



February 2021 Radio, and CAD Statistics

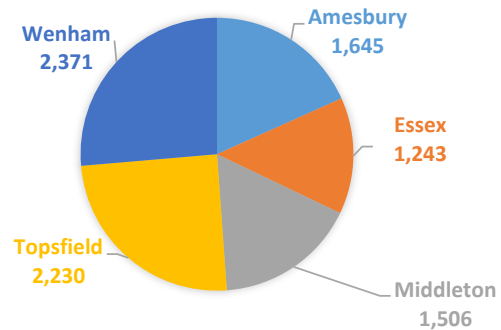
CAD INCIDENTS

Fire Incidents	Count
Amesbury	386
Essex	40
Middleton	207
Topsfield	141
Wenham	104
Total	878

Police Incidents	Count
Amesbury	1,259
Essex	1,203
Middleton	1,299
Topsfield	2,089
Wenham	2,267
Total	8,117

Incidents by Town	Count
Amesbury	1,645
Essex	1,243
Middleton	1,506
Topsfield	2,230
Wenham	2,371
Total	8,995

CAD INCIDENTS BY TOWN



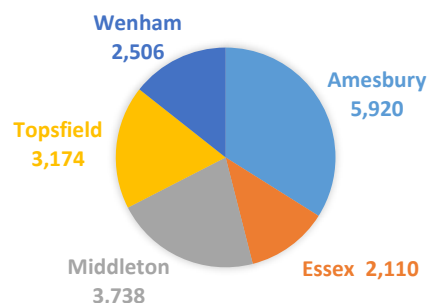
RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	2,427
Essex Fire	322
Middleton Fire	1,457
Topsfield Fire	931
Wenham Fire	616
Total	5,753

Police Radio Transmissions	Count
Amesbury Police	3,493
Essex Police	1,788
Middleton Police	2,281
Topsfield Police	2,243
Wenham Police	1,890
Total	11,695

Transmissions by Community	Count
Amesbury	5,920
Essex	2,110
Middleton	3,738
Topsfield	3,174
Wenham	2,506
Total	17,448

RADIO TRANSMISSIONS BY TOWN

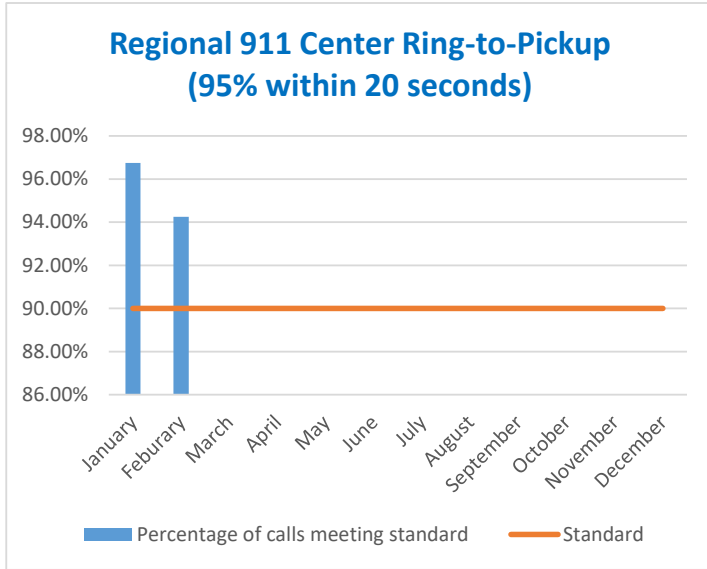




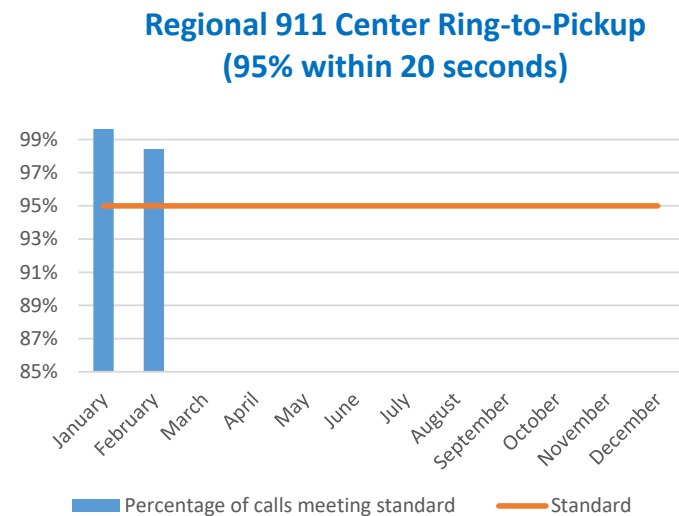
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NORTH SHORE REGIONAL 911 CENTER



February 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	721	765	94.25%	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	753	765	98.43%	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.

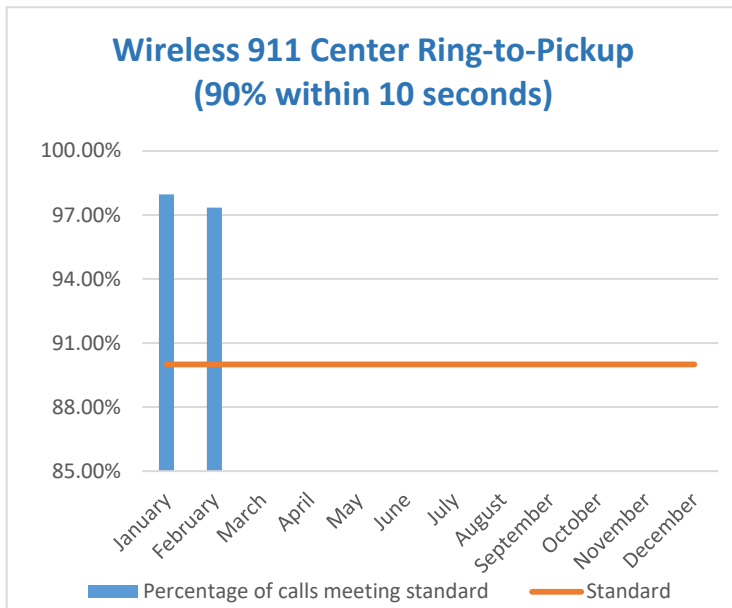
Objective: To answer all 911 calls within ten (10) seconds or less.



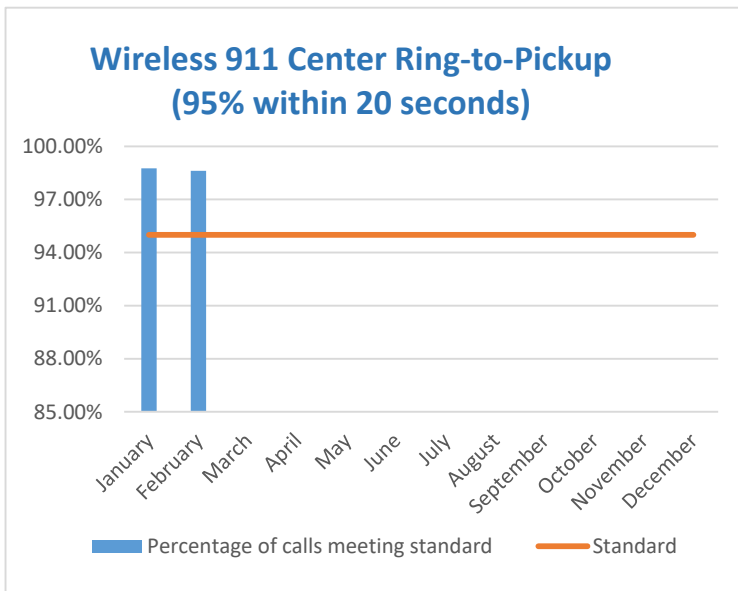
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February 2021 Wireless 911 Center Ring to Pick Up Time



Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
January	9,983	10,190	97.97%	90.00%
February	9,262	9,514	97.35%	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	9,383	9,514	98.62%	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.

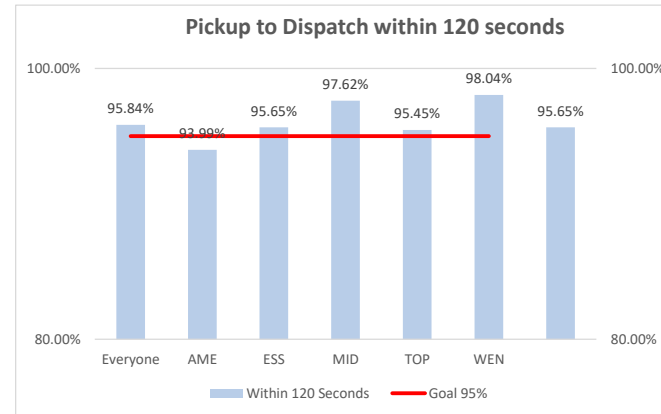
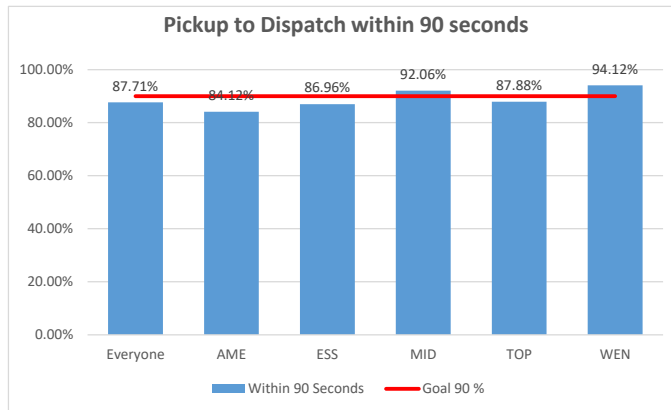


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February 2021 Pick Up to Dispatch Times

City	Total	Below 60	Below 90	Below 120	Greater 90	Greater 150	Greater 180	AvgTime	StdDevTime	Median Time	Goal 90 %	Goal 95%
Everyone	529	43.29%	87.71%	95.84%	65	5	2	66	26	63	90.00%	95.00%
AME	233	37.34%	84.12%	93.99%	37	3	1	69	26	65	90.00%	95.00%
ESS	23	34.78%	86.96%	95.65%	3	0	0	67	21	68	90.00%	95.00%
MID	126	48.41%	92.06%	97.62%	10	0	0	60	25	61	90.00%	95.00%
TOP	66	48.48%	87.88%	95.45%	8	1	0	69	26	62	90.00%	95.00%
WEN	51	47.06%	94.12%	98.04%	3	1	1	66	26	64	90.00%	95.00%
	23	34.78%	86.96%	95.65%	3	0	0	67	21	68		



Priority 1 by Month 2021

Month	Count	Mean	StdDev	Min	Max
January	576	62	25	0	239
February	529	63	26	0	189
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					



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February 2021 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
FIRE ALARM	88	50	20.73	0	119
M-SICK/ OTHER	63	73	23.78	31	139
M-FALL	62	63	15.19	14	118
MVA NO PI	34	75	30.75	28	189
MV COMPLAINT/ERRATIC OP	28	79	35.54	34	164
M-BREATHING DIFFICULTY	26	66	19.84	41	139
DISTURBANCE	25	77	25.9	37	149
M-UNKNOWN MEDICAL PROBLEM	19	62	18.32	34	111
FIRE MUTUAL AID AMESBURY	18	67	28.24	40	135
M-MVA WITH INJURY	18	68	32.86	3	171
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	17	80	29.51	41	141
FIRE OTHER	14	70	29.14	38	150
M-UNCONSCIOUS/UNRESPONSIVE/FAI	14	62	18.33	33	90
M-CHEST PAIN/ CARDIAC PROBLEM	12	54	10.87	37	74
M-STROKE/ CVA	11	72	25.39	41	127
M-ABDOMINAL PAIN	10	78	18.77	51	112
DOMESTIC	9	68	15.94	55	108
M-SEIZURE	9	49	11.63	33	64
FIRE WIRES DOWN	8	81	21.65	47	106
FIRE MUTUAL AID MIDDLETON	6	52	15.15	32	75
M-OVERDOSE	6	62	20.81	32	94
FIRE STRUCTURE	4	49	13.77	36	65
M-ALTERED MENTAL STATUS	4	99	56.03	68	183
M-BLEEDING (NON-TRAUMATIC)	4	90	21.46	72	121
M-EXTREMITY INJURY	3	57	14.57	47	74
BREAKING & ENTERING	2	91	26.16	73	110
FIRE MUTUAL AID ESSEX	2	68	9.9	61	75
FIRE MUTUAL AID TOPSFIELD	2	51	12.02	43	60
FIRE MUTUAL AID WENHAM	2	90	25.46	72	108
M-CHOKING	2	43	7.78	38	49
M-DIABETIC	2	60	7.78	55	66
ASSAULT & BATTERY	1	87		87	87
M-ALLERGIC REACTION	1	118		118	118
M-HEAD INJURY	1	55		55	55
M-HEADACHE	1	58		58	58
M-TRAUMA WITH INJURY	1	84		84	84
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



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February 2021 Priority 1 By Town

AMESBURY						TOPSFIELD					
	Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max
M-SICK/ OTHER	38	69	24.17	31	135	FIRE ALARM	12	53	11.55	33	77
FIRE ALARM	32	57	14.85	37	101	M-FALL	9	63	28.22	20	118
DISTURBANCE	23	75	21.89	37	122	MV COMPLAINT/ERRATIC OP	9	79	38.05	50	161
M-FALL	21	60	12.7	44	92	M-SICK/ OTHER	9	78	29.96	24	139
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	18	74	35.03	1	141	M-MVA WITH INJURY	5	60	15.39	36	77
M-BREATHING DIFFICULTY	16	68	23.6	41	139	M-UNKNOWN MEDICAL PROBLEM	5	29	18.46	7	49
MVA NO PI	15	66	26.59	26	132	MVA NO PI	5	70	12.56	50	82
FIRE OTHER	13	59	35.25	2	150	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	4	55	20.07	41	85
M-MVA WITH INJURY	10	74	43.52	3	171	DISTURBANCE	4	64	62.02	0	149
M-UNKNOWN MEDICAL PROBLEM	9	54	22.97	0	75	FIRE OTHER	4	26	30.6	0	53
MV COMPLAINT/ERRATIC OP	7	99	37.21	64	164	FIRE STRUCTURE	3	52	14.98	36	65
M-UNCONSCIOUS/UNRESPONSIVE/FAI	6	61	16.82	40	86	FIRE WIRES DOWN	3	55	4.93	52	61
M-CHEST PAIN/ CARDIAC PROBLEM	6	51	9.44	37	63	M-UNCONSCIOUS/UNRESPONSIVE/FAI	3	61	23.18	46	88
DOMESTIC	6	69	18.93	59	108	M-SEIZURE	2	49	14.14	39	59
M-ABDOMINAL PAIN	6	76	18.27	60	112	M-BREATHING DIFFICULTY	2	59	14.14	49	69
M-SEIZURE	5	47	12.59	33	60	M-CHEST PAIN/ CARDIAC PROBLEM	1	43		43	43
M-STROKE/ CVA	5	81	35.23	41	127	M-HEADACHE	1	58		58	58
M-BLEEDING (NON-TRAUMATIC)	3	96	21.79	81	121	M-ALLERGIC REACTION	1	118		118	118
M-OVERDOSE	3	55	21.22	32	73	M-ALTERED MENTAL STATUS	1	68		68	68
M-CHOKING	2	43	7.78	38	49	DOMESTIC	1	75		75	75
M-EXTREMITY INJURY	2	62	16.26	51	74	ASSAULT & BATTERY	1	87		87	87
BREAKING & ENTERING	2	91	26.16	73	110	M-STROKE/ CVA	1	56		56	56
M-ALTERED MENTAL STATUS	2	125	81.32	68	183	M-TRAUMA WITH INJURY	1	84		84	84
FIRE WIRES DOWN	1	82		82	82						
M-HEAD INJURY	1	55		55	55						
ESSEX						WENHAM					
	Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max
MVA NO PI	6	75	32.76	33	132	FIRE ALARM	11	50	30.25	5	119
M-FALL	4	65	6.6	58	73	M-FALL	11	71	11.19	56	89
FIRE ALARM	3	52	14.42	40	68	M-MVA WITH INJURY	5	61	21.17	42	96
M-ABDOMINAL PAIN	2	65	19.8	51	79	M-SICK/ OTHER	4	73	11.27	58	84
M-UNKNOWN MEDICAL PROBLEM	2	55	30.41	34	77	M-UNKNOWN MEDICAL PROBLEM	4	55	22.87	29	84
MV COMPLAINT/ERRATIC OP	2	55	16.26	44	67	MV COMPLAINT/ERRATIC OP	4	48	11.5	34	60
M-BREATHING DIFFICULTY	1	60		60	60	M-BREATHING DIFFICULTY	4	58	12.97	45	73
FIRE OTHER	1	92		92	92	MVA NO PI	3	95	82.4	33	189
M-SICK/ OTHER	1	96		96	96	M-STROKE/ CVA	3	61	15.18	48	78
M-STROKE/ CVA	1	72		72	72	FIRE OTHER	2	59	25.46	41	77
M-UNCONSCIOUS/UNRESPONSIVE/FAI	1	69		69	69	FIRE WIRES DOWN	2	67	28.99	47	88
DOMESTIC	1	65		65	65	M-ABDOMINAL PAIN	2	94	14.85	84	105
MIDDLETON						DOMESTIC					
	Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max
FIRE ALARM	39	43	21.98	0	88	FIRE ALARM	1	55		55	55
M-FALL	19	59	15.62	14	84	FIRE MUTUAL AID TOPSFIELD	1	50		50	50
M-SICK/ OTHER	18	69	23.67	37	135	M-UNCONSCIOUS/UNRESPONSIVE/FAI	1	64		64	64
MVA NO PI	12	68	26.47	22	126	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	1	44		44	44
MV COMPLAINT/ERRATIC OP	8	102	74.86	57	272						
M-UNKNOWN MEDICAL PROBLEM	6	67	24.26	39	111						
M-CHEST PAIN/ CARDIAC PROBLEM	5	60	10.62	47	74						
FIRE OTHER	5	53	21.96	33	81						
M-UNCONSCIOUS/UNRESPONSIVE/FAI	5	64	22.26	33	90						
FIRE WIRES DOWN	4	95	12.63	77	106						
FIRE MUTUAL AID TOPSFIELD	4	22	28.46	0	60						
M-BREATHING DIFFICULTY	3	74	7.37	69	83						
M-OVERDOSE	3	69	22.19	51	94						
M-SEIZURE	2	55	12.02	47	64						
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	2	52	20.51	38	67						
M-MVA WITH INJURY	2	28	39.6	0	56						
M-DIABETIC	2	60	7.78	55	66						
M-ALLERGIC REACTION	1	0		0	0						
FIRE STRUCTURE	1	40		40	40						
M-EXTREMITY INJURY	1	47		47	47						
M-STROKE/ CVA	1	77		77	77						



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February 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	386	0.00%
AMESBURY PD						0	1,259	0.00%
ESSEX FD						0	40	0.00%
ESSEX PD						0	1,203	0.00%
MIDDLETON FD						0	207	0.00%
MIDDLETON PD						0	1,299	0.00%
TOPSFIELD FD	2					2	141	1.42%
TOPSFIELD PD	1					1	2,089	0.05%
WENHAM FD						0	104	0.00%
WENHAM PD	1					1	2,267	0.04%
OTHER								
Total	4	0	0	0	0	4	8,995	1.51%

**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.



February 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	844
Answered 9-1-1 Calls	761
Answered 9-1-1 Calls within 10 seconds	726
Answered 9-1-1 Calls within 20 seconds	753
Answered 9-1-1 Text Calls	2
Abandoned 9-1-1 Calls	83
7-Digit Emergency Calls	1,283
Answered 7-Digit Emergency Calls	1,259
Abandoned 7-Digit Emergency Calls	24
Outbound Calls	1147
Total Calls Received	91
Total % 911 Calls Reviewed	11.96%

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	94.10%	99.24%	36
Regional Call Taking QA	76.19%	97.11%	33
Regional EMD QA	84.62%	97.84%	22
Text-to-911 QA			0
Regional 911 Center Total QAs	84.97%	98.06%	91

Wireless 911 Center

9-1-1 Calls answered and abandoned	10,411
Answered 9-1-1 Calls	9,514
Answered 9-1-1 Calls within 10 seconds	9,262
Answered 9-1-1 Calls within 20 seconds	9,383
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	897
7-Digit Emergency Calls	254
Answered 7-Digit Emergency Calls	202
Abandoned 7-Digit Emergency Calls	52
Outbound Calls	2,778
Total Calls Received	385
Total % 911 Calls Reviewed	4.05%

Call Type Reviewed	LOW	AVERAGE	COUNT
Wireless 911 Center Total QAs	99.41%	99.41%	385