs up before
15:00 - 16:00	166	153	13	8.5%	the call is answered, divided by the total number of calls in that same period, expressed as a
16:00 - 17:00	194	187	7	3.7%	percentage.
17:00 - 18:00	185	179	6	3.4%	percentager
18:00 - 19:00	146	141	5	3.5%	Objective: To have an average abandonment
19:00 - 20:00	138	134	4	3.0%	rate of 6% or less.
20:00 - 21:00	105	101	4	4.0%	
21:00 - 22:00	81	79	2	2.5%	
22:00 - 23:00	76	71	5	7.0%	
23:00 - 24:00	68	61	7	11.5%	
Total	2,574	2,457	117	4.8%	
Average	Answer Time:	0:	04:9	MM:SS.s	





September 2020 Wireless 911 Center KPI Call Statistics

Key Performance Indicators:	Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned	Average Calls per WRLS TC
Ring-to-Pickup Time:	00:00 - 01:00	418	383	35	9.1%	5
Metric: The amount of time it takes to answer a 911	01:00 - 02:00	330	307	23	7.5%	4
call. The time begins when a 911 call enters our system	02:00 - 03:00	241	223	18	8.1%	3
and the time ends when a telecommunicator answers	03:00 - 04:00	172	160	12	7.5%	2
the call.	04:00 - 05:00	217	201	16	8.0%	3
Objective: To answer all 911 calls within ten (10)	05:00 - 06:00	238	217	21	9.7%	3
seconds or less.	06:00 - 07:00	406	366	40	10.9%	5
	07:00 - 08:00	513	444	69	15.5%	6
Average Number of Calls Per Agent Per Hour:	08:00 - 09:00	613	554	59	10.6%	5
Metric: This measurement utilizes the Call Statistics per	09:00 - 10:00	739	688	51	7.4%	6
Hour – Average Count divided by 15 calls per each	10:00 - 11:00	942	852	90	10.6%	8
hourly employee.	11:00 - 12:00	981	905	76	8.4%	8
Objective: Each wireless telecommunicator should	12:00 - 13:00	1,047	949	98	10.3%	9
handle 15 calls or less per hour of each shift.	13:00 - 14:00	1,101	1,000	101	10.1%	9
	14:00 - 15:00	1,114	1,004	110	11.0%	9
Call Abandonment Rate:	15:00 - 16:00	1,252	1,146	106	9.2%	11
Metric: The number of incoming 911 calls in a given	16:00 - 17:00	1,257	1,155	102	8.8%	11
period where the caller hangs up before the call is	17:00 - 18:00	1,197	1,079	118	10.9%	10
answered, divided by the total number of calls in that	18:00 - 19:00	1,136	1,027	109	10.6%	9
same period, expressed as a percentage.	19:00 - 20:00	993	919	74	8.1%	8
Objective: To have an average abandonment rate of	20:00 - 21:00	871	802	69	8.6%	7
6% or less.	21:00 - 22:00	711	640	71	11.1%	6
	22:00 - 23:00	633	580	53	9.1%	5
Call Handling Time:	23:00 - 24:00	539	503	36	7.2%	5
Metric: Average call handling time.	Total	17,661	16,104	1,557	9.7%	
Objective: To spend less than 2 minutes 25 seconds	Average	Answer Time:	0:0	04:7	MM:SS.s	
per call on average	-	Call Duration:	02:	10.9	MM:SS.s	