



# The Commonwealth of Massachusetts

**STATE 911 DEPARTMENT**  
**NORTH SHORE REGIONAL 911 CENTER**



## January 2021 Radio, and CAD Statistics

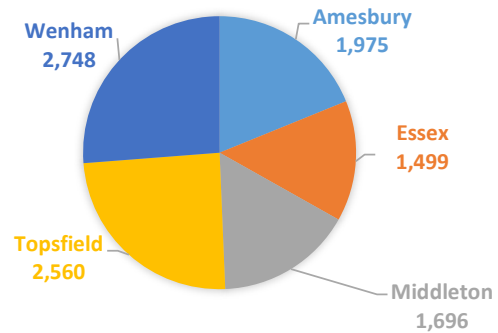
### CAD INCIDENTS

Fire Incidents	Count
Amesbury	459
Essex	65
Middleton	203
Topsfield	141
Wenham	92
<b>Total</b>	<b>960</b>

Police Incidents	Count
Amesbury	1,516
Essex	1,434
Middleton	1,493
Topsfield	2,419
Wenham	2,656
<b>Total</b>	<b>9,518</b>

Incidents by Town	Count
Amesbury	1,975
Essex	1,499
Middleton	1,696
Topsfield	2,560
Wenham	2,748
<b>Total</b>	<b>10,478</b>

### CAD INCIDENTS BY TOWN



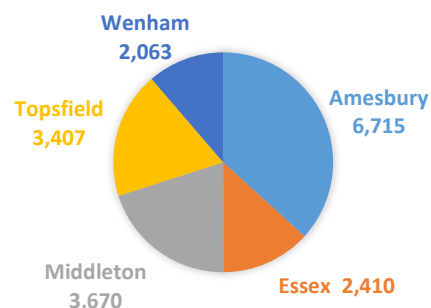
### RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	2,910
Essex Fire	464
Middleton Fire	1,310
Topsfield Fire	869
Wenham Fire	497
<b>Total</b>	<b>6,050</b>

Police Radio Transmissions	Count
Amesbury Police	3,805
Essex Police	1,946
Middleton Police	2,360
Topsfield Police	2,538
Wenham Police	1,566
<b>Total</b>	<b>12,215</b>

Transmissions by Community	Count
Amesbury	6,715
Essex	2,410
Middleton	3,670
Topsfield	3,407
Wenham	2,063
<b>Total</b>	<b>18,265</b>

### RADIO TRANSMISSIONS BY TOWN

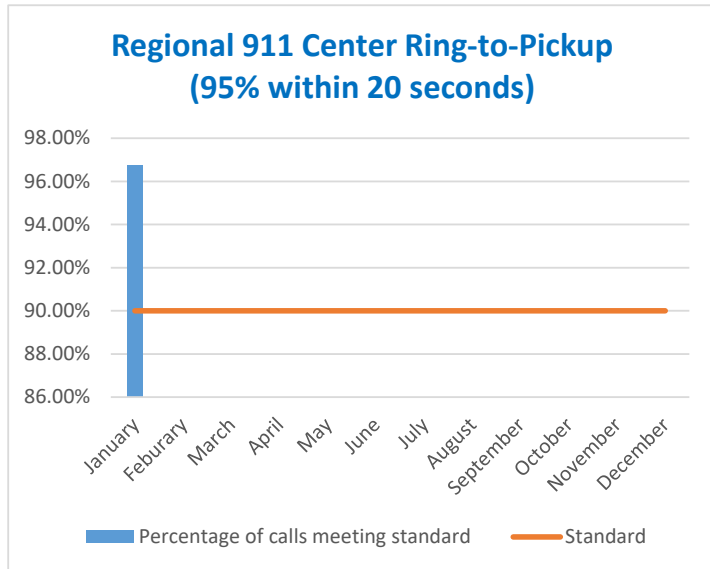




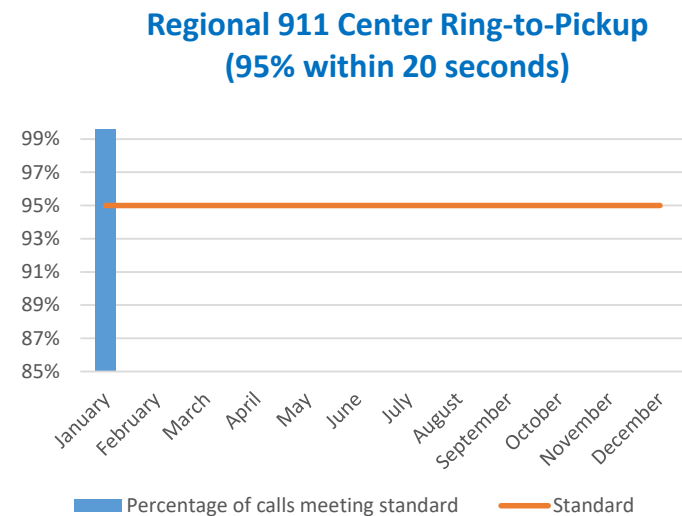
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## January 2021 Regional 911 Center Ring to Pick Up Time



Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
January	804	831	96.75%	90.00%
February				90.00%
March				90.00%
April				90.00%
May				90.00%
June				90.00%
July				90.00%
August				90.00%
September				90.00%
October				90.00%
November				90.00%
December				90.00%



Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
January	828	831	99.64%	95.00%
February				95.00%
March				95.00%
April				95.00%
May				95.00%
June				95.00%
July				95.00%
August				95.00%
September				95.00%
October				95.00%
November				95.00%
December				95.00%

### 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.

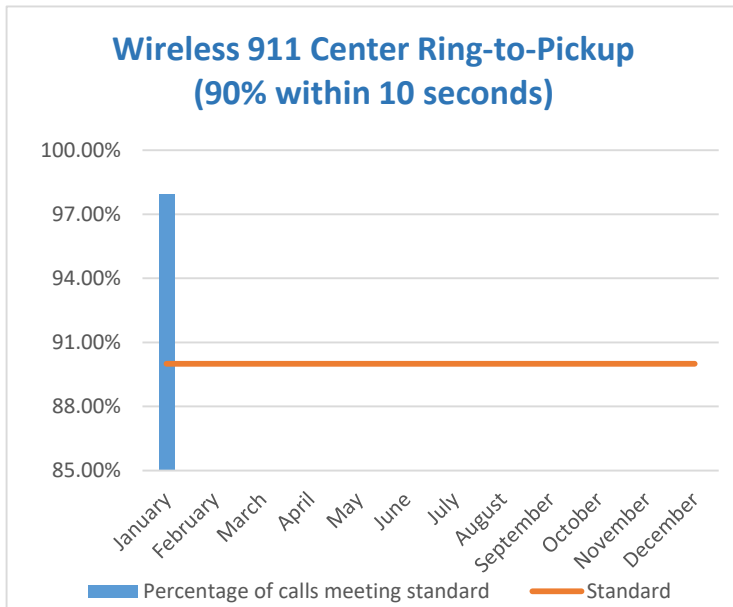
**Objective:** To answer all 911 calls within ten (10) seconds or less.



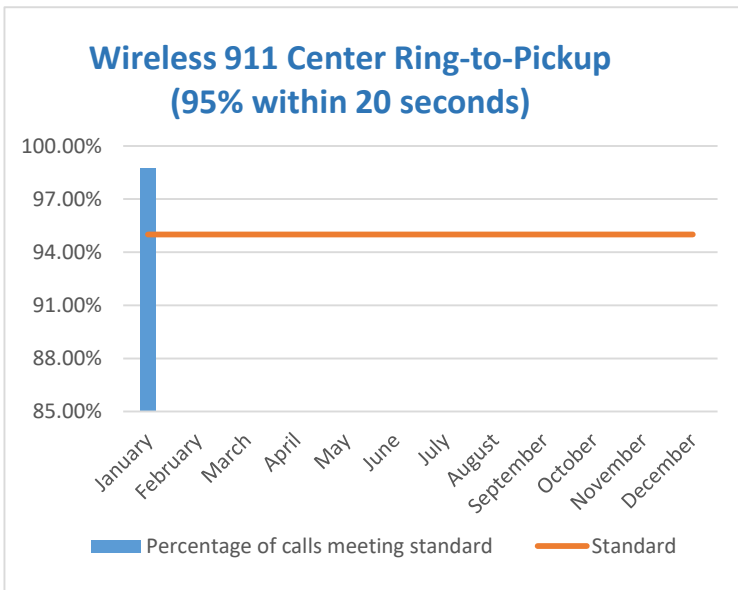
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## January 2021 Wireless 911 Center Ring to Pick Up Time



Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
January	9,983	10,190	97.97%	90.00%
February				90.00%
March				90.00%
April				90.00%
May				90.00%
June				90.00%
July				90.00%
August				90.00%
September				90.00%
October				90.00%
November				90.00%
December				90.00%



Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
January	10,063	10,190	98.75%	95.00%
February				95.00%
March				95.00%
April				95.00%
May				95.00%
June				95.00%
July				95.00%
August				95.00%
September				95.00%
October				95.00%
November				95.00%
December				95.00%

### 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.





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January 2021 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
M-SICK/ OTHER	80	74	22.26	24	157
FIRE ALARM	72	56	19.32	13	136
M-FALL	60	61	14.26	34	98
MV COMPLAINT/ERRATIC OP	33	67	24.44	0	153
DISTURBANCE	31	90	39.2	44	209
M-BREATHING DIFFICULTY	29	64	18.12	36	106
MVA NO PI	28	67	16.98	25	114
FIRE MUTUAL AID AMESBURY	26	75	36.46	33	177
M-UNKNOWN MEDICAL PROBLEM	26	60	22.79	7	119
M-UNCONSCIOUS/UNRESPONSIVE/FAI	22	58	13.43	31	84
M-CHEST PAIN/ CARDIAC PROBLEM	21	60	15.02	33	93
M-MVA WITH INJURY	16	53	21.3	0	80
DOMESTIC	15	62	18.91	43	114
M-SEIZURE	13	53	8.88	42	70
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	12	65	17.75	25	86
FIRE STRUCTURE	9	61	19.03	29	85
FIRE MUTUAL AID MIDDLETON	8	56	27.26	0	95
FIRE OTHER	8	89	67.36	17	239
M-ABDOMINAL PAIN	7	58	15.54	29	74
M-ALTERED MENTAL STATUS	7	64	18.69	36	96
M-STROKE/ CVA	7	52	11.21	41	72
M-OVERDOSE	6	47	8.75	34	59
FIRE WIRES DOWN	5	67	17.43	49	88
FIRE MUTUAL AID ESSEX	4	54	9.93	44	66
M-ALLERGIC REACTION	4	59	13.38	48	79
M-DIABETIC	4	53	13.4	43	71
FIRE MUTUAL AID WENHAM	3	67	4.51	63	72
M-CHOKING	3	37	7.21	29	43
M-EXTREMITY INJURY	3	64	9.54	58	75
FIRE BRUSH	2	134	112.43	55	214
FIRE HAZMAT	2	68	2.83	66	70
M-TRAUMA WITH INJURY	2	46	5.66	42	50
BREAKING & ENTERING	1	82		82	82
FIRE MUTUAL AID TOPSFIELD	1	1		1	1
M-ANIMAL BITE	1	46		46	46
M-BACK PAIN	1	74		74	74
M-BLEEDING (NON-TRAUMATIC)	1	75		75	75
M-HEAD INJURY	1	70		70	70
M-HEAT/ COLD EMERGENCY	1	105		105	105
MISSING PERSON	1	72		72	72



# The Commonwealth of Massachusetts

## STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER



### January 2021 Priority 1 By Town

AMESBURY						TOPSFIELD										
	Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max					
M-SICK/ OTHER	50	74	25.09	24	157	M-FALL	11	59	19.42	28	98					
FIRE ALARM	35	60	20.76	29	136	M-SICK/ OTHER	9	70	18.29	44	109					
M-FALL	29	62	12.36	41	98	M-UNKNOWN MEDICAL PROBLEM	6	48	32.24	1	94					
DISTURBANCE	25	89	41.07	39	209	MV COMPLAINT/ERRATIC OP	6	81	42.25	38	153					
M-UNKNOWN MEDICAL PROBLEM	20	50	25.89	0	119	FIRE ALARM	6	53	12.29	41	74					
M-BREATHING DIFFICULTY	18	66	18.34	39	97	FIRE OTHER	5	49	29.7	1	73					
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	12	63	17.16	25	86	M-UNCONSCIOUS/UNRESPONSIVE/FAI	4	63	10.81	52	76					
MVA NO PI	11	100	132.37	41	498	FIRE STRUCTURE	3	56	22.52	43	82					
M-CHEST PAIN/ CARDIAC PROBLEM	11	63	18.58	20	93	M-CHEST PAIN/ CARDIAC PROBLEM	3	44	10.44	37	56					
DOMESTIC	9	66	21.81	44	114	MVA NO PI	3	63	5.51	60	70					
MV COMPLAINT/ERRATIC OP	9	60	27.23	0	103	M-MVA WITH INJURY	3	57	19.4	35	70					
M-UNCONSCIOUS/UNRESPONSIVE/FAI	9	56	15.62	40	84	DOMESTIC	2	68	18.38	55	81					
M-SEIZURE	7	57	9.16	45	70	M-STROKE/ CVA	2	55	2.12	54	57					
M-MVA WITH INJURY	7	53	17.05	33	80	M-BREATHING DIFFICULTY	2	57	7.07	52	62					
FIRE WIRES DOWN	5	66	18.11	49	88	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	1	83		83	83					
FIRE OTHER	4	45	23.74	17	67	FIRE WIRES DOWN	1	66		66	66					
M-ABDOMINAL PAIN	3	63	12.22	50	74	M-ALTERED MENTAL STATUS	1	62		62	62					
M-ALTERED MENTAL STATUS	3	59	1.53	58	61	M-BACK PAIN	1	74		74	74					
M-EXTREMITY INJURY	3	64	9.54	58	75	M-TRAUMA WITH INJURY	1	29		29	29					
M-OVERDOSE	3	53	4.73	50	59	M-OVERDOSE	1	41		41	41					
M-STROKE/ CVA	3	57	15.52	41	72	DISTURBANCE	1	51		51	51					
M-ALLERGIC REACTION	2	63	21.92	48	79											
FIRE STRUCTURE	2	67	7.07	62	72	WENHAM						Count	Average	StdDev	Min	Max
FIRE BRUSH	1	214		214	214	M-SICK/ OTHER	8	59	12.13	45	76					
BREAKING & ENTERING	1	82		82	82	MVA NO PI	8	70	15.75	46	93					
M-BLEEDING (NON-TRAUMATIC)	1	75		75	75	M-UNKNOWN MEDICAL PROBLEM	7	48	13.18	30	62					
M-CHOKING	1	39		39	39	M-FALL	6	61	17.16	36	80					
M-DIABETIC	1	71		71	71	FIRE ALARM	5	59	9.41	43	67					
M-TRAUMA WITH INJURY	1	50		50	50	FIRE STRUCTURE	3	35	7.64	29	44					
M-HEAT/ COLD EMERGENCY	1	105		105	105	FIRE OTHER	2	90	53.74	52	128					
ESSEX						Count	Average	StdDev	Min	Max						
MV COMPLAINT/ERRATIC OP	5	66	10.35	54	80	M-BREATHING DIFFICULTY	2	78	39.6	50	106					
M-FALL	5	70	17.49	49	96	MV COMPLAINT/ERRATIC OP	2	62	26.87	43	81					
M-MVA WITH INJURY	5	38	25.65	0	69	M-CHEST PAIN/ CARDIAC PROBLEM	1	65		65	65					
M-SICK/ OTHER	5	75	29.22	43	111	M-MVA WITH INJURY	1	78		78	78					
MVA NO PI	3	59	2.31	57	61	MISSING PERSON	1	72		72	72					
FIRE ALARM	3	40	2.89	37	42	M-STROKE/ CVA	1	41		41	41					
DOMESTIC	2	54	11.31	46	62	M-UNCONSCIOUS/UNRESPONSIVE/FAI	1	66		66	66					
M-UNKNOWN MEDICAL PROBLEM	2	57	33.94	33	81	FIRE MUTUAL AID WENHAM	1	72		72	72					
M-SEIZURE	2	44	0.71	44	45	FIRE WIRES DOWN	1	43		43	43					
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	1	37		37	37	M-ABDOMINAL PAIN	1	29		29	29					
M-UNCONSCIOUS/UNRESPONSIVE/FAI	1	52		52	52	M-ALTERED MENTAL STATUS	1	36		36	36					
FIRE BRUSH	1	55		55	55	M-ANIMAL BITE	1	46		46	46					
M-ABDOMINAL PAIN	1	59		59	59	DOMESTIC	1	43		43	43					
M-ALLERGIC REACTION	1	56		56	56											
M-BREATHING DIFFICULTY	1	36		36	36											
M-DIABETIC	1	57		57	57											
DISTURBANCE	1	73		73	73											
MIDDLETON						Count	Average	StdDev	Min	Max						
FIRE ALARM	26	50	19.48	13	108											
M-SICK/ OTHER	12	78	17.98	58	116											
MV COMPLAINT/ERRATIC OP	12	68	10.96	47	83											
M-FALL	11	51	10.11	37	69											
M-UNCONSCIOUS/UNRESPONSIVE/FAI	8	74	50.37	31	195											
M-UNKNOWN MEDICAL PROBLEM	7	48	26.47	13	93											
MVA NO PI	7	69	29.76	25	114											
M-CHEST PAIN/ CARDIAC PROBLEM	7	56	15.31	33	73											
M-BREATHING DIFFICULTY	6	60	9.18	49	72											
DISTURBANCE	5	97	39.26	55	145											
M-SEIZURE	4	51	7.27	42	58											
FIRE OTHER	3	99	124	3	239											
FIRE STRUCTURE	3	72	12.01	61	85											
M-ABDOMINAL PAIN	2	65	10.61	58	73											
M-ALTERED MENTAL STATUS	2	87	12.02	79	96											
M-CHOKING	2	36	9.9	29	43											
M-DIABETIC	2	43	0	43	43											
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	2	31	4.24	28	34											
M-MVA WITH INJURY	2	63	8.49	57	69											
M-OVERDOSE	2	40	9.19	34	47											
M-HEAD INJURY	1	70		70	70											
M-STROKE/ CVA	1	45		45	45											
M-TRAUMA WITH INJURY	1	42		42	42											
M-ALLERGIC REACTION	1	56		56	56											
DOMESTIC	1	56		56	56											





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January 2021 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	459	0.00%
AMESBURY PD						0	1,516	0.00%
ESSEX FD						0	65	0.00%
ESSEX PD						0	1,434	0.00%
MIDDLETON FD						0	203	0.00%
MIDDLETON PD						0	1,493	0.00%
TOPSFIELD FD						0	141	0.00%
TOPSFIELD PD						0	2,419	0.00%
WENHAM FD						0	92	0.00%
WENHAM PD						0	2,656	0.00%
OTHER								
Total	0	0	0	0	0	0	10,478	0.00%

*\*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.



# January 2021 Quality Assurance & Quality Improvement Statistics

## Key Performance Indicators

### 1. Percent of Calls Reviewed:

#### 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%.

## Regional 911 Center

9-1-1 Calls answered and abandoned	929
Answered 9-1-1 Calls	831
Answered 9-1-1 Calls within 10 seconds	804
Answered 9-1-1 Calls within 20 seconds	828
Answered 9-1-1 Text Calls	2
Abandoned 9-1-1 Calls	98
7-Digit Emergency Calls	1,448
Answered 7-Digit Emergency Calls	1,420
Abandoned 7-Digit Emergency Calls	28
Outbound Calls	1507
Total Calls Received	84
Total % 911 Calls Reviewed	10.11%

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	91.88%	98.83%	37
Regional Call Taking QA	91.07%	98.81%	25
Regional EMD QA	61.54%	94.42%	20
Text-to-911 QA	84.81%	88.61%	2
<b>Regional 911 Center Total QAs</b>	<b>82.33%</b>	<b>95.17%</b>	<b>84</b>

## Wireless 911 Center

9-1-1 Calls answered and abandoned	11,167
Answered 9-1-1 Calls	10,190
Answered 9-1-1 Calls within 10 seconds	9,983
Answered 9-1-1 Calls within 20 seconds	10,063
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	977
7-Digit Emergency Calls	302
Answered 7-Digit Emergency Calls	230
Abandoned 7-Digit Emergency Calls	72
Outbound Calls	3,166
Total Calls Received	402
Total % 911 Calls Reviewed	3.95%

Call Type Reviewed	LOW	AVERAGE	COUNT
<b>Wireless 911 Center Total QAs</b>	<b>68.92%</b>	<b>99.59%</b>	<b>402</b>