

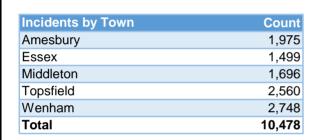
STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER

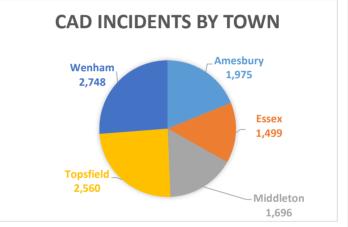


January 2021 Radio, and CAD Statistics CAD INCIDENTS

Fire Incidents	Count
Amesbury	459
Essex	65
Middleton	203
Topsfield	141
Wenham	92
Total	960

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





RADIO TRANSMISSIONS

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

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

Count
6,715
2,410
3,670
3,407
2,063
18,265

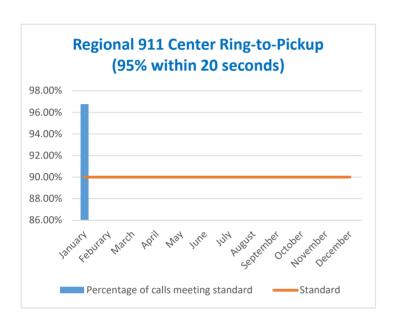
BY TO	WN
Wenham 2,063 Topsfield 3,407	Amesbury 6,715
Middleton 3,670	Essex 2,410



STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER

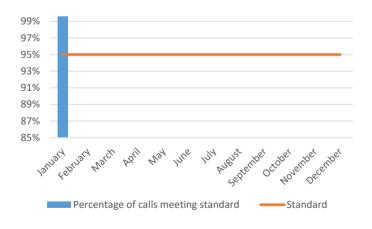


January 2021 Regional 911 Center Ring to Pick Up Time



Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
January	804	831	96.75%	90.00%
Feburary				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%

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	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.

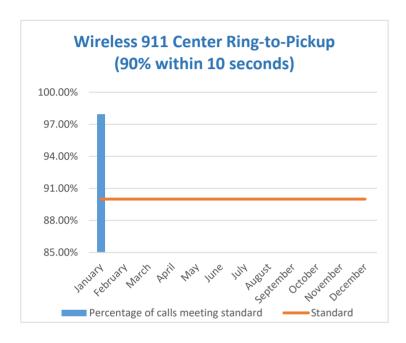
Objective: To answer all 911 calls within ten (10) seconds or less.



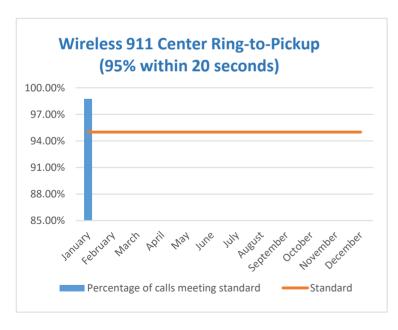
STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER



January 2021 Wireless 911 Center Ring to Pick Up Time



	Number		Percentage	
Month	of Calls	Total	of calls	Standard
WOITH	Meeting	Calls	meeting	Stanuaru
	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%



	Number		Percentage		
Month	of Calls	Total	of calls	Standard	
WOITE	Meeting	Calls	meeting	Stanuaru	
	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.

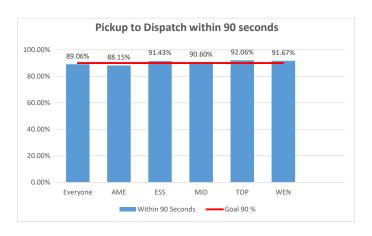


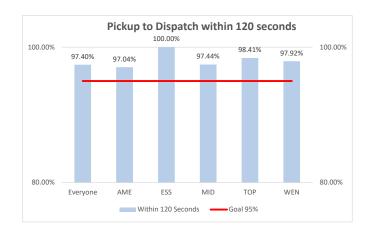
STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER



January 2021 Pick Up to Dispatch Times

City	Total	Below 60	Below 90	Below 120	Greater 90	Greater 150	Greater 180	AvgTime	StdDevTi me	Median Time	Goal 90 %	Goal 95%
Everyone	576	45.83%	89.06%	97.40%	63	8	4	65	25	62	90.00%	95.00%
AME	270	42.22%	88.15%	97.04%	32	4	3	67	25	64	90.00%	95.00%
ESS	35	57.14%	91.43%	100.00%	3	0	0	59	21	58	90.00%	95.00%
MID	117	52.99%	90.60%	97.44%	11	1	1	63	27	59	90.00%	95.00%
TOP	63	41.27%	92.06%	98.41%	5	1	0	64	20	62	90.00%	95.00%
WEN	48	45.83%	91.67%	97.92%	4	0	0	61	20	62	90.00%	95.00%





Priority 1 by Month 2021

Month	Count	Mean	StdDev	Min	Max
January	576	62	25	0	239



STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER



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-UNCONSIOUS/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



STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER



January 2021 Priority 1 By Town

January 2021 Pri					
AMESBURY	Count	Average	StdDev	Min	Max
M-SICK/ OTHER	50	74	25.09	24	157
FIRE ALARM	35	60	20.76	29	136
M-FALL	29	62	12.36	41	98
DISTURBANCE	25	89	41.07	39	209 119
M-UNKNOWN MEDICAL PROBLEM M-BREATHING DIFFICULTY	20 18	50 66	25.89 18.34	0 39	97
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	12	63	17.16	25	86
MVA NO PI	11	100	132.37	41	498
M-CHEST PAIN/ CARDIAC PROBLEM	11	63	18.58	20	93
DOMESTIC	9	66	21.81	44	114
MV COMPLAINT/ERRATIC OP	9	60	27.23	0	103
M-UNCONSIOUS/UNRESPONSIVE/FAI	9	56	15.62	40	84
M-SEIZURE	7	57	9.16	45	70
M-MVA WITH INJURY	7	53	17.05	33	80
FIRE WIRES DOWN	5	66	18.11	49	88
FIRE OTHER	4	45	23.74	17	67
M-ABDOMINAL PAIN	3	63	12.22	50	74
M-ALTERED MENTAL STATUS	3	59	1.53	58	61
M-EXTREMITY INJURY M-OVERDOSE	3	64	9.54	58	75
M-STROKE/ CVA	3	53 57	4.73 15.52	50 41	59 72
	 				
M-ALLERGIC REACTION	2	63	21.92	48	79
FIRE STRUCTURE FIRE BRUSH	2	67 214	7.07	62 214	72 214
BREAKING & ENTERING	1	82		82	82
M-BLEEDING (NON-TRAUMATIC)	1	75		75	75
M-CHOKING	1	39		39	39
M-DIABETIC	1	71		71	71
M-TRAUMA WITH INJURY	1	50		50	50
M-HEAT/ COLD EMERGENCY	1	105		105	105
ESSEX	Count	Average	StdDev	Min	Max
MV COMPLAINT/ERRATIC OP	5	66	10.35	54	80
M-FALL	5	70	17.49	49	96
M-MVA WITH INJURY	5	38	25.65	0	69
M-SICK/ OTHER	5	75	29.22	43	111
MVA NO PI	3	59	2.31	57	61
FIRE ALARM	3	40	2.89	37	42
DOMESTIC M-UNKNOWN MEDICAL PROBLEM	2	54 57	11.31 33.94	46 33	62 81
M-SEIZURE	2	44	0.71	44	45
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	1	37	0.71	37	37
M-UNCONSIOUS/UNRESPONSIVE/FAI	1	52		52	52
FIRE BRUSH	1	55		55	55
M-ABDOMINAL PAIN					
	1	59		59	59
M-ALLERGIC REACTION	1	59 56		59 56	59 56
					_
M-ALLERGIC REACTION	1	56		56	56
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE	1	56 36		56 36	56 36
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON	1 1 1 1 Count	56 36 57 73 Average	StdDev	56 36 57 73 Min	56 36 57 73 Max
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM	1 1 1 1 Count	56 36 57 73 Average 50	19.48	56 36 57 73 Min 13	56 36 57 73 Max 108
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER	1 1 1 1 Count 26	56 36 57 73 Average 50 78	19.48 17.98	56 36 57 73 Min 13 58	56 36 57 73 Max 108 116
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP	1 1 1 Count 26 12	56 36 57 73 Average 50 78 68	19.48 17.98 10.96	56 36 57 73 Min 13 58	56 36 57 73 Max 108 116 83
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP M-FALL	1 1 1 Count 26 12 12	56 36 57 73 Average 50 78 68 51	19.48 17.98 10.96 10.11	56 36 57 73 Min 13 58 47	56 36 57 73 Max 108 116 83 69
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP M-FALL M-UNCONSIOUS/UNRESPONSIVE/FAI	1 1 1 1 Count 26 12 12 11 8	56 36 57 73 Average 50 78 68 51	19.48 17.98 10.96 10.11 50.37	56 36 57 73 Min 13 58 47 37	56 36 57 73 Max 108 116 83 69
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP M-FALL M-UNCONSIOUS/UNRESPONSIVE/FAI M-UNKNOWN MEDICAL PROBLEM	1 1 1 1 Count 26 12 12 11 8	56 36 57 73 Average 50 78 68 51 74	19.48 17.98 10.96 10.11 50.37 26.47	56 36 57 73 Min 13 58 47 37 31	56 36 57 73 Max 108 116 83 69 195
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP M-FALL M-UNKONSIOUS/UNRESPONSIVE/FAI M-UNKNOWN MEDICAL PROBLEM MVA NO PI	1 1 1 1 Count 26 12 12 11 8 7	56 36 57 73 Average 50 78 68 51 74 48	19.48 17.98 10.96 10.11 50.37 26.47 29.76	56 36 57 73 Min 13 58 47 37 31 13	56 36 57 73 Max 108 116 83 69 195 93
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP M-FALL M-UNCONSIOUS/UNRESPONSIVE/FAI M-UNKNOWN MEDICAL PROBLEM MVA NO PI M-CHEST PAIN/ CARDIAC PROBLEM	1 1 1 1 Count 26 12 12 11 8	56 36 57 73 Average 50 78 68 51 74 48 69	19.48 17.98 10.96 10.11 50.37 26.47 29.76 15.31	56 36 57 73 Min 13 58 47 37 31	56 36 57 73 Max 108 116 83 69 195 93 114
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP M-FALL M-UNCONSIOUS/UNRESPONSIVE/FAI M-UNKNOWN MEDICAL PROBLEM MVA NO PI M-CHEST PAIN/ CARDIAC PROBLEM M-BREATHING DIFFICULTY	1 1 1 1 1 Count 26 12 12 11 8 7	56 36 57 73 Average 50 78 68 51 74 48	19.48 17.98 10.96 10.11 50.37 26.47 29.76 15.31 9.18	56 36 57 73 Min 13 58 47 37 31 13 25 33 49	56 36 57 73 Max 108 116 83 69 195 93
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP M-FALL M-UNCONSIOUS/UNRESPONSIVE/FAI M-UNKNOWN MEDICAL PROBLEM MVA NO PI M-CHEST PAIN/ CARDIAC PROBLEM	1 1 1 1 Count 26 12 12 11 8 7	56 36 57 73 Average 50 78 68 51 74 48 69 56	19.48 17.98 10.96 10.11 50.37 26.47 29.76 15.31	56 36 57 73 Min 13 58 47 37 31 13 25	56 36 57 73 Max 108 116 83 69 195 93 114 73
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP M-FALL M-UNCONSIOUS/UNRESPONSIVE/FAI M-UNKNOWN MEDICAL PROBLEM MVA NO PI M-CHEST PAIN/ CARDIAC PROBLEM M-BREATHING DIFFICULTY DISTURBANCE	1 1 1 1 1 Count 26 12 12 11 18 7 7 7 6 5	56 36 57 73 Average 50 78 68 51 74 48 69 56 60	19.48 17.98 10.96 10.11 50.37 26.47 29.76 15.31 9.18 39.26	56 36 57 73 Min 13 58 47 37 31 13 25 33 49	56 36 57 73 Max 108 116 83 69 195 93 114 73 72 145
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP M-FALL M-FALL M-UNCONSIOUS/UNRESPONSIVE/FAI M-UNKNOWN MEDICAL PROBLEM MVA NO P! M-CHEST PAIN/ CARDIAC PROBLEM M-BREATHING DIFFICULTY DISTURBANCE M-SEIZURE	1 1 1 1 1 Count 26 12 11 8 7 7 7 7 6 5	56 36 57 73 Average 50 78 68 51 74 48 69 56 60 97	19.48 17.98 10.96 10.11 50.37 26.47 29.76 15.31 9.18 39.26 7.27	56 36 57 73 Min 13 58 47 37 31 13 25 33 49	56 36 57 73 Max 108 116 83 69 195 93 114 73 72 145
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP M-FALL M-UNCONSIOUS/UNRESPONSIVE/FAI M-UNKNOWN MEDICAL PROBLEM MVA NO PI M-CHEST PAIN/ CARDIAC PROBLEM M-BREATHING DIFFICULTY DISTURBANCE M-SEIZURE FIRE OTHER FIRE STRUCTURE M-ABDOMINAL PAIN	1 1 1 1 1 Count 26 12 11 8 7 7 7 6 5 4 4 3 3	56 36 57 73 Average 50 78 68 51 74 48 69 97 56 60 97 51	19.48 17.98 10.96 10.11 50.37 26.47 29.76 15.31 9.18 39.26 7.27	56 36 57 73 Min 13 58 47 37 31 13 25 33 49 55 42 3 61 58	56 36 57 73 Max 108 116 83 69 195 93 114 73 72 145 58 239 85 73
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP M-FALL M-UNCONSIOUS/UNRESPONSIVE/FAI M-UNKNOWN MEDICAL PROBLEM MVA NO PI M-CHEST PAIN/ CARDIAC PROBLEM M-SREATHING DIFFICULTY DISTURBANCE M-SEIZURE FIRE OTHER FIRE STRUCTURE M-ABDOMINAL PAIN M-ALTERED MENTAL STATUS	1 1 1 1 26 12 12 11 18 7 7 7 6 5 4 3 3 2 2	56 36 57 73 Average 50 78 68 51 74 48 69 56 60 97 51	19.48 17.98 10.96 10.11 50.37 26.47 29.76 15.31 9.18 39.26 7.27 124 12.01	56 36 57 73 Min 13 58 47 37 31 13 25 33 49 55 42 3 61 58	56 36 57 73 Max 108 116 83 69 195 93 114 73 72 145 58 239 85 73
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP M-FALL M-UNKNOWN MEDICAL PROBLEM MVA NO PI M-CHEST PAIN/ CARDIAC PROBLEM M-BREATHING DIFFICULTY DISTURBANCE M-SEIZURE FIRE OTHER FIRE STRUCTURE M-ABDOMINAL PAIN M-ALTERED MENTAL STATUS M-CHOKING	1 1 1 1 26 12 12 11 18 7 7 7 7 7 6 5 4 3 3 3 2 2 2	56 36 57 73 Average 50 78 68 51 74 48 69 56 60 97 51 99 72 65 87	19.48 17.98 10.96 10.11 50.37 26.47 29.76 15.31 39.26 7.27 124 12.01 12.02 9.9	56 36 57 73 Min 13 58 47 37 31 13 25 33 49 55 42 3 61 58 79	56 36 57 73 Max 108 116 83 69 93 114 73 72 145 58 239 85 73 96 43
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP M-FALL M-UNCONSIOUS/UNRESPONSIVE/FAI M-UNKNOWN MEDICAL PROBLEM MVA NO PI M-CHEST PAIN/ CARDIAC PROBLEM M-BREATHING DIFFICULTY DISTURBANCE M-SEIZURE FIRE OTHER FIRE STRUCTURE M-ABDOMINAL PAIN M-ALTERED MENTAL STATUS M-CHOKING M-DIABETIC	1 1 1 1 Count 26 12 12 11 8 7 7 7 7 6 5 4 3 3 2 2 2	56 36 57 73 Average 50 78 68 51 74 48 69 56 60 97 51 99 72 65 87 43	19.48 17.98 10.96 10.11 50.37 26.47 29.76 15.31 9.18 39.26 7.27 124 12.01 10.61 12.02 9.9	56 36 57 73 Min 13 58 47 37 31 13 25 33 49 55 42 3 61 58 79 29 43	56 36 57 73 Max 108 116 83 69 195 93 114 73 72 145 58 239 85 73 96 43 43
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP M-FALL M-UNCONSIOUS/UNRESPONSIVE/FAI M-UNKNOWN MEDICAL PROBLEM MVA NO PI M-CHEST PAIN/ CARDIAC PROBLEM M-BREATHING DIFFICULTY DISTURBANCE M-SEIZURE FIRE OTHER FIRE STRUCTURE M-ABDOMINAL PAIN M-ALTERED MENTAL STATUS M-CHOKING M-DIABETIC M-MENTAL/EMOTIONAL/PSYCHOLOGIC	1 1 1 1 1 26 12 11 8 7 7 7 7 6 5 4 4 3 3 2 2 2	56 36 57 73 Average 50 78 68 51 74 48 69 97 56 60 97 51 60 97 51 60 60 97 51 60 60 60 60 60 60 60 60 60 60	19.48 17.98 10.96 10.11 50.37 26.47 29.76 15.31 9.18 39.26 7.27 124 12.01 10.61 12.02 9.9 0	56 36 57 73 Min 13 58 47 37 31 13 25 33 49 55 42 3 61 58 79 29 43 28	56 36 57 73 Max 108 116 83 69 195 93 114 73 72 145 58 239 85 73 96 43 43
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP M-FALL M-UNCONSIOUS/UNRESPONSIVE/FAI M-UNKNOWN MEDICAL PROBLEM MVA NO PI M-CHEST PAIN/ CARDIAC PROBLEM M-BREATHING DIFFICULTY DISTURBANCE M-SEIZURE FIRE OTHER FIRE STRUCTURE M-ABDOMINAL PAIN M-LTERED MENTAL STATUS M-CHOKING M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-MVA WITH INJURY	1 1 1 1 26 12 12 11 8 7 7 7 7 6 5 4 3 3 2 2 2 2	56 36 57 73 Average 50 78 68 51 74 48 69 97 51 99 72 65 87 36 43 31 63	19.48 17.98 10.96 10.11 50.37 26.47 29.76 15.31 9.18 39.26 7.27 124 12.01 10.61 12.02 9.9 0	56 36 57 73 Min 13 58 47 31 13 25 49 55 42 3 49 55 42 3 49 55 42 3 47 47 47 47 47 49 49 49 49 49 49 49 49 49 49 49 49 49	56 36 57 73 Max 108 116 83 69 195 93 114 73 72 145 58 239 85 73 96 43 43 43 43 69
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP M-FALL M-UNCONSIOUS/UNRESPONSIVE/FAI M-UNKNOWN MEDICAL PROBLEM MVA NO PI M-CHEST PAIN/ CARDIAC PROBLEM M-BREATHING DIFFICULTY DISTURBANCE M-SEIZURE FIRE OTHER FIRE STRUCTURE M-ABDOMINAL PAIN M-ALTERED MENTAL STATUS M-CHOKING M-DIABETIC M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-MVA WITH INJURY M-OVERDOSE	1 1 1 1 26 12 12 11 11 8 7 7 7 7 6 5 4 3 3 2 2 2 2 2 2	56 36 57 73 Average 50 78 68 51 74 48 69 56 60 97 51 99 72 65 87 36 43 31 63	19.48 17.98 10.96 10.11 50.37 26.47 29.76 15.31 9.18 39.26 7.27 124 12.01 10.61 12.02 9.9 0	56 36 57 73 Min 13 58 47 31 13 25 33 49 55 42 3 61 58 79 29 43 28 57 34	56 36 57 73 Max 108 116 83 69 195 93 114 73 72 145 58 239 85 73 96 43 43 43 43 69 47
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP M-FALL M-UNKNOWN MEDICAL PROBLEM MVA NO PI M-CHEST PAIN/ CARDIAC PROBLEM M-BREATHING DIFFICULTY DISTURBANCE M-SEIZURE FIRE OTHER FIRE STRUCTURE M-ABDOMINAL PAIN M-ALTERED MENTAL STATUS M-CHOKING M-DIABETIC M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-M-WAW MITTI INJURY M-OVERDOSE M-HEAD INJURY	1 1 1 1 26 12 12 12 13 8 7 7 7 7 7 6 5 4 3 3 3 2 2 2 2 2 2 2 2	56 36 57 73 Average 50 78 68 51 74 48 69 56 60 97 51 99 72 65 87 36 43 31 63 40 70	19.48 17.98 10.96 10.11 50.37 26.47 29.76 15.31 9.18 39.26 7.27 124 12.01 10.61 12.02 9.9 0	56 36 57 73 Min 13 58 47 37 31 13 25 33 49 49 25 55 42 3 61 58 79 29 43 28 79 29 43 28 47	56 36 57 73 Max 108 116 83 69 195 93 114 73 72 145 58 239 85 73 96 43 43 34 69 47 70
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP M-FALL M-UNCONSIOUS/UNRESPONSIVE/FAI M-UNKNOWN MEDICAL PROBLEM MVA NO PI M-CHEST PAIN/ CARDIAC PROBLEM M-BREATHING DIFFICULTY DISTURBANCE M-SEIZURE FIRE OTHER FIRE STRUCTURE M-ABDOMINAL PAIN M-ALTERED MENTAL STATUS M-CHOKING M-DIABETIC M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-MVA WITH INJURY M-OVERDOSE M-HEAD INJURY M-STROKE/ CVA	1 1 1 1 1 Count 26 12 11 18 7 7 7 7 6 5 4 3 3 2 2 2 2 2 2 2	56 36 57 73 Average 50 78 68 51 74 48 69 56 60 97 51 99 72 65 87 36 43 31 63 40 40 40 40 40 40 40 40 40 40	19.48 17.98 10.96 10.11 50.37 26.47 29.76 15.31 9.18 39.26 7.27 124 12.01 10.61 12.02 9.9 0	56 36 57 73 13 58 47 37 31 13 25 33 49 49 49 25 3 61 58 42 3 42 3 42 3 42 3 42 3 42 42 3 47 47 47 47 47 47 47 47 47 47 47 47 47	56 36 57 73 Max 108 116 83 69 195 93 114 73 72 145 58 239 85 73 96 43 43 34 69 47 70 45
M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-DIABETIC DISTURBANCE MIDDLETON FIRE ALARM M-SICK/ OTHER MV COMPLAINT/ERRATIC OP M-FALL M-UNKNOWN MEDICAL PROBLEM MVA NO PI M-CHEST PAIN/ CARDIAC PROBLEM M-BREATHING DIFFICULTY DISTURBANCE M-SEIZURE FIRE OTHER FIRE STRUCTURE M-ABDOMINAL PAIN M-ALTERED MENTAL STATUS M-CHOKING M-DIABETIC M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-M-WAW MITTI INJURY M-OVERDOSE M-HEAD INJURY	1 1 1 1 26 12 12 12 13 8 7 7 7 7 7 6 5 4 3 3 3 2 2 2 2 2 2 2 2	56 36 57 73 Average 50 78 68 51 74 48 69 56 60 97 51 99 72 65 87 36 43 31 63 40 70	19.48 17.98 10.96 10.11 50.37 26.47 29.76 15.31 9.18 39.26 7.27 124 12.01 10.61 12.02 9.9 0	56 36 57 73 Min 13 58 47 37 31 13 25 33 49 49 25 55 42 3 61 58 79 29 43 28 79 29 43 28 47	56 36 57 73 Max 108 116 83 69 195 93 114 73 72 145 58 239 85 73 96 43 43 34 69 47 70

TOPSFIELD	Count	Average	StdDev	Min	Max
M-FALL	11	59	19.42	28	98
M-SICK/ OTHER	9	70	18.29	44	109
M-UNKNOWN MEDICAL PROBLEM	6	48	32.24	1	94
MV COMPLAINT/ERRATIC OP	6	81	42.25	38	153
FIRE ALARM	6	53	12.29	41	74
FIRE OTHER	5	49	29.7	1	73
M-UNCONSIOUS/UNRESPONSIVE/FAI	4	63	10.81	52	76
FIRE STRUCTURE	3	56	22.52	43	82
M-CHEST PAIN/ CARDIAC PROBLEM	3	44	10.44	37	56
MVA NO PI	3	63	5.51	60	70
M-MVA WITH INJURY	3	57	19.4	35	70
DOMESTIC	2	68	18.38	55	81
M-STROKE/ CVA	2	55	2.12	54	57
M-BREATHING DIFFICULTY	2	57	7.07	52	62
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	1	83		83	83
FIRE WIRES DOWN	1	66		66	66
M-ALTERED MENTAL STATUS	1	62		62	62
M-BACK PAIN	1	74		74	74
M-TRAUMA WITH INJURY	1	29		29	29
M-OVERDOSE	1	41		41	41
				_	_
DISTURBANCE	1	51		51	51
DISTURBANCE WENHAM	1 Count	51 Average	StdDev	51 Min	51 Max
WENHAM	_		StdDev 12.13		
WENHAM	Count	Average		Min	Max
WENHAM M-SICK/ OTHER	Count 8	Average 59	12.13	Min 45	Max 76
WENHAM M-SICK/ OTHER MVA NO PI	Count 8 8	Average 59 70	12.13 15.75	Min 45 46	76 93
WENHAM M-SICK/ OTHER MVA NO PI M-UNKNOWN MEDICAL PROBLEM	8 8 7	59 70 48	12.13 15.75 13.18	Min 45 46 30	76 93 62
WENHAM M-SICK/ OTHER MVA NO PI M-UNKNOWN MEDICAL PROBLEM M-FALL	8 8 7 6	59 70 48 61	12.13 15.75 13.18 17.16	Min 45 46 30 36	76 93 62 80
WENHAM M-SICK/ OTHER MVA NO PI M-UNKNOWN MEDICAL PROBLEM M-FALL FIRE ALARM	8 8 7 6	59 70 48 61 59	12.13 15.75 13.18 17.16 9.41	Min 45 46 30 36 43	Max 76 93 62 80 67
WENHAM M-SICK/ OTHER MVA NO PI M-UNKNOWN MEDICAL PROBLEM M-FALL FIRE ALARM FIRE STRUCTURE	Count 8 8 7 6 5 3	59 70 48 61 59 35	12.13 15.75 13.18 17.16 9.41 7.64	Min 45 46 30 36 43 29	76 93 62 80 67 44
WENHAM M-SICK/ OTHER MVA NO PI M-UNKNOWN MEDICAL PROBLEM M-FALL FIRE ALARM FIRE STRUCTURE FIRE OTHER M-BREATHING DIFFICULTY	8 8 7 6 5 3 2	59 70 48 61 59 35	12.13 15.75 13.18 17.16 9.41 7.64 53.74	Min 45 46 30 36 43 29 52	Max 76 93 62 80 67 44
WENHAM M-SICK/ OTHER MVA NO PI M-UNKNOWN MEDICAL PROBLEM M-FALL FIRE ALARM FIRE STRUCTURE FIRE OTHER	8 8 7 6 5 3 2	59 70 48 61 59 35 90 78	12.13 15.75 13.18 17.16 9.41 7.64 53.74 39.6	Min 45 46 30 36 43 29 52 50	76 93 62 80 67 44 128 106
WENHAM M-SICK/ OTHER MVA NO PI M-UNKNOWN MEDICAL PROBLEM M-FALL FIRE ALARM FIRE STRUCTURE FIRE OTHER M-BREATHING DIFFICULTY MV COMPLAINT/ERRATIC OP	8 8 7 6 5 3 2 2	Average 59 70 48 61 59 35 90 78	12.13 15.75 13.18 17.16 9.41 7.64 53.74 39.6	Min 45 46 30 36 43 29 52 50 43	Max 76 93 62 80 67 44 128 106 81
WENHAM M-SICK/ OTHER MVA NO PI M-UNKNOWN MEDICAL PROBLEM M-FALL FIRE ALARM FIRE STRUCTURE FIRE OTHER M-BREATHING DIFFICULTY MV COMPLAINT/ERRATIC OP M-CHEST PAIN/ CARDIAC PROBLEM	Count 8 8 7 6 5 3 2 2 1	Average 59 70 48 61 59 35 90 78 62 65	12.13 15.75 13.18 17.16 9.41 7.64 53.74 39.6	Min 45 46 30 36 43 29 52 50 43	Max 76 93 62 80 67 44 128 106 81 65
WENHAM M-SICK/ OTHER MVA NO PI M-UNKNOWN MEDICAL PROBLEM M-FALL FIRE ALARM FIRE STRUCTURE FIRE OTHER M-BREATHING DIFFICULTY MV COMPLAINT/ERRATIC OP M-CHEST PAIN/ CARDIAC PROBLEM M-MVA WITH INJURY	Count 8 8 7 6 5 3 2 2 1 1	8 Average 59 70 48 61 59 35 90 78 62 65 78	12.13 15.75 13.18 17.16 9.41 7.64 53.74 39.6	Min 45 46 30 36 43 29 52 50 43 65 78	Max 76 93 62 80 67 44 128 106 81 65 78
WENHAM M-SICK/ OTHER MVA NO PI M-UNIKNOWN MEDICAL PROBLEM M-FALL FIRE ALARM FIRE STRUCTURE FIRE OTHER M-BREATHING DIFFICULTY MV COMPLAINT/ERRATIC OP M-CHEST PAIN/ CARDIAC PROBLEM M-MVA WITH INJURY MISSING PERSON	Count 8 8 7 6 5 3 2 2 1 1	Average 59 70 48 61 59 35 90 78 62 65 78 72	12.13 15.75 13.18 17.16 9.41 7.64 53.74 39.6	Min 45 46 30 36 43 29 52 50 43 65 78 72	Max 76 93 62 80 67 44 128 106 81 65 78
WENHAM M-SICK/ OTHER MVA NO PI M-UNKNOWN MEDICAL PROBLEM M-FALL FIRE ALARM FIRE STRUCTURE FIRE OTHER M-BREATHING DIFFICULTY MV COMPLAINT/ERRATIC OP M-CHEST PAIN/ CARDIAC PROBLEM M-MVA WITH INJURY MISSING PERSON M-STROKE/ CVA	Count 8 8 7 6 5 3 2 2 1 1 1	Average 59 70 48 61 59 35 90 78 62 65 78 72 41	12.13 15.75 13.18 17.16 9.41 7.64 53.74 39.6	Min 45 46 30 36 43 29 52 50 43 65 78 72 41	Max 76 93 62 80 67 44 128 106 81 65 78 72 41
WENHAM M-SICK/ OTHER MVA NO PI M-UNKNOWN MEDICAL PROBLEM M-FALL FIRE ALARM FIRE STRUCTURE FIRE OTHER M-BREATHING DIFFICULTY MV COMPLAINT/ERRATIC OP M-CHEST PAIN/ CARDIAC PROBLEM M-MVA WITH INIJIRY MISSING PERSON M-STROKE/ CVA M-UNCONSIOUS/UNRESPONSIVE/FAI	Count 8 8 7 6 5 3 2 2 1 1 1	Average 59 70 48 61 59 35 90 78 62 65 78 72 41 66	12.13 15.75 13.18 17.16 9.41 7.64 53.74 39.6	Min 45 46 30 36 43 29 52 50 43 65 78 72 41 66	Max 76 93 62 80 67 44 128 106 81 65 78 72 41 66
WENHAM M-SICK/ OTHER MVA NO PI M-UNKNOWN MEDICAL PROBLEM M-FALL FIRE ALARM FIRE STRUCTURE FIRE OTHER M-BREATHING DIFFICULTY MV COMPLAINT/ERRATIC OP M-CHEST PAIN/ CARDIAC PROBLEM M-MVA WITH INJURY MISSING PERSON M-STROKE/ CVA M-UNCONSIOUS/UNRESPONSIVE/FAI FIRE MUTUAL AID WENHAM	Count 8 8 7 6 5 3 2 2 1 1 1 1	Average 59 70 48 61 59 35 90 78 62 65 78 72 41 66 72	12.13 15.75 13.18 17.16 9.41 7.64 53.74 39.6	Min 45 46 30 36 43 29 52 50 43 65 78 72 41 66 72	Max 76 93 62 80 67 44 128 106 81 65 78 72 41 66 72
WENHAM M-SICK/ OTHER MVA NO PI M-UNKNOWN MEDICAL PROBLEM M-FALL FIRE ALARM FIRE STRUCTURE FIRE OTHER M-BREATHING DIFFICULTY MV COMPLAINT/ERRATIC OP M-CHEST PAIN/ CARDIAC PROBLEM M-MVA WITH INJURY MISSING PERSON M-STROKE/ CVA M-STROKE/ CVA FIRE MUTUAL AID WENHAM FIRE MUTUAL AID WENHAM FIRE WIRES DOWN	8 8 7 6 5 3 2 2 1 1 1 1 1	Average 59 70 48 61 59 35 90 78 62 65 78 72 41 66 72 43	12.13 15.75 13.18 17.16 9.41 7.64 53.74 39.6	Min 45 46 30 36 43 29 52 50 43 65 78 72 41 66 72 43	Max 76 93 62 80 67 44 128 106 81 65 78 72 41 66 72 43
WENHAM M-SICK/ OTHER MVA NO PI M-UNKNOWN MEDICAL PROBLEM M-FALL FIRE ALARM FIRE STRUCTURE FIRE OTHER M-BREATHING DIFFICULTY MV COMPLAINT/ERRATIC OP M-CHEST PAIN/ CARDIAC PROBLEM M-MVA WITH INJURY MISSING PERSON M-STROKE/ CVA M-UNCONSIOUS/UNRESPONSIVE/FAI FIRE MUTUAL AID WENHAM FIRE WIRES DOWN M-ABDOMINAL PAIN	8 8 7 6 5 3 2 2 1 1 1 1 1 1	8 Average 59 70 48 61 59 35 90 78 62 65 78 72 41 66 67 43 29	12.13 15.75 13.18 17.16 9.41 7.64 53.74 39.6	Min 45 46 30 36 43 29 52 50 43 65 78 72 41 66 72 43 29	76 93 62 80 67 44 128 106 81 65 78 72 41 66 72 43 29



STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER



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.



STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER



929

831

10.11%

January 2021 Quality Assurance & Quality Improvement Statistics

Total % 911 Calls Reviewed

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%.

P-1-1 Calls answered and abandoned Answered 9-1-1 Calls Answered 9-1-1 Calls within 10 seconds Answered 9-1-1 Calls within 20 seconds

Answered 9-1-1 Calls within 10 seconds 804 Answered 9-1-1 Calls within 20 seconds 828 Answered 9-1-1 Text Calls 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 Reveiwed 84

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
Regional 911 Center Total QAs	82.33%	95.17%	84

Wireless 911 Center -1 Calls answered and abandoned

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 Reveiwed	402
Total % 911 Calls Reviewed	3.95%

Call Type Reviewed	LOW	AVERAGE	COUNT
Wireless 911 Center Total QAs	68.92%	99.59%	402