The Commonwealth of Massachusetts



STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER



# November 2020 Radio, and CAD Statistics

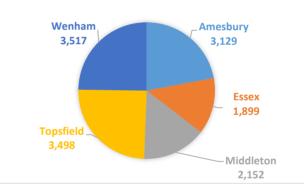
### **CAD INCIDENTS**

| Fire Incidents | Count |
|----------------|-------|
| Amesbury       | 673   |
| Essex          | 107   |
| Middleton      | 318   |
| Topsfield      | 228   |
| Wenham         | 118   |
| Total          | 1,444 |

| Incidents by Town | Count  |
|-------------------|--------|
| Amesbury          | 3,129  |
| Essex             | 1,899  |
| Middleton         | 2,152  |
| Topsfield         | 3,498  |
| Wenham            | 3,517  |
| Total             | 14,195 |

| Police Incidents | Count  |
|------------------|--------|
| Amesbury         | 2,456  |
| Essex            | 1,792  |
| Middleton        | 1,834  |
| Topsfield        | 3,270  |
| Wenham           | 3,399  |
| Total            | 12,751 |

**CAD INCIDENTS BY TOWN** 

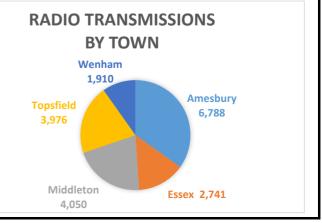


### **RADIO TRANSMISSIONS**

| Fire Radio Transmissions | Count |
|--------------------------|-------|
| Amesbury Fire            | 2,600 |
| Essex Fire               | 531   |
| Middleton Fire           | 1,445 |
| Topsfield Fire           | 1,093 |
| Wenham Fire              | 428   |
| Total                    | 6,097 |

| Transmissions by |        |
|------------------|--------|
| Community        | Count  |
| Amesbury         | 6,788  |
| Essex            | 2,741  |
| Middleton        | 4,050  |
| Topsfield        | 3,976  |
| Wenham           | 1,910  |
| Total            | 19,465 |

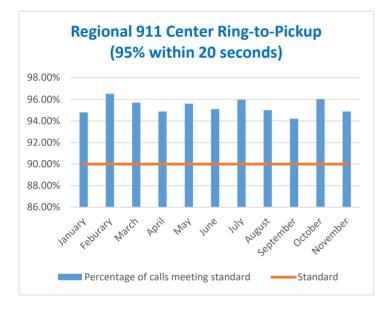
| Police Radio Transmissions | Count  |
|----------------------------|--------|
| Amesbury Police            | 4,188  |
| Essex Police               | 2,210  |
| Middleton Police           | 2,605  |
| Topsfield Police           | 2,883  |
| Wenham Police              | 1,482  |
| Total                      | 13,368 |



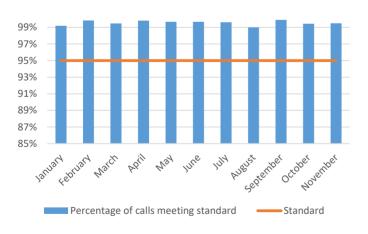




## November 2020 Regional 911 Center Ring to Pick Up Time



| <b>Regional 911 Center Ring-to-Pick</b> | up |
|---|----|
| (95% within 20 seconds)                 |    |



| Month     | Number of<br>Calls<br>Meeting<br>Standard | Total<br>Calls | Percentage of<br>calls meeting<br>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   | 845                                       | 880            | 96.02%                                     | 90.00%   |
| November  | 925                                       | 975            | 94.87%                                     | 90.00%   |
| December  |   |                |  |          |

| Month     | Number of<br>Calls<br>Meeting<br>Standard | Total<br>Calls | Percentage of<br>calls meeting<br>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   | 875                                       | 880            | 99.43%                                     | 95.00%   |  |
| November  | 970                                       | 975            | 99.49%                                     | 95.00%   |  |
| December  |   |                |  |          |  |

### Key Performance Indicator - Ring-to-Pickup Time

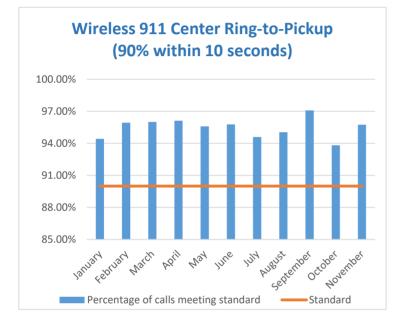
Metric: The amount of time it takes to answer a 911 call. The time begins when a 911 call enters our system and the time ends when a telecommunicator answers the call.

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

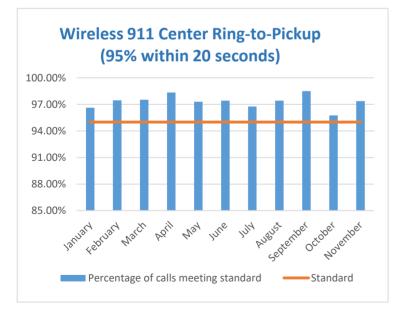




# November 2020 Wireless 911 Center Ring to Pick Up Time



| Month     | Number<br>of Calls<br>Meeting<br>Standard | Total<br>Calls | Percentage<br>of calls<br>meeting<br>standard | Standard |
|-----------|---|----------------|---|----------|
| January   | 16,137                                    | 17,091         | 94.42%  | 90.00%   |
| February  | 14,373                                    | 14,981         | 95.94%  | 90.00%   |
| March     | 14,592                                    | 15,200         | 96.00%  | 90.00%   |
| April     | 12,381                                    | 12,881         | 96.12%  | 90.00%   |
| May       | 15,913                                    | 16,646         | 95.60%  | 90.00%   |
| June      | 17,058                                    | 17,810         | 95.78%  | 90.00%   |
| July      | 17,370                                    | 18,363         | 94.59%  | 90.00%   |
| August    | 16,664                                    | 17,533         | 95.04%  | 90.00%   |
| September | 14,799                                    | 15,243         | 97.09%  | 90.00%   |
| October   | 13,925                                    | 14,842         | 93.82%  | 90.00%   |
| November  | 12,712                                    | 13,276         | 95.75%  | 90.00%   |
| December  |   |                |   |          |



|           | Number   |        | Percentage |          |  |
|-----------|----------|--------|------------|----------|--|
| Month     | of Calls | Total  | of calls   | Standard |  |
| WOItti    | Meeting  | Calls  | meeting    |          |  |
|           | 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   | 14,212   | 14,842 | 95.76%     | 95.00%   |  |
| November  | 12,927   | 13,276 | 97.37%     | 95.00%   |  |
| 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.

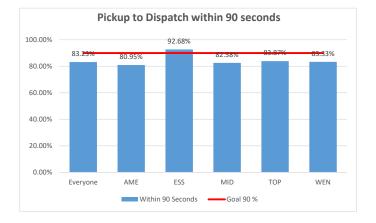
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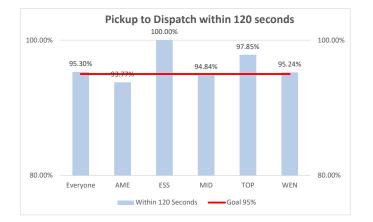




### November 2020 Pick Up to Dispatch Times

| City     | Total | Below 60 | Below 90 | Below 120 | Greater<br>90 | Column1 Greater 150 | Greater<br>180 | AvgTime | StdDevTime | Median<br>Time | Goal 90 % | Goal 95% |
|----------|-------|----------|----------|-----------|---------------|---------------------|----------------|---------|------------|----------------|-----------|----------|
| Everyone | 638   | 36.83%   | 83.23%   | 95.30%    | 107           | 10                  | 6              | 70      | 30         | 67             | 90.00%    | 95.00%   |
| AME      | 273   | 37.36%   | 80.95%   | 93.77%    | 52            | 6                   | 3              | 71      | 31         | 66             | 90.00%    | 95.00%   |
| ESS      | 41    | 34.15%   | 92.68%   | 100.00%   | 3             | 0                   | 0              | 63      | 19         | 67             | 90.00%    | 95.00%   |
| MID      | 55    | 38.71%   | 82.58%   | 94.84%    | 27            | 2                   | 1              | 70      | 32         | 66             | 90.00%    | 95.00%   |
| ТОР      | 93    | 40.86%   | 83.87%   | 97.85%    | 15            | 1                   | 1              | 70      | 28         | 66             | 90.00%    | 95.00%   |
| WEN      | 42    | 26.19%   | 83.33%   | 95.24%    | 7             | 1                   | 1              | 74      | 31         | 70             | 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   | 663   | 65   | 28     | 0   | 262 |
| November  | 638   | 67   | 30     | 2   | 309 |
| December  |       |      |        |     |     |





# November 2020 Priority 1 by Nature

| Nature                         | Total | Avg | StdDev | Min | Max |
|--------------------------------|-------|-----|--------|-----|-----|
| FIRE MUTUAL AID TOPSFIELD      | 1     | 74  |        | 74  | 74  |
| KIDNAPPING/ATTEMPT             | 1     | 309 |        | 309 | 309 |
| M-HEADACHE                     | 1     | 99  |        | 99  | 99  |
| MISSING PERSON                 | 1     | 51  |        | 51  | 51  |
| BREAKING & ENTERING            | 2     | 54  | 3.54   | 52  | 57  |
| M-ALLERGIC REACTION            | 2     | 47  | 25.46  | 29  | 65  |
| M-CHOKING                      | 2     | 105 | 94.05  | 39  | 172 |
| M-DIABETIC                     | 2     | 68  | 17.68  | 56  | 81  |
| ROBBERY/ATTEMPT                | 2     | 75  | 6.36   | 71  | 80  |
| FIRE MUTUAL AID ESSEX          | 3     | 74  | 5.51   | 69  | 80  |
| FIRE VEHICLE                   | 3     | 79  | 20.66  | 56  | 96  |
| M-OVERDOSE                     | 4     | 68  | 17.46  | 44  | 84  |
| FIRE BRUSH                     | 5     | 72  | 27.1   | 37  | 110 |
| FIRE STRUCTURE                 | 5     | 67  | 10.08  | 51  | 75  |
| M-ALTERED MENTAL STATUS        | 5     | 81  | 20.86  | 58  | 113 |
| M-TRAUMA WITH INJURY           | 5     | 70  | 27.05  | 31  | 97  |
| M-SEIZURE                      | 6     | 59  | 14.71  | 36  | 75  |
| M-ABDOMINAL PAIN               | 7     | 74  | 15.37  | 57  | 99  |
| M-STROKE/ CVA                  | 8     | 62  | 15.38  | 38  | 87  |
| M-BLEEDING (NON-TRAUMATIC)     | 11    | 67  | 15.09  | 48  | 101 |
| FIRE MUTUAL AID MIDDLETON      | 12    | 63  | 13.41  | 44  | 92  |
| FIRE WIRES DOWN                | 13    | 74  | 21.88  | 47  | 119 |
| M-UNCONSIOUS/UNRESPONSIVE/FAI  | 14    | 61  | 22.41  | 23  | 102 |
| FIRE MUTUAL AID AMESBURY       | 18    | 69  | 27.51  | 2   | 142 |
| DOMESTIC                       | 20    | 74  | 34.28  | 32  | 189 |
| FIRE OTHER                     | 20    | 70  | 28.93  | 42  | 162 |
| M-MENTAL/EMOTIONAL/PSYCHOLOGIC | 20    | 75  | 27.2   | 7   | 134 |
| M-MVA WITH INJURY              | 20    | 70  | 24.28  | 36  | 127 |
| M-UNKNOWN MEDICAL PROBLEM      | 27    | 60  | 19.44  | 20  | 105 |
| M-BREATHING DIFFICULTY         | 28    | 65  | 18.06  | 30  | 101 |
| M-CHEST PAIN/ CARDIAC PROBLEM  | 30    | 65  | 22.47  | 32  | 126 |
| DISTURBANCE                    | 39    | 80  | 33.81  | 6   | 155 |
| MVA NO PI                      | 41    | 74  | 31.77  | 20  | 201 |
| MV COMPLAINT/ERRATIC OP        | 43    | 92  | 54.74  | 30  | 305 |
| M-FALL                         | 70    | 65  | 20.42  | 34  | 132 |
| M-SICK/ OTHER                  | 70    | 74  | 21.87  | 35  | 148 |
| FIRE ALARM                     | 77    | 59  | 17.58  | 11  | 104 |





#### November 2020 Priority 1 By Town

| AMESBURY  | Count   | Average  | StdDev  | Min   | Max   |
|---|---|--|---|---|---|
| M-SICK/ OTHER   | 35  | 75   | 23.26   | 35  | 148   |
| FIRE ALARM  | 30  | 58   | 14.28   | 36  | 104   |
| M-FALL  | 29  | 68   | 20.64   | 42  | 122   |
| 2-Nov   |   | 82   | 34.36   | 6   | 155   |
| M-UNKNOWN MEDICAL PROBLEM   | 19  | -127   | 832.55  | -3565   | 105   |
| DOMESTIC  | 18  | 78   | 34.08   | 33  | 189   |
| M-CHEST PAIN/ CARDIAC PROBLEM   | 15  | 61   | 25.32   | 32  | 126   |
| FIRE OTHER  | 14  | 59   | 26.55   | 6   | 113   |
| M-MENTAL/EMOTIONAL/PSYCHOLOGIC  | 13  | 69   | 23.01   | 33  | 108   |
| M-MVA WITH INJURY   | 12  | 81   | 30.67   | 40  | 108   |
| MVA NO PI   | 12  | 102  | 79.47   | 20  | 311   |
| M-BREATHING DIFFICULTY  | 12  | 63   | 21.42   | 30  | 100   |
| MV COMPLAINT/ERRATIC OP   | 11  | 87   | 33.01   | 40  | 168   |
| M-BLEEDING (NON-TRAUMATIC)  | 6   | 60   | 23.09   | 33  | 103   |
| FIRE WIRES DOWN   | 5   | 82   | 23.03   | 61  | 119   |
| M-UNCONSIOUS/UNRESPONSIVE/FAI   | 5   | 50   | 2.51  | 48  | 53  |
| M-OVERDOSE  | 3   | 77   | 2.51  | 70  | 84  |
|   | 3   | 71   |   | 57  | 84<br>99  |
| M-ABDOMINAL PAIN  | 3   | 85   | 23.97<br>38.89  | 57  | 99<br>113   |
| M-ALTERED MENTAL STATUS   |   |  |   |   |   |
| M-TRAUMA WITH INJURY  | 2   | 74   | 24.75   | 57  | 92  |
| MISSING PERSON  | 1   | 51   |   | 51  | 51  |
| ROBBERY/ATTEMPT   | 1   | 80   |   | 80  | 80  |
| M-SEIZURE   | 1   | 51   |   | 51  | 51  |
| M-HEADACHE  | 1   | 99   |   | 99  | 99  |
| M-STROKE/ CVA   | 1   | 64   |   | 64  | 64  |
| BREAKING & ENTERING   | 1   | 52   |   | 52  | 52  |
| M-ALLERGIC REACTION   | 1   | 29   |   | 29  | 29  |
| M-CHOKING   | 1   | 172  |   | 172   | 172   |
| KIDNAPPING/ATTEMPT  | 1   | 309  |   | 309   | 309   |
| FIRE STRUCTURE  | 1   | 66   |   | 66  | 66  |
| FIRE VEHICLE  | 1   | 56   |   | 56  | 56  |
| FIRE BRUSH  | 1   | 37   |   | 37  | 37  |
| FIRE MUTUAL AID AMESBURY  | 1   | 2  |   | 2   | 2   |
| ESSEX   | Count   | Average  | StdDev  | Min   | Max   |
| MV COMPLAINT/ERRATIC OP   | 8   | 73   | 21.43   | 47  | 121   |
| M-FALL  | 6   | 67   | 18.84   | 49  | 102   |
| M-SICK/ OTHER   | 5   | 68   | 20.53   | 50  | 103   |
| MVA NO PI   | 4   | 58   | 19.69   | 29  | 69  |
| FIRE ALARM  | 4   | 70   | 6.65  | 64  | 79  |
| M-MENTAL/EMOTIONAL/PSYCHOLOGIC  | 3   | 81   | 12.5  | 67  | 90  |
| M-TRAUMA WITH INJURY  | 2   | 64   | 46.67   | 31  | 97  |
| FIRE OTHER  | 2   | 47   | 5.66  | 43  | 51  |
| M-UNKNOWN MEDICAL PROBLEM   | 2   | 73   | 56.57   | 33  | 113   |
| FIRE BRUSH  | 1   | 59   |   | 59  | 59  |
| DOMESTIC  | 1   | 32   |   | 32  | 32  |
| FIRE STRUCTURE  | 1   | 72   |   | 72  | 72  |
| FIRE WIRES DOWN   | 1   | 75   |   | 75  | 75  |
| M-BLEEDING (NON-TRAUMATIC)  | 1   | 74   |   | 74  | 74  |
| M-BREATHING DIFFICULTY  | 1   |  |   |   |   |
| M-CHEST PAIN/ CARDIAC PROBLEM   |   | 69   |   | 69  | 69  |
|   | _   | 69<br>47   |   | 69<br>47  | 69<br>47  |
| -   | 1   | 47   |   | 47  | 47  |
| M-UNCONSIOUS/UNRESPONSIVE/FAI   | _   | 47<br>23   |   | 47  | 47 23   |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE  | 1<br>1<br>1   | 47<br>23<br>36   | StdDev  | 47<br>23<br>36  | 47<br>23<br>36  |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON   | 1<br>1<br>1<br>Count  | 47<br>23<br>36<br>Average  | StdDev  | 47<br>23<br>36<br>Min   | 47<br>23<br>36<br>Max   |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM   | 1<br>1<br>1<br>Count<br>31  | 47<br>23<br>36<br>Average<br>52  | 22.23   | 47<br>23<br>36<br>Min<br>5  | 47<br>23<br>36<br><b>Max</b><br>94  |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL   | 1<br>1<br>1<br><b>Count</b><br>31<br>20   | 47<br>23<br>36<br><b>Average</b><br>52<br>62   | 22.23<br>23.98  | 47<br>23<br>36<br>Min   | 47<br>23<br>36<br><b>Max</b><br>94<br>132   |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER  | 1<br>1<br><b>Count</b><br>31<br>20<br>19  | 47<br>23<br>36<br><b>Average</b><br>52<br>62<br>69   | 22.23<br>23.98<br>18.76   | 47<br>23<br>36<br><b>Min</b><br>5<br>34<br>46   | 47<br>23<br>36<br><b>Max</b><br>94<br>132<br>109  |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-FALL<br>M-SICK/ OTHER<br>MVA NO PI   | 1<br>1<br><b>Count</b><br>31<br>20<br>19<br>18  | 47<br>23<br>36<br><b>Average</b><br>52<br>62<br>69<br>77   | 22.23<br>23.98<br>18.76<br>24.75  | 47<br>23<br>36<br>Min<br>5<br>34<br>46<br>29  | 47<br>23<br>36<br><b>Max</b><br>94<br>132<br>109<br>116   |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MVA NO PI<br>MV COMPLAINT/ERRATIC OP  | 1<br>1<br><b>Count</b><br>31<br>20<br>19<br>18<br>14  | 47<br>23<br>36<br><b>Average</b><br>52<br>62<br>69<br>77<br>99   | 22.23<br>23.98<br>18.76<br>24.75<br>63.7  | 47<br>23<br>36<br>Min<br>5<br>34<br>46<br>29<br>39  | 47<br>23<br>36<br><b>Max</b><br>94<br>132<br>109<br>116<br>305  |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>M-FALL<br>M-SICK/ OTHER<br>MVA NO PI<br>MV COMPLAINT/ERRATIC OP<br>M-UNKNOWN MEDICAL PROBLEM   | 1<br>1<br><b>Count</b><br>31<br>20<br>19<br>18<br>14<br>8   | 47<br>23<br>36<br><b>Average</b><br>52<br>62<br>69<br>77<br>99<br>52   | 22.23<br>23.98<br>18.76<br>24.75<br>63.7<br>14.81   | 47<br>23<br>36<br><b>Min</b><br>5<br>34<br>46<br>29<br>39<br>32   | 47<br>23<br>36<br><b>Max</b><br>94<br>132<br>109<br>116<br>305<br>72  |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MVA NO PI<br>MV COMPLAINT/ERRATIC OP<br>M-UNKNOWN MEDICAL PROBLEM<br>DISTURBANCE  | 1<br>1<br>1<br><b>Count</b><br>31<br>20<br>19<br>18<br>18<br>14<br>8<br>8<br>8  | 47<br>23<br>36<br><b>Average</b><br>52<br>62<br>69<br>77<br>99<br>52<br>89   | 22.23<br>23.98<br>18.76<br>24.75<br>63.7<br>14.81<br>41.05  | 47<br>23<br>36<br><b>Min</b><br>5<br>34<br>46<br>29<br>39<br>32<br>39   | 47<br>23<br>36<br><b>Max</b><br>94<br>132<br>109<br>116<br>305<br>72<br>149   |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MVA NO. PI<br>MV COMPLAINT/ERRATIC OP<br>M-UNKNOWN MEDICAL PROBLEM<br>DISTURBANCE<br>M-BREATHING DIFFICULTY   | 1<br>1<br>1<br><b>Count</b><br>31<br>20<br>19<br>18<br>14<br>8<br>8<br>8<br>8<br>8  | 47<br>23<br>36<br><b>Average</b><br>52<br>62<br>69<br>77<br>99<br>52<br>89<br>59   | 22.23<br>23.98<br>18.76<br>24.75<br>63.7<br>14.81<br>41.05<br>8.94  | 47<br>23<br>36<br><b>Min</b><br>5<br>34<br>46<br>29<br>39<br>32<br>39<br>32<br>39<br>51   | 47<br>23<br>36<br>Max<br>94<br>132<br>109<br>116<br>305<br>72<br>149<br>74  |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>IRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MVA NO PI<br>MV COMPLAINT/ERRATIC OP<br>M-UNKNOWN MEDICAL PROBLEM<br>DISTURBANCE<br>M-BREATHING DIFFICULTY<br>M-BREATHING DIFFICULTY  | 1<br>1<br>1<br>20<br>19<br>18<br>14<br>8<br>8<br>8<br>8<br>6  | 47<br>23<br>36<br><b>Average</b><br>52<br>62<br>69<br>77<br>99<br>52<br>89<br>59<br>66   | 22.23<br>23.98<br>18.76<br>24.75<br>63.7<br>14.81<br>41.05<br>8.94<br>41.9  | 47<br>23<br>36<br>Min<br>5<br>34<br>46<br>29<br>39<br>32<br>39<br>32<br>39<br>51<br>7   | 47<br>23<br>36<br><b>Max</b><br>94<br>132<br>109<br>116<br>305<br>72<br>149<br>74<br>134  |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MVA NO PI<br>MV COMPLAINT/ERRATIC OP<br>M-UNKNOWN MEDICAL PROBLEM<br>DISTURBANCE<br>M-BREATHING DIFFICULTY<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER  | 1<br>1<br>1<br>20<br>19<br>18<br>14<br>8<br>8<br>8<br>8<br>6<br>5   | 47<br>23<br>36<br><b>Average</b><br>52<br>62<br>69<br>77<br>99<br>52<br>89<br>52<br>89<br>59<br>66<br>90   | 22.23<br>23.98<br>18.76<br>24.75<br>63.7<br>14.81<br>41.05<br>8.94<br>41.9<br>43.06   | 47<br>23<br>36<br>Min<br>5<br>34<br>46<br>29<br>39<br>32<br>39<br>32<br>39<br>51<br>7<br>7<br>60  | 47<br>23<br>36<br><b>Max</b><br>94<br>132<br>109<br>116<br>305<br>72<br>149<br>74<br>134<br>162   |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MVA NO PI<br>MV COMPLAINT/ERRATIC OP<br>MV COMPLAINT/ERRATIC OP<br>M-UNRNOWN MEDICAL PROBLEM<br>DISTURBANCE<br>M-BREATHING DIFFICULTY<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-STROKE/ CVA  | 1<br>1<br>1<br>200<br>19<br>18<br>14<br>8<br>8<br>8<br>8<br>8<br>8<br>5<br>5<br>5   | 47<br>23<br>36<br><b>Average</b><br>62<br>69<br>77<br>99<br>52<br>89<br>52<br>89<br>59<br>66<br>60<br>90<br>54   | 22.23<br>23.98<br>18.76<br>24.75<br>63.7<br>14.81<br>41.05<br>8.94<br>41.9<br>43.06<br>12.91  | 47<br>23<br>36<br><b>Min</b><br>5<br>34<br>46<br>29<br>39<br>32<br>39<br>32<br>39<br>51<br>7<br>60<br>38  | 47<br>23<br>36<br>Max<br>94<br>132<br>109<br>116<br>305<br>72<br>149<br>74<br>134<br>162<br>74  |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MVA NO PI<br>MV COMPLAINT/ERRATIC OP<br>M-UNKNOWN MEDICAL PROBLEM<br>DISTURBANCE<br>M-BREATHING DIFFICULTY<br>M-BREATHING DIFFICULTY<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-STROKE/ CVA<br>M-MVA WITH INJURY  | 1<br>1<br>1<br>200mt<br>19<br>19<br>18<br>14<br>8<br>8<br>8<br>8<br>6<br>5<br>5<br>5<br>3   | 47<br>23<br>36<br><b>Average</b><br>52<br>62<br>69<br>77<br>99<br>52<br>52<br>89<br>59<br>66<br>90<br>54<br>69   | 22.23<br>23.98<br>18.76<br>24.75<br>63.7<br>14.81<br>41.05<br>8.94<br>41.9<br>43.06<br>12.91<br>7.57                                    | 47<br>23<br>36<br><b>Min</b><br>5<br>34<br>46<br>29<br>39<br>32<br>39<br>32<br>39<br>51<br>7<br>60<br>38<br>64  | 47<br>23<br>36<br>Max<br>94<br>132<br>109<br>116<br>305<br>72<br>149<br>74<br>134<br>162<br>74<br>78  |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MVA NO PI<br>MV COMPLAINT/ERRATIC OP<br>M-UNKNOWN MEDICAL PROBLEM<br>DISTURBANCE<br>M-BREATHING DIFFICULTY<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-STROKE/ CVA<br>M-MVA WITH INJURY<br>M-CHEST PAIN/ CARDIAC PROBLEM   | 1<br>1<br>1<br><b>Count</b><br>31<br>200<br>19<br>18<br>14<br>8<br>8<br>8<br>8<br>8<br>8<br>6<br>5<br>5<br>5<br>5<br>3<br>3<br>3  | 47<br>23<br>36<br>Average<br>52<br>69<br>77<br>99<br>52<br>89<br>52<br>89<br>59<br>66<br>90<br>54<br>66<br>90<br>54  | 22.23<br>23.98<br>18.76<br>24.75<br>63.7<br>14.81<br>41.05<br>8.94<br>41.9<br>43.06<br>12.91<br>7.57<br>21.5                            | 47<br>23<br>36<br>Min<br>5<br>34<br>46<br>29<br>39<br>32<br>39<br>32<br>39<br>51<br>7<br>60<br>38<br>64<br>41   | 47<br>23<br>36<br>Max<br>94<br>132<br>109<br>116<br>305<br>72<br>149<br>74<br>134<br>162<br>74<br>78<br>84  |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MVA NO PI<br>MV COMPLAINT/ERRATIC OP<br>M-UNKNOWN MEDICAL PROBLEM<br>DISTURBANCE<br>M-BREATHING DIFFICULTY<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-STROKE/ CVA<br>M-MVA WITH INJURY<br>M-CHEST PAIN/ CARDIAC PROBLEM<br>M-BLEEDING (NON-TRAUMATIC)   | 1<br>1<br>1<br>20<br>19<br>18<br>14<br>8<br>8<br>8<br>8<br>8<br>8<br>6<br>5<br>5<br>5<br>5<br>3<br>3<br>3<br>3<br>3   | 47<br>23<br>36<br><b>Average</b><br>52<br>62<br>69<br>77<br>99<br>52<br>89<br>59<br>66<br>90<br>54<br>66<br>90<br>54<br>69<br>62<br>59   | 22.23<br>23.98<br>18.76<br>24.75<br>63.7<br>14.81<br>41.05<br>8.94<br>41.9<br>43.06<br>12.91<br>7.57<br>21.5<br>25.71                   | 47<br>23<br>36<br>Min<br>5<br>34<br>46<br>29<br>39<br>32<br>39<br>32<br>39<br>51<br>7<br>60<br>38<br>64<br>41<br>30   | 47<br>23<br>36<br>Max<br>94<br>132<br>109<br>116<br>305<br>72<br>149<br>74<br>134<br>162<br>74<br>74<br>78<br>84<br>79  |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MVA NO PI<br>MV COMPLAINT/ERRATIC OP<br>MV COMPLAINT/ERRATIC OP<br>M-UNRNOWN MEDICAL PROBLEM<br>M-UNRNOWN MEDICAL PROBLEM<br>M-BREATHING DIFFICULTY<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-STROKE/ CVA<br>M-MUXA WITH INJURY<br>M-ELEDING (NON-TRAUMATIC)<br>FIRE WIRES DOWN  | 1<br>1<br>1<br>20<br>19<br>18<br>14<br>8<br>8<br>8<br>8<br>8<br>8<br>6<br>5<br>5<br>5<br>5<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3  | 47<br>23<br>36<br><b>Average</b><br>52<br>62<br>69<br>77<br>79<br>99<br>52<br>89<br>59<br>59<br>66<br>90<br>90<br>90<br>54<br>69<br>69<br>69<br>54<br>69<br>90<br>54<br>71   | 22.23<br>23.98<br>18.76<br>24.75<br>14.81<br>41.05<br>8.94<br>41.9<br>43.06<br>12.91<br>7.57<br>21.5<br>25.71<br>32.32                  | 47<br>23<br>36<br><b>Min</b><br>5<br>34<br>46<br>29<br>39<br>32<br>39<br>32<br>39<br>51<br>7<br>60<br>38<br>64<br>41<br>30<br>47  | 47<br>23<br>36<br>Max<br>94<br>132<br>109<br>116<br>305<br>72<br>149<br>74<br>134<br>162<br>74<br>134<br>162<br>74<br>78<br>84<br>79<br>108   |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MVA NO PI<br>MV COMPLAINT/ERRATIC OP<br>M-UNKNOWN MEDICAL PROBLEM<br>DISTURBANCE<br>M-BREATHING DIFFICULTY<br>M-BREATHING DIFFICULTY<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-STROKE/ CVA<br>M-MVA WTH INJURY<br>M-CHEST PAIN/ CARDIAC PROBLEM<br>M-BLEDING (NON-TRAUMATIC)<br>FIRE WIRES DOWN<br>M-SEIZURE   | 1<br>1<br>1<br>31<br>20<br>19<br>18<br>8<br>8<br>8<br>8<br>8<br>6<br>5<br>5<br>5<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>2  | 47<br>23<br>36<br><b>Average</b><br>52<br>69<br>77<br>99<br>52<br>89<br>59<br>66<br>90<br>54<br>69<br>69<br>62<br>59<br>62<br>59<br>71<br>74   | 22.23<br>23.98<br>18.76<br>63.7<br>14.81<br>41.05<br>8.94<br>43.06<br>12.91<br>7.57<br>21.5<br>25.71<br>32.32<br>0.71                   | 47<br>23<br>36<br><b>Min</b><br>5<br>34<br>46<br>29<br>39<br>32<br>39<br>32<br>39<br>51<br>7<br>60<br>38<br>64<br>41<br>30<br>47<br>74  | 47<br>23<br>36<br>94<br>132<br>109<br>116<br>305<br>72<br>149<br>74<br>134<br>162<br>74<br>78<br>84<br>78<br>84<br>79<br>108<br>75  |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MVA NO PI<br>MV COMPLAINT/ERRATIC OP<br>M-UNKNOWN MEDICAL PROBLEM<br>DISTURBANCE<br>M-BREATHING DIFFICULTY<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-STROKE/ CVA<br>M-MVA WITH INJURY<br>M-CHEST PAIN/ CARDIAC PROBLEM<br>M-BURGING (NON-TRAUMATIC)<br>FIRE WIRES DOWN<br>M-SEIZURE<br>M-ABDOMINAL PAIN  | 1<br>1<br>1<br>20<br>19<br>18<br>14<br>8<br>8<br>8<br>6<br>5<br>5<br>5<br>3<br>3<br>3<br>3<br>2<br>2<br>2   | 47<br>23<br>36<br><b>Average</b><br>52<br>62<br>69<br>77<br>79<br>99<br>52<br>89<br>59<br>66<br>60<br>90<br>54<br>60<br>90<br>54<br>62<br>59<br>71<br>74<br>75   | 22.23<br>23.98<br>18.76<br>63.7<br>14.81<br>41.05<br>8.94<br>41.05<br>43.06<br>12.91<br>7.57<br>21.5<br>25.71<br>32.32<br>0.71<br>13.44 | 47<br>23<br>36<br><b>Min</b><br>5<br>34<br>46<br>29<br>39<br>32<br>39<br>32<br>39<br>51<br>7<br>60<br>38<br>64<br>41<br>30<br>47<br>74<br>66  | 47<br>23<br>36<br>94<br>132<br>109<br>116<br>305<br>72<br>149<br>74<br>134<br>162<br>74<br>74<br>78<br>84<br>79<br>108<br>75<br>85  |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MVA NO PI<br>MV COMPLAINT/ERRATIC OP<br>M-UNKNOWN MEDICAL PROBLEM<br>DISTURBANCE<br>M-BREATHING DIFFICULTY<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-STROKE/ CVA<br>M-MUX WITH INJURY<br>M-CHEST PAIN/ CARDIAC PROBLEM<br>M-BLEEDING (NON-TRAUMATIC)<br>FIRE WIRES DOWN<br>M-SBUZIVRE<br>M-ABDOMINAL PAIN<br>FIRE STRUCTURE  | 1<br>1<br>1<br>1<br>20<br>19<br>18<br>14<br>8<br>8<br>8<br>6<br>5<br>5<br>3<br>3<br>3<br>3<br>3<br>2<br>2<br>2<br>2   | 47<br>23<br>36<br>52<br>69<br>99<br>52<br>59<br>59<br>59<br>59<br>66<br>90<br>54<br>69<br>90<br>54<br>69<br>90<br>54<br>62<br>59<br>71<br>75<br>75   | 22.23<br>23.98<br>18.76<br>63.7<br>14.81<br>41.05<br>8.94<br>43.06<br>12.91<br>7.57<br>21.5<br>25.71<br>32.32<br>0.71                   | 47<br>23<br>36<br><b>Min</b><br>5<br>34<br>46<br>29<br>39<br>32<br>39<br>51<br>7<br>7<br>60<br>38<br>64<br>41<br>30<br>47<br>47<br>66<br>75   | 47<br>23<br>36<br>94<br>132<br>109<br>116<br>305<br>72<br>149<br>74<br>134<br>162<br>74<br>134<br>162<br>74<br>884<br>79<br>108<br>84<br>75<br>55<br>75   |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-STCK/OTHER<br>MVA NO PI<br>MV COMPLAINT/ERRATIC OP<br>M-UNKNOWN MEDICAL PROBLEM<br>DISTURBANCE<br>M-BREATHING DIFFICULTY<br>M-BREATHING DIFFICULTY<br>M-BREATHING DIFFICULTY<br>M-RENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-STROKE/ CVA<br>M-MVA WITH INJURY<br>M-GHEST PAIN/ CARDIAC PROBLEM<br>M-BLEEDING (NON-TRAUMATIC)<br>FIRE WIRES DOWN<br>M-SEZURE<br>M-ABDOMINAL PAIN<br>FIRE STRUCTURE<br>FIRE STRUCTURE   | 1<br>1<br>1<br><b>Count</b><br>31<br>20<br>19<br>18<br>14<br>8<br>8<br>8<br>8<br>8<br>6<br>5<br>5<br>3<br>3<br>3<br>3<br>3<br>2<br>2<br>2<br>1<br>1   | 47<br>23<br>36<br>52<br>69<br>77<br>99<br>52<br>89<br>59<br>59<br>66<br>90<br>54<br>69<br>62<br>59<br>54<br>69<br>62<br>59<br>71<br>74<br>75<br>59<br>71   | 22.23<br>23.98<br>18.76<br>63.7<br>14.81<br>41.05<br>8.94<br>41.05<br>43.06<br>12.91<br>7.57<br>21.5<br>25.71<br>32.32<br>0.71<br>13.44 | 47<br>23<br>36<br><b>Min</b><br>5<br>34<br>46<br>29<br>39<br>32<br>39<br>32<br>39<br>51<br>7<br>60<br>38<br>64<br>41<br>30<br>47<br>74<br>66<br>75<br>110   | 47<br>23<br>36<br>94<br>132<br>109<br>116<br>305<br>72<br>149<br>74<br>162<br>74<br>162<br>74<br>78<br>84<br>79<br>108<br>75<br>85<br>75<br>110   |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MVA NO PI<br>MV COMPLAINT/ERRATIC OP<br>M-UNKNOWN MEDICAL PROBLEM<br>DISTURBANCE<br>M-BREATHING DIFFICULTY<br>M-BREATHING DIFFICULTY<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-STROKE/ CVA<br>M-MVA WITH INJURY<br>M-CHEST PAIN/ CARDIAC PROBLEM<br>M-BLEDING (NON-TRAUMATIC)<br>FIRE WIRES DOWN<br>M-SEIZURE<br>M-ABDOMINAL PAIN<br>FIRE STRUCTURE<br>FIRE BRUSH<br>BREAKING & ENTERING   | 1<br>1<br>1<br>1<br>20<br>19<br>18<br>14<br>8<br>8<br>8<br>8<br>6<br>5<br>5<br>3<br>3<br>3<br>3<br>2<br>2<br>2<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1                     | 47<br>23<br>36<br>Average<br>52<br>69<br>77<br>99<br>52<br>89<br>59<br>66<br>90<br>54<br>66<br>90<br>54<br>69<br>62<br>59<br>62<br>59<br>71<br>74<br>75<br>75<br>75<br>75<br>75  | 22.23<br>23.98<br>18.76<br>63.7<br>14.81<br>41.05<br>8.94<br>41.05<br>43.06<br>12.91<br>7.57<br>21.5<br>25.71<br>32.32<br>0.71<br>13.44 | 47<br>23<br>36<br>5<br>34<br>46<br>29<br>39<br>39<br>32<br>39<br>51<br>7<br>60<br>38<br>64<br>41<br>30<br>47<br>74<br>66<br>47<br>5<br>110<br>57  | 47<br>23<br>36<br>Max<br>94<br>132<br>109<br>1116<br>305<br>72<br>149<br>74<br>134<br>162<br>74<br>74<br>74<br>78<br>84<br>79<br>108<br>75<br>85<br>75<br>85<br>75<br>110<br>57   |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MVA NO PI<br>MV COMPLAINT/ERRATIC OP<br>M-UNKNOWN MEDICAL PROBLEM<br>DISTURBANCE<br>M-BREATHING DIFFICULTY<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-STROKE/ CVA<br>M-MVA WITH INJURY<br>M-CHEST PAIN/ CARDIAC PROBLEM<br>M-BLEDING (NON-TRAUMATIC)<br>FIRE WIRES DOWN<br>M-SEIZURE<br>M-ABDOMINAL PAIN<br>FIRE STRUCTURE<br>FIRE BRUSH<br>BREAKING & ENTERING<br>M-ALLERGIC REACTION  | 1<br>1<br>1<br>20<br>19<br>18<br>14<br>8<br>8<br>8<br>8<br>6<br>5<br>5<br>5<br>3<br>3<br>3<br>3<br>2<br>2<br>2<br>2<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1                | 47<br>23<br>36<br>Average<br>52<br>69<br>77<br>79<br>99<br>52<br>89<br>59<br>66<br>90<br>54<br>66<br>90<br>54<br>66<br>90<br>54<br>62<br>59<br>71<br>74<br>75<br>75<br>75<br>110<br>57<br>65   | 22.23<br>23.98<br>18.76<br>63.7<br>14.81<br>41.05<br>8.94<br>41.05<br>43.06<br>12.91<br>7.57<br>21.5<br>25.71<br>32.32<br>0.71<br>13.44 | 47   23   36   Min   5   34   46   29   39   32   39   51   7   60   38   64   41   30   47   66   75   110   57   65   | 47<br>23<br>36<br>Max<br>94<br>132<br>109<br>116<br>305<br>72<br>149<br>74<br>134<br>162<br>74<br>134<br>162<br>74<br>134<br>162<br>74<br>57<br>5<br>85<br>75<br>85<br>75<br>110<br>57<br>65  |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MVA NO PI<br>MV COMPLAINT/ERRATIC OP<br>M-UNKNOWN MEDICAL PROBLEM<br>DISTURBANCE<br>M-BREATHING DIFFICULTY<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-STROKE/ CVA<br>M-MUX WITH INJURY<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-STROKE/ CVA<br>M-MUX WITH INJURY<br>M-GHEST PAIN/ CARDIAC PROBLEM<br>M-BLEEDING (NON-TRAUMATIC)<br>FIRE WIRES DOWN<br>M-ABDOMINAL PAIN<br>FIRE STRUCTURE<br>FIRE BUSH<br>BREAKING & ENTERING<br>M-ALLERGIC REACTION<br>M-ALLERGIC REACTION  | 1<br>1<br>1<br>1<br>20<br>19<br>18<br>14<br>8<br>8<br>8<br>8<br>8<br>8<br>6<br>5<br>5<br>3<br>3<br>3<br>3<br>2<br>2<br>2<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1           | 47<br>23<br>36<br><b>Average</b><br>52<br>69<br>99<br>52<br>66<br>90<br>54<br>69<br>60<br>90<br>54<br>69<br>60<br>90<br>54<br>69<br>62<br>90<br>71<br>74<br>75<br>75<br>110<br>57<br>65<br>85  | 22.23<br>23.98<br>18.76<br>63.7<br>14.81<br>41.05<br>8.94<br>41.05<br>43.06<br>12.91<br>7.57<br>21.5<br>25.71<br>32.32<br>0.71<br>13.44 | 47   23   36   Min   5   34   46   29   39   31   7   60   38   64   41   30   47   466   75   110   57   85  | 47<br>23<br>36<br>94<br>132<br>109<br>116<br>305<br>72<br>149<br>74<br>134<br>162<br>74<br>74<br>74<br>78<br>84<br>79<br>108<br>75<br>575<br>110<br>57<br>55<br>110<br>55<br>85   |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MVA NO PI<br>MV COMPLAINT/ERRATIC OP<br>M-UNKNOWN MEDICAL PROBLEM<br>DISTURBANCE<br>M-BREATHING DIFFICULTY<br>M-BREATHING DIFFICULTY<br>M-BREATHING DIFFICULTY<br>M-BREATHING DIFFICULTY<br>M-BREATHING OIFFICULTY<br>M-BREATHING OIFFICULTY<br>M-ATTERED MENTAL STATUS<br>M-DIABETIC | 1<br>1<br>1<br>1<br>20<br>19<br>18<br>14<br>8<br>8<br>8<br>8<br>8<br>6<br>5<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>2<br>2<br>2<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1      | 47<br>23<br>36<br><b>Average</b><br>52<br>62<br>69<br>77<br>79<br>99<br>52<br>89<br>59<br>66<br>69<br>90<br>54<br>66<br>90<br>62<br>59<br>59<br>71<br>74<br>75<br>75<br>110<br>57<br>65<br>85<br>85<br>81  | 22.23<br>23.98<br>18.76<br>63.7<br>14.81<br>41.05<br>8.94<br>41.05<br>43.06<br>12.91<br>7.57<br>21.5<br>25.71<br>32.32<br>0.71<br>13.44 | 47   23   36   Min   5   34   60   39   32   39   32   39   32   39   32   39   32   39   32   39   32   39   32   39   32   39   32   39   32   39   32   33   64   41   30   77   66   75   110   57   65   85   81     | 47<br>23<br>36<br>Max<br>94<br>132<br>109<br>116<br>305<br>72<br>149<br>74<br>134<br>162<br>74<br>74<br>78<br>84<br>79<br>108<br>75<br>85<br>85<br>75<br>85<br>110<br>57<br>65<br>85<br>85<br>85  |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MV COMPLAINT/ERRATIC OP<br>M-UNKNOWN MEDICAL PROBLEM<br>DISTURBANCE<br>M-STROKE/ CVA<br>M-BREATHING DIFFICULTY<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-STROKE/ CVA<br>M-MVA WITH INJURY<br>M-CHEST PAIN/ CARDIAC PROBLEM<br>M-BLEDING (NON-TRAUMATIC)<br>FIRE WIRES DOWN<br>M-SEIZURE<br>M-ABDOMINAL PAIN<br>FIRE STRUCTURE<br>FIRE BRUSH<br>BREAKING & ENTERING<br>M-ALLERGIC REACTION<br>M-ALTERED MENTAL STATUS<br>M-DIABETC<br>M-OVERDOSE  | 1<br>1<br>1<br>1<br>20<br>19<br>18<br>14<br>8<br>8<br>8<br>8<br>8<br>8<br>8<br>6<br>5<br>5<br>5<br>3<br>3<br>3<br>3<br>2<br>2<br>2<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1 | 47<br>23<br>36<br>Average<br>52<br>69<br>77<br>99<br>52<br>89<br>59<br>66<br>90<br>54<br>69<br>62<br>59<br>66<br>90<br>54<br>69<br>62<br>59<br>71<br>74<br>75<br>75<br>75<br>75<br>75<br>75<br>75<br>85<br>85<br>85<br>81<br>44                    | 22.23<br>23.98<br>18.76<br>63.7<br>14.81<br>41.05<br>8.94<br>41.05<br>43.06<br>12.91<br>7.57<br>21.5<br>25.71<br>32.32<br>0.71<br>13.44 | 47<br>23<br>36<br>Min<br>5<br>34<br>46<br>29<br>39<br>32<br>29<br>39<br>32<br>51<br>7<br>7<br>60<br>38<br>64<br>41<br>30<br>64<br>41<br>30<br>64<br>47<br>77<br>4<br>66<br>57<br>55<br>85<br>110<br>57<br>65<br>881<br>44 | 47<br>23<br>36<br>Max<br>94<br>132<br>109<br>1116<br>305<br>72<br>149<br>74<br>134<br>162<br>74<br>134<br>162<br>74<br>134<br>162<br>75<br>85<br>75<br>75<br>100<br>57<br>65<br>85<br>85<br>75<br>85<br>100<br>57<br>65<br>85<br>81<br>44 |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MV COMPLAINT/ERRATIC OP<br>M-UNKNOWN MEDICAL PROBLEM<br>DISTURBANCE<br>M-BRTATHING DIFFICULTY<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-BRTATL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE STRUCTURE<br>FIRE STRUCTURE<br>FIRE STRUCTURE<br>FIRE STRUCTURE<br>M-ABDOMINAL PAIN<br>M-ABLORDINAL PAIN<br>M-ABLORDINAL PAIN<br>M-ALLERGIC REACTION<br>M-ALLERGIC REACTION<br>M-ALTERED MENTAL STATUS<br>M-OVERDOSE<br>M-TRAUMA WITH INJURY  | 1<br>1<br>1<br>20<br>19<br>19<br>19<br>18<br>14<br>8<br>8<br>8<br>8<br>8<br>8<br>6<br>5<br>5<br>3<br>3<br>3<br>3<br>2<br>2<br>2<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1    | 47<br>23<br>36<br>52<br>62<br>69<br>99<br>59<br>59<br>59<br>59<br>59<br>66<br>90<br>54<br>69<br>90<br>54<br>69<br>90<br>54<br>69<br>90<br>54<br>62<br>59<br>71<br>75<br>75<br>75<br>75<br>75<br>75<br>75<br>85<br>85<br>85<br>81<br>44<br>44<br>75 | 22.23<br>23.98<br>18.76<br>63.7<br>14.81<br>41.05<br>8.94<br>41.05<br>43.06<br>12.91<br>7.57<br>21.5<br>25.71<br>32.32<br>0.71<br>13.44 | 47   23   36   Min   5   34   46   29   39   32   39   51   7   60   38   64   41   30   47   74   66   75   110   57   85   81   44   75   | 47<br>23<br>36<br>94<br>132<br>109<br>116<br>305<br>72<br>149<br>74<br>134<br>162<br>74<br>74<br>78<br>84<br>79<br>108<br>75<br>85<br>75<br>110<br>57<br>5<br>585<br>85<br>85<br>85<br>85<br>81<br>44<br>47<br>5                          |
| M-UNCONSIOUS/UNRESPONSIVE/FAI<br>M-SEIZURE<br>MIDDLETON<br>FIRE ALARM<br>M-FALL<br>M-SICK/ OTHER<br>MV COMPLAINT/ERRATIC OP<br>M-UNKNOWN MEDICAL PROBLEM<br>DISTURBANCE<br>M-STROKE/ CVA<br>M-BREATHING DIFFICULTY<br>M-MENTAL/EMOTIONAL/PSYCHOLOGIC<br>FIRE OTHER<br>M-STROKE/ CVA<br>M-MVA WITH INJURY<br>M-CHEST PAIN/ CARDIAC PROBLEM<br>M-BLEDING (NON-TRAUMATIC)<br>FIRE WIRES DOWN<br>M-SEIZURE<br>M-ABDOMINAL PAIN<br>FIRE STRUCTURE<br>FIRE BRUSH<br>BREAKING & ENTERING<br>M-ALLERGIC REACTION<br>M-ALTERED MENTAL STATUS<br>M-DIABETC<br>M-OVERDOSE  | 1<br>1<br>1<br>1<br>20<br>19<br>18<br>14<br>8<br>8<br>8<br>8<br>8<br>8<br>8<br>6<br>5<br>5<br>5<br>3<br>3<br>3<br>3<br>2<br>2<br>2<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1 | 47<br>23<br>36<br>Average<br>52<br>69<br>77<br>99<br>52<br>89<br>59<br>66<br>90<br>54<br>69<br>62<br>59<br>66<br>90<br>54<br>69<br>62<br>59<br>71<br>74<br>75<br>75<br>75<br>75<br>75<br>75<br>75<br>85<br>85<br>85<br>81<br>44                    | 22.23<br>23.98<br>18.76<br>63.7<br>14.81<br>41.05<br>8.94<br>41.05<br>43.06<br>12.91<br>7.57<br>21.5<br>25.71<br>32.32<br>0.71<br>13.44 | 47<br>23<br>36<br>Min<br>5<br>34<br>46<br>29<br>39<br>32<br>29<br>39<br>32<br>51<br>7<br>7<br>60<br>38<br>64<br>41<br>30<br>64<br>41<br>30<br>64<br>47<br>77<br>4<br>66<br>57<br>55<br>85<br>110<br>57<br>65<br>881<br>44 | 47<br>23<br>36<br>Max<br>94<br>132<br>109<br>1116<br>305<br>72<br>149<br>74<br>134<br>162<br>74<br>134<br>162<br>74<br>134<br>162<br>75<br>85<br>75<br>75<br>100<br>57<br>65<br>85<br>85<br>75<br>85<br>100<br>57<br>65<br>85<br>81<br>44 |

| TOPSFIELD                      | Count | Average | StdDev   | Min | Max |
|--------------------------------|-------|---------|----------|-----|-----|
| IRE ALARM                      | 15    | 58      | 18.76    | 25  | 97  |
| M-SICK/ OTHER                  | 10    | 78      | 25.07    | 50  | 129 |
| /I-FALL                        | 9     | 68      | 16.79    | 47  | 101 |
| IV COMPLAINT/ERRATIC OP        | 9     | 89      | 71.4     | 30  | 266 |
| IVA NO PI                      | 9     | 57      | 16.67    | 35  | 77  |
| /-CHEST PAIN/ CARDIAC PROBLEM  | 8     | 75      | 18.37    | 54  | 115 |
| I-UNKNOWN MEDICAL PROBLEM      | 7     | 63      | 24.3     | 21  | 91  |
| /-MVA WITH INJURY              | 6     | 61      | 17.56    | 36  | 86  |
|                                |       |         |          |     |     |
| M-BREATHING DIFFICULTY         | 6     | 76      | 20.16    | 53  | 10: |
| M-UNCONSIOUS/UNRESPONSIVE/FAI  | 4     | 69      | 23.05    | 46  | 100 |
| DISTURBANCE                    | 4     | 57      | 8.1      | 51  | 69  |
| FIRE OTHER                     | 4     | 73      | 26.04    | 52  | 110 |
| M-SEIZURE                      | 2     | 60      | 2.12     | 59  | 62  |
| M-MENTAL/EMOTIONAL/PSYCHOLOGIC | 2     | 75      | 39.6     | 47  | 103 |
| IRE WIRES DOWN                 | 2     | 59      | 1.41     | 58  | 60  |
| M-BLEEDING (NON-TRAUMATIC)     | 2     | 60      | 13.44    | 51  | 70  |
| DOMESTIC                       | 1     | 52      |          | 52  | 52  |
| IRE BRUSH                      | 1     | 82      |          | 82  | 82  |
| FIRE MUTUAL AID TOPSFIELD      | 1     | 1       |          | 1   | 1   |
| M-CHOKING                      | 1     | 39      |          | 39  | 39  |
| M-DIABETIC                     | 1     | 56      |          | 56  | 59  |
|                                |       |         | <b> </b> |     | _   |
| M-ABDOMINAL PAIN               | 1     | 82      |          | 82  | 82  |
| M-ALTERED MENTAL STATUS        | 1     | 83      |          | 83  | 83  |
| FIRE STRUCTURE                 | 1     | 51      |          | 51  | 51  |
| M-STROKE/ CVA                  | 1     | 87      |          | 87  | 87  |
| WENHAM                         | Count | Average | StdDev   | Min | Ma  |
| FIRE ALARM                     | 7     | 56      | 19.79    | 28  | 85  |
| M-FALL                         | 6     | 55      | 11.54    | 38  | 69  |
| MVA NO PI                      | 5     | 170     | 193.77   | 59  | 513 |
| FIRE WIRES DOWN                | 3     | 81      |          | 56  | 98  |
|                                |       |         | 22.11    |     |     |
| M-UNCONSIOUS/UNRESPONSIVE/FAI  | 3     | 84      | 21.08    | 61  | 102 |
| M-UNKNOWN MEDICAL PROBLEM      | 3     | 66      | 26.31    | 38  | 90  |
| MV COMPLAINT/ERRATIC OP        | 3     | 126     | 86.03    | 46  | 217 |
| M-SICK/ OTHER                  | 3     | 78      | 15.63    | 62  | 93  |
| M-CHEST PAIN/ CARDIAC PROBLEM  | 3     | 63      | 22.52    | 41  | 86  |
| FIRE OTHER                     | 2     | 97      | 49.5     | 62  | 132 |
| FIRE VEHICLE                   | 2     | 90      | 7.78     | 85  | _   |
|                                |       |         |          |     | 96  |
| M-MVA WITH INJURY              | 2     | 31      | 9.19     | 25  | 38  |
| DISTURBANCE                    | 2     | 71      | 1.41     | 70  | 72  |
| FIRE BRUSH                     | 1     | 72      |          | 72  | 72  |
| M-ABDOMINAL PAIN               | 1     | 74      |          | 74  | 74  |
| M-ALLERGIC REACTION            | 1     | 26      |          | 26  | 26  |
| M-ALTERED MENTAL STATUS        | 1     | 68      |          | 68  | 68  |
| M-BLEEDING (NON-TRAUMATIC)     | 1     | 75      |          | 75  | 75  |
| M-BREATHING DIFFICULTY         | 1     | 73      |          | 73  | 73  |
| M-STROKE/ CVA                  | 1     | 72      |          | 72  | 72  |
|                                | -     | , 2     | 1        | . 4 | 72  |
|                                |       |         |          |     |     |
|                                |       |         |          |     |     |
|                                |       |         |          |     |     |





### November 2020 Agency Concerns\*

| Agency       | Sustained<br>(Partially or<br>Fully) | Mitigating<br>Circumstances<br>Exist | Cleared | Not<br>sustained/<br>unresolved | Unfounded | Total | Count of CAD<br>Calls | Complaint as<br>Percent |
|--------------|--------------------------------------|--------------------------------------|---------|---------------------------------|-----------|-------|-----------------------|-------------------------|
| AMESBURY FD  |                                      |                                      |         |                                 |           | 0     | 673                   | 0.00%                   |
| AMESBURY PD  |                                      |                                      |         |                                 |           | 0     | 2,456                 | 0.00%                   |
| ESSEX FD     |                                      |                                      |         |                                 |           | 0     | 107                   | 0.00%                   |
| ESSEX PD     |                                      |                                      |         |                                 |           | 0     | 1,792                 | 0.00%                   |
| MIDDLETON FD |                                      |                                      |         |                                 |           | 0     | 318                   | 0.00%                   |
| MIDDLETON PD |                                      |                                      |         |                                 |           | 0     | 1,834                 | 0.00%                   |
| TOPSFIELD FD |                                      |                                      |         |                                 | 1         | 1     | 228                   | 0.44%                   |
| TOPSFIELD PD |                                      |                                      |         |                                 |           | 0     | 3,270                 | 0.00%                   |
| WENHAM FD    |                                      |                                      |         |                                 |           | 0     | 118                   | 0.00%                   |
| WENHAM PD    |                                      |                                      |         |                                 |           | 0     | 3,399                 | 0.00%                   |
| OTHER        |                                      |                                      |         |                                 |           |       |                       |                         |
| Total        | 0                                    | 0                                    | 0       | 0                               | 1         | 1     | 14,195                | 0.44%                   |

\*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.





# November 2020 Quality Assurance & Quality Improvement Statistics

# **Regional 911 Center**

| 9-1-1 Calls answered and abandoned     | 1079   |
|--|--------|
| Answered 9-1-1 Calls                   | 975    |
| Answered 9-1-1 Calls within 10 seconds | 925    |
| Answered 9-1-1 Calls within 20 seconds | 970    |
| Answered 9-1-1 Text Calls              | 3      |
| Abandoned 9-1-1 Calls                  | 104    |
| 7-Digit Emergency Calls                | 1,283  |
| Answered 7-Digit Emergency Calls       | 1,244  |
| Abandoned 7-Digit Emergency Calls      | 39     |
| Outbound Calls                         | 1,938  |
| Total Calls Reveiwed                   | 107    |
| Total % 911 Calls Reviewed             | 10.97% |

| Call Type Reviewed            | LOW    | AVERAGE | COUNT |
|-------------------------------|--------|---------|-------|
| Regional Dispatcher QA        | 73.43% | 97.93%  | 47    |
| Regional Call Taking QA       | 75.00% | 95.88%  | 39    |
| Regional EMD QA               | 71.79% | 96.30%  | 18    |
| Text-to-911 QA                | 98.73% | 100.00% | 3     |
| Regional 911 Center Total QAs | 79.74% | 97.53%  | 107   |

# Wireless 911 Center

| 9-1-1 Calls answered and abandoned     | 14,504 |
|--|--------|
| Answered 9-1-1 Calls                   | 13,276 |
| Answered 9-1-1 Calls within 10 seconds | 12,712 |
| Answered 9-1-1 Calls within 20 seconds | 12,927 |
| Answered 9-1-1 Text Calls              | 0      |
| Abandoned 9-1-1 Calls                  | 1,228  |
| 7-Digit Emergency Calls                | 368    |
| Answered 7-Digit Emergency Calls       | 295    |
| Abandoned 7-Digit Emergency Calls      | 73     |
| Outbound Calls                         | 4,565  |
| Total Calls Reveiwed                   | 399    |
| Total % 911 Calls Reviewed             | 3.01%  |

| Call Type Reviewed            | LOW    | AVERAGE | COUNT |
|-------------------------------|--------|---------|-------|
| Wireless 911 Center Total QAs | 64.86% | 99.44%  | 399   |

## 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:**

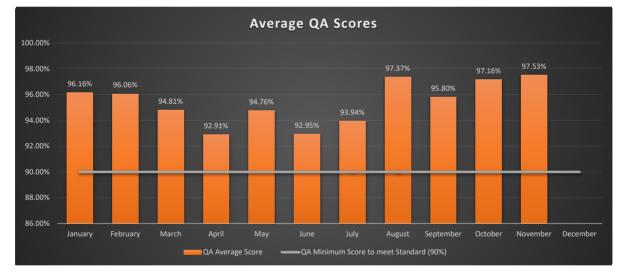
The average score of calls reviewed should be equal to or greater than 90%.

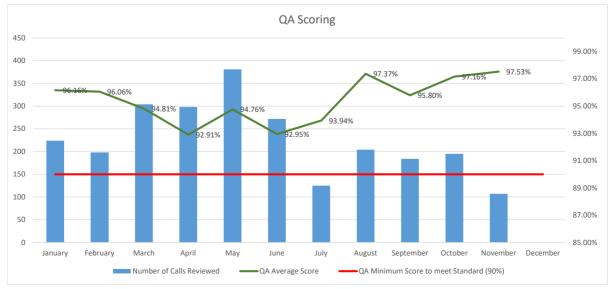




### 2020 Calendar Year QA Scores

|           | Number of Calls<br>Reviewed | QA Average Score | QA Minimum<br>Score to meet<br>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   | 195                         | 97.16%           | 90.00%  |
| November  | 107                         | 97.53%           | 90.00%  |
| December  |                             |                  | 90.00%  |









## November 2020 Regional 911 Center KPI Call Statistics

| Hour          | Total Calls  | Total    | Total     | %         |
|---------------|--------------|----------|-----------|-----------|
| HOUI          | Total Calls  | Answered | Abandoned | Abandoned |
| 00:00 - 01:00 | 13           | 13       | 0         | 0.0%      |
| 01:00 - 02:00 | 13           | 13       | 0         | 0.0%      |
| 02:00 - 03:00 | 9            | 9        | 0         | 0.0%      |
| 03:00 - 04:00 | 17           | 15       | 2         | 13.3%     |
| 04:00 - 05:00 | 12           | 11       | 1         | 9.1%      |
| 05:00 - 06:00 | 20           | 17       | 3         | 17.6%     |
| 06:00 - 07:00 | 31           | 27       | 4         | 14.8%     |
| 07:00 - 08:00 | 31           | 30       | 1         | 3.3%      |
| 08:00 - 09:00 | 38           | 37       | 1         | 2.7%      |
| 09:00 - 10:00 | 62           | 54       | 8         | 14.8%     |
| 10:00 - 11:00 | 57           | 51       | 6         | 11.8%     |
| 11:00 - 12:00 | 64           | 56       | 8         | 14.3%     |
| 12:00 - 13:00 | 84           | 72       | 12        | 16.7%     |
| 13:00 - 14:00 | 73           | 69       | 4         | 5.8%      |
| 14:00 - 15:00 | 94           | 86       | 8         | 9.3%      |
| 15:00 - 16:00 | 65           | 56       | 9         | 16.1%     |
| 16:00 - 17:00 | 95           | 88       | 7         | 8.0%      |
| 17:00 - 18:00 | 75           | 71       | 4         | 5.6%      |
| 18:00 - 19:00 | 97           | 89       | 8         | 9.0%      |
| 19:00 - 20:00 | 44           | 41       | 3         | 7.3%      |
| 20:00 - 21:00 | 40           | 33       | 7         | 21.2%     |
| 21:00 - 22:00 | 40           | 37       | 3         | 8.1%      |
| 22:00 - 23:00 | 26           | 24       | 2         | 8.3%      |
| 23:00 - 24:00 | 29           | 23       | 6         | 26.1%     |
| Total         | 1,129        | 1,022    | 107       | 10.5%     |
| Average       | Answer Time: | 00:0     | 05:00*    | MM:SS.s   |

### **Key Performance Indicators:**

### 1. 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.

### 2. Call Abandonment Rate:

**Metric:** The number of incoming 911 calls in a given period where the caller hangs up before the call is answered, divided by the total number of calls in that same period, expressed as a percentage.

**Objective:** To have an average abandonment rate of 6% or less.





### November 2020 Wireless 911 Center KPI Call Statistics

| Key Performance Indicators:                               | Hour          | Total Calls    | Total<br>Answered | Total<br>Abandoned | % Abandoned | Average<br>Calls per<br>WRLS TC |
|---|---------------|----------------|-------------------|--------------------|-------------|---------------------------------|
| Ring-to-Pickup Time:                                      | 00:00 - 01:00 | 330            | 311               | 19                 | 6.1%        | 4                               |
| Metric: The amount of time it takes to answer a 911       | 01:00 - 02:00 | 263            | 247               | 16                 | 6.5%        | 3                               |
| call. The time begins when a 911 call enters our system   | 02:00 - 03:00 | 204            | 191               | 13                 | 6.8%        | 2                               |
| and the time ends when a telecommunicator answers         | 03:00 - 04:00 | 171            | 167               | 4                  | 2.4%        | 2                               |
| the call.   | 04:00 - 05:00 | 166            | 160               | 6                  | 3.8%        | 2                               |
| <b>Objective:</b> To answer all 911 calls within ten (10) | 05:00 - 06:00 | 231            | 207               | 24                 | 11.6%       | 3                               |
| seconds or less.  | 06:00 - 07:00 | 305            | 267               | 38                 | 14.2%       | 3                               |
|   | 07:00 - 08:00 | 477            | 427               | 50                 | 11.7%       | 6                               |
| Average Number of Calls Per Agent Per Hour:               | 08:00 - 09:00 | 592            | 546               | 46                 | 8.4%        | 5                               |
| Metric: This measurement utilizes the Call Statistics per | 09:00 - 10:00 | 651            | 589               | 62                 | 10.5%       | 5                               |
| Hour – Average Count divided by 15 calls per each         | 10:00 - 11:00 | 795            | 735               | 60                 | 8.2%        | 7                               |
| hourly employee.  | 11:00 - 12:00 | 815            | 745               | 70                 | 9.4%        | 7                               |
| Objective: Each wireless telecommunicator should          | 12:00 - 13:00 | 981            | 909               | 72                 | 7.9%        | 8                               |
| handle 15 calls or less per hour of each shift.           | 13:00 - 14:00 | 940            | 840               | 100                | 11.9%       | 8                               |
|   | 14:00 - 15:00 | 988            | 905               | 83                 | 9.2%        | 8                               |
| Call Abandonment Rate:                                    | 15:00 - 16:00 | 1,009          | 912               | 97                 | 10.6%       | 8                               |
| Metric: The number of incoming 911 calls in a given       | 16:00 - 17:00 | 1,016          | 928               | 88                 | 9.5%        | 9                               |
| period where the caller hangs up before the call is       | 17:00 - 18:00 | 1,037          | 960               | 77                 | 8.0%        | 9                               |
| answered, divided by the total number of calls in that    | 18:00 - 19:00 | 960            | 876               | 84                 | 9.6%        | 8                               |
| same period, expressed as a percentage.                   | 19:00 - 20:00 | 770            | 699               | 71                 | 10.2%       | 6                               |
| <b>Objective:</b> To have an average abandonment rate of  | 20:00 - 21:00 | 683            | 623               | 60                 | 9.6%        | 6                               |
| 6% or less.   | 21:00 - 22:00 | 591            | 544               | 47                 | 8.6%        | 5                               |
|   | 22:00 - 23:00 | 566            | 524               | 42                 | 8.0%        | 5                               |
| Call Handling Time:                                       | 23:00 - 24:00 | 425            | 394               | 31                 | 7.9%        | 4                               |
| Metric: Average call handling time.                       | Total         | 14,966         | 13,706            | 1,260              | 9.2%        |                                 |
| <b>Objective:</b> To spend less than 2 minutes 25 seconds | Average       | Answer Time:   | 0:0               | 04:3               | MM:SS.s     |                                 |
| per call on average                                       | -             | Call Duration: | 02:               | 17.8               | MM:SS.s     |                                 |