



## March 2021 Radio, and CAD Statistics

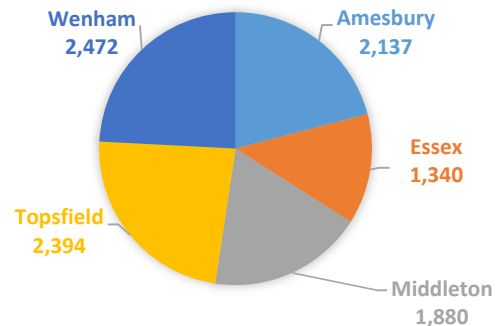
### CAD INCIDENTS

Fire Incidents	Count
Amesbury	506
Essex	52
Middleton	262
Topsfield	201
Wenham	93
<b>Total</b>	<b>1,114</b>

Police Incidents	Count
Amesbury	1,631
Essex	1,288
Middleton	1,618
Topsfield	2,193
Wenham	2,379
<b>Total</b>	<b>9,109</b>

Incidents by Town	Count
Amesbury	2,137
Essex	1,340
Middleton	1,880
Topsfield	2,394
Wenham	2,472
<b>Total</b>	<b>10,223</b>

### CAD INCIDENTS BY TOWN



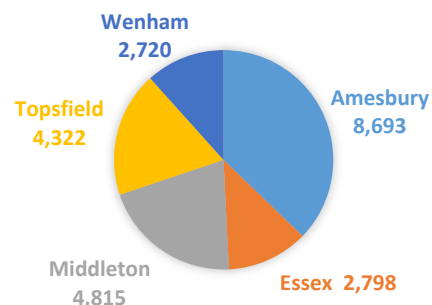
### RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	3,314
Essex Fire	524
Middleton Fire	1,828
Topsfield Fire	1,393
Wenham Fire	530
<b>Total</b>	<b>7,589</b>

Police Radio Transmissions	Count
Amesbury Police	5,379
Essex Police	2,274
Middleton Police	2,987
Topsfield Police	2,929
Wenham Police	2,190
<b>Total</b>	<b>15,759</b>

Transmissions by Community	Count
Amesbury	8,693
Essex	2,798
Middleton	4,815
Topsfield	4,322
Wenham	2,720
<b>Total</b>	<b>23,348</b>

### RADIO TRANSMISSIONS BY TOWN

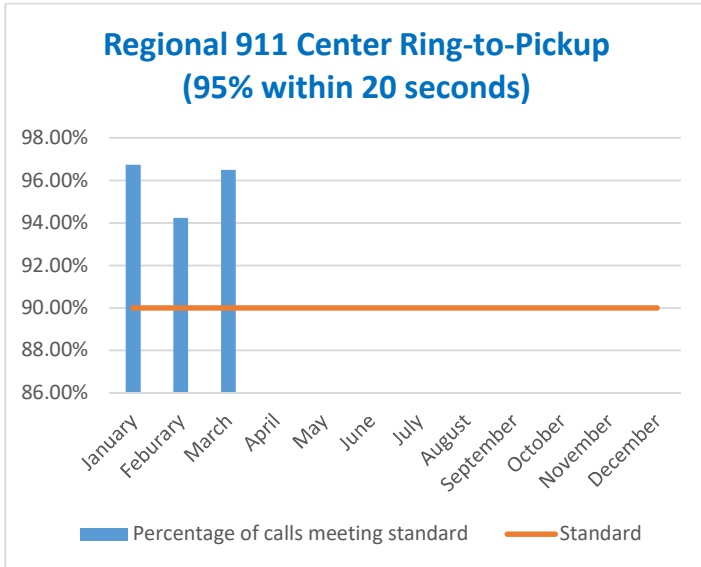




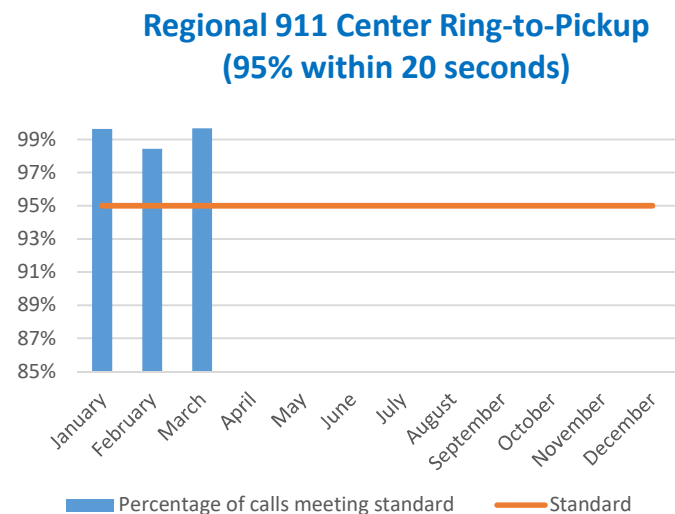
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**NORTH SHORE REGIONAL 911 CENTER**



## March 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	884	916	96.51%	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	913	916	99.67%	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%

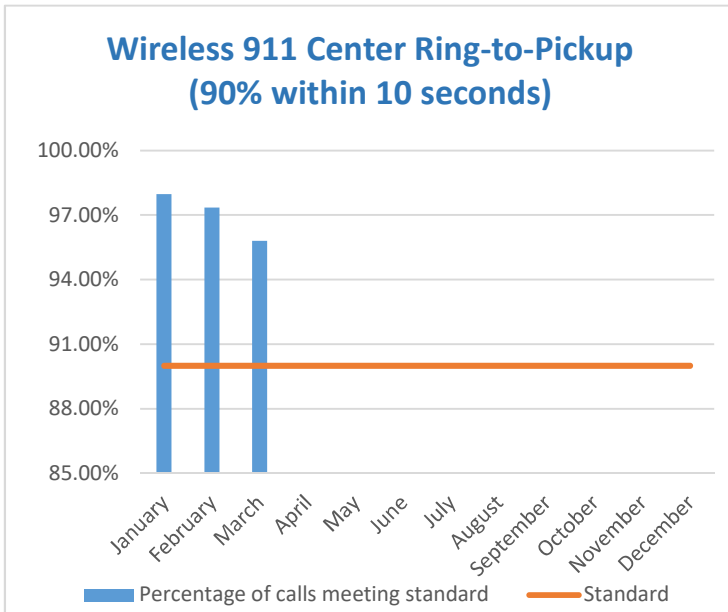
### Key Performance Indicator - Ring-to-Pickup Time

**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.

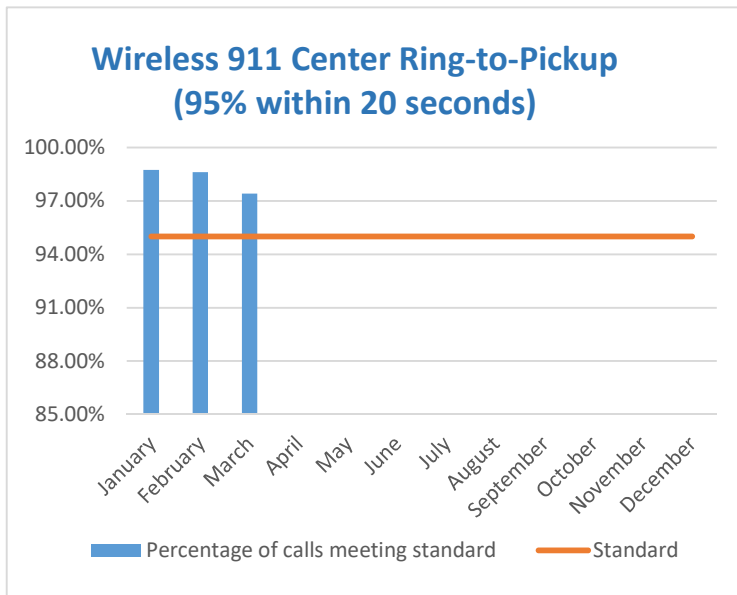
**Objective:** To answer all 911 calls within ten (10) seconds or less.



## March 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	9,463	9,877	95.81%	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	9,621	9,877	97.41%	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.

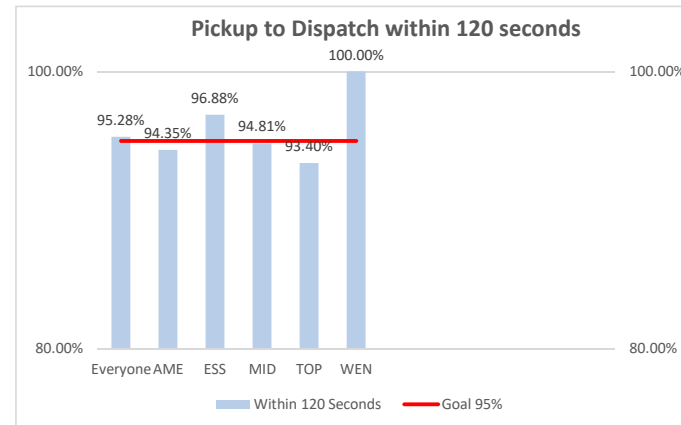
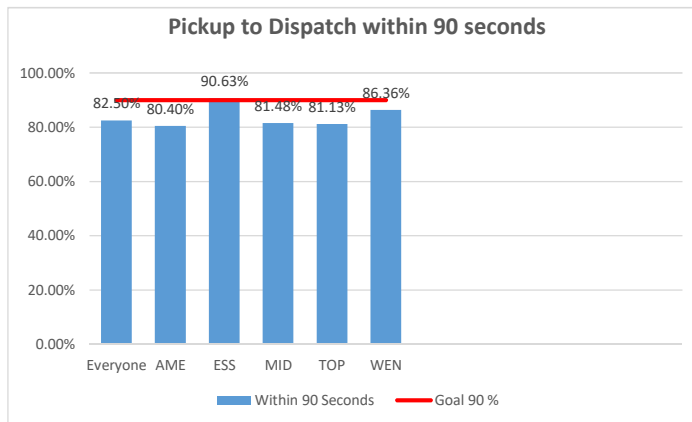


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## March 2021 Pick Up to Dispatch Times

City	Total	Below 60	Below 90	Below 120	Greater 90	Greater 150	Greater 180	AvgTime	StdDevTime	Median Time	Goal 90 %	Goal 95%
Everyone	657	37.14%	82.50%	95.28%	115	12	6	71	28	68	90.00%	95.00%
AME	301	34.22%	80.40%	94.35%	59	3	2	72	25	69	90.00%	95.00%
ESS	32	53.13%	90.63%	96.88%	3	1	0	66	26	60	90.00%	95.00%
MID	135	36.30%	81.48%	94.81%	25	3	0	70	28	66	90.00%	95.00%
TOP	106	38.68%	81.13%	93.40%	20	5	4	73	37	67	90.00%	95.00%
WEN	44	40.91%	86.36%	100.00%	6	0	0	64	26	67	90.00%	95.00%



### Priority 1 by Month 2021

Month	Count	Mean	StdDev	Min	Max
January	576	62	25	0	239
February	529	63	26	0	189
March	657	71	28	0	7786
April					
May					
June					
July					
August					
September					
October					
November					
December					



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## March 2021 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
FIRE ALARM	79	60	31.59	1	268
M-SICK/ OTHER	72	78	20.92	29	149
M-FALL	62	68	17.53	25	138
MV COMPLAINT/ERRATIC OP	37	72	33.6	3	188
DISTURBANCE	36	81	32.91	32	186
FIRE OTHER	33	73	30.51	25	174
MVA NO PI	33	90	39.71	40	196
M-BREATHING DIFFICULTY	31	67	22.32	16	119
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	27	66	21.45	24	113
M-UNKNOWN MEDICAL PROBLEM	27	69	27.23	0	117
FIRE MUTUAL AID AMESBURY	26	67	21.74	27	110
M-CHEST PAIN/ CARDIAC PROBLEM	25	68	14.22	40	91
FIRE WIRES DOWN	23	87	40.11	25	185
DOMESTIC	16	62	23.02	31	123
M-MVA WITH INJURY	12	71	38.9	44	192
M-SEIZURE	12	65	16.33	46	97
M-UNCONSCIOUS/UNRESPONSIVE/FAI	12	63	19.38	39	99
FIRE BRUSH	11	61	18.07	39	97
FIRE STRUCTURE	9	64	20.55	39	97
M-ABDOMINAL PAIN	9	71	17.17	49	102
M-ALTERED MENTAL STATUS	8	74	20.02	58	122
M-STROKE/ CVA	8	84	41.09	41	171
FIRE MUTUAL AID MIDDLETON	7	43	24.23	0	65
M-EXTREMITY INJURY	5	67	14.14	50	84
FIRE MUTUAL AID TOPSFIELD	4	43	29.66	1	70
M-BLEEDING (NON-TRAUMATIC)	4	63	22.41	33	87
M-OVERDOSE	4	78	13.03	71	98
M-CHOKING	3	59	15.13	47	76
M-DIABETIC	3	54	14.19	42	70
M-TRAUMA WITH INJURY	3	78	13.43	69	94
M-ALLERGIC REACTION	2	95	37.48	69	122
M-ASSAULT	2	106	14.14	96	116
M-BACK PAIN	2	89	2.12	88	91
M-POISONING/ CO	2	48	10.61	41	56
ASSAULT & BATTERY	1	84		84	84
BREAKING & ENTERING	1	45		45	45
FIRE MUTUAL AID ESSEX	1	56		56	56
FIRE MUTUAL AID WENHAM	1	69		69	69
FIRE VEHICLE	1	67		67	67
M-INDUSTRIAL/ FARMING ACCIDENT	1	72		72	72
MISSING PERSON	1	110		110	110
ROBBERY/ATTEMPT	1	53		53	53



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**March 2021 Priority 1 By Town**

AMESBURY	Count	Average	StdDev	Min	Max
M-SICK/ OTHER	40	79	25.54	9	149
FIRE OTHER	31	62	24.57	25	121
M-FALL	29	70	18.81	48	138
DISTURBANCE	26	84	31.65	47	186
FIRE ALARM	26	65	19.37	35	116
M-UNKNOWN MEDICAL PROBLEM	17	56	31.4	7	117
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	16	57	25.15	1	93
FIRE WIRES DOWN	15	81	27.5	53	145
M-BREATHING DIFFICULTY	15	65	17.06	34	92
MVA NO PI	14	88	48.65	40	196
M-CHEST PAIN/ CARDIAC PROBLEM	11	66	15.27	40	91
DOMESTIC	11	69	23.05	50	123
MV COMPLAINT/ERRATIC OP	10	70	17.35	47	99
M-UNCONSCIOUS/UNRESPONSIVE/FAI	9	65	15.83	44	99
M-SEIZURE	8	60	15.06	48	90
M-ABDOMINAL PAIN	6	70	20.91	49	102
M-BLEEDING (NON-TRAUMATIC)	4	63	22.41	33	87
M-STROKE/ CVA	4	69	12.82	51	78
M-MVA WITH INJURY	3	63	5	58	68
M-DIABETIC	3	54	14.19	42	70
FIRE STRUCTURE	3	59	18.18	39	74
FIRE BRUSH	3	51	2.08	49	53
M-EXTREMITY INJURY	2	62	8.49	56	68
M-ALTERED MENTAL STATUS	2	97	35.36	72	122
M-ASSAULT	2	106	14.14	96	116
M-BACK PAIN	2	89	2.12	88	91
ROBBERY/ATTEMPT	1	53		53	53
MISSING PERSON	1	110		110	110
M-OVERDOSE	1	71		71	71
M-POISONING/ CO	1	56		56	56
M-TRAUMA WITH INJURY	1	69		69	69
BREAKING & ENTERING	1	45		45	45
M-CHOKING	1	54		54	54
FIRE MUTUAL AID AMESBURY	1	88		88	88
M-ALLERGIC REACTION	1	122		122	122
ESSEX	Count	Average	StdDev	Min	Max
MV COMPLAINT/ERRATIC OP	6	62	11.97	48	83
M-SICK/ OTHER	4	66	42.53	3	93
FIRE ALARM	4	49	9.07	38	58
DISTURBANCE	3	60	12.58	49	74
FIRE OTHER	3	111	65.16	44	174
M-CHEST PAIN/ CARDIAC PROBLEM	2	65	7.78	60	71
M-FALL	2	50	12.73	41	59
FIRE WIRES DOWN	2	69	63.64	24	114
FIRE BRUSH	2	59	6.36	55	64
DOMESTIC	1	31		31	31
M-ABDOMINAL PAIN	1	71		71	71
M-ALLERGIC REACTION	1	69		69	69
M-BREATHING DIFFICULTY	1	60		60	60
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	1	44		44	44
FIRE STRUCTURE	1	43		43	43
M-UNKNOWN MEDICAL PROBLEM	1	72		72	72
MVA NO PI	1	74		74	74
MIDDLETON	Count	Average	StdDev	Min	Max
FIRE ALARM	32	54	21.66	1	114
M-UNKNOWN MEDICAL PROBLEM	27	55	27.91	0	106
M-SICK/ OTHER	19	72	18.43	48	109
M-FALL	15	55	27.78	0	99
MVA NO PI	13	93	40.9	47	157
MV COMPLAINT/ERRATIC OP	12	74	21.58	46	123
M-BREATHING DIFFICULTY	8	68	31.22	16	117
M-MVA WITH INJURY	7	61	11.6	44	77
FIRE MUTUAL AID TOPSFIELD	6	25	24.13	0	54
DISTURBANCE	5	74	50.78	34	163
FIRE OTHER	5	83	36.27	32	130
M-CHEST PAIN/ CARDIAC PROBLEM	5	68	15.57	50	87
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	4	81	24.35	55	113
MIDDLETON con't	Count	Average	StdDev	Min	Max
FIRE BRUSH	4	65	16.09	48	87
M-SEIZURE	4	69	20.98	46	97
DOMESTIC	3	52	14.57	41	69
M-OVERDOSE	3	81	14.73	72	98
M-UNCONSCIOUS/UNRESPONSIVE/FAI	1	95		95	95
ASSAULT & BATTERY	1	84		84	84
M-DIABETIC	1	35		35	35
M-EXTREMITY INJURY	1	84		84	84
FIRE STRUCTURE	1	63		63	63
FIRE VEHICLE	1	67		67	67
FIRE WIRES DOWN	1	176		176	176
M-ABDOMINAL PAIN	1	84		84	84
M-ALLERGIC REACTION	1	34		34	34
M-ALTERED MENTAL STATUS	1	73		73	73
TOPSFIELD	Count	Average	StdDev	Min	Max
FIRE ALARM	14	75	59.34	25	268
M-FALL	14	62	21.1	19	88
M-SICK/ OTHER	10	68	24.8	29	103
FIRE OTHER	8	55	37.42	0	119
FIRE WIRES DOWN	8	74	50.16	25	185
MV COMPLAINT/ERRATIC OP	7	90	59.98	28	188
M-BREATHING DIFFICULTY	7	73	23.7	49	119
M-CHEST PAIN/ CARDIAC PROBLEM	6	71	16.52	53	91
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	6	63	25.11	24	89
MVA NO PI	5	85	24.06	60	116
M-ALTERED MENTAL STATUS	5	66	7.01	58	74
FIRE BRUSH	5	48	28.65	32	97
DISTURBANCE	5	62	22.31	32	85
M-UNKNOWN MEDICAL PROBLEM	5	52	28.4	30	90
M-STROKE/ CVA	3	93	68.6	41	171
M-MVA WITH INJURY	3	99	80.55	51	192
M-EXTREMITY INJURY	2	63	19.09	50	77
FIRE STRUCTURE	2	69	32.53	46	92
FIRE MUTUAL AID MIDDLETON	1	37		37	37
FIRE MUTUAL AID WENHAM	1	28		28	28
DOMESTIC	1	41		41	41
M-POISONING/ CO	1	41		41	41
M-SEIZURE	1	72		72	72
M-CHOKING	1	76		76	76
M-INDUSTRIAL/ FARMING ACCIDENT	1	72		72	72
M-TRAUMA WITH INJURY	1	94		94	94
M-UNCONSCIOUS/UNRESPONSIVE/FAI	1	41		41	41
WENHAM	Count	Average	StdDev	Min	Max
FIRE ALARM	8	42	20.5	15	76
M-FALL	8	63	15.99	39	81
M-SICK/ OTHER	5	78	13.7	67	101
M-UNKNOWN MEDICAL PROBLEM	5	67	16.02	54	94
MV COMPLAINT/ERRATIC OP	5	59	52.28	3	116
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	3	78	11.27	65	85
FIRE OTHER	3	51	10.5	41	62
FIRE STRUCTURE	2	78	26.16	60	97
MVA NO PI	2	84	28.99	64	105
DISTURBANCE	1	84		84	84
DOMESTIC	1	43		43	43
M-STROKE/ CVA	1	113		113	113
M-TRAUMA WITH INJURY	1	73		73	73
M-UNCONSCIOUS/UNRESPONSIVE/FAI	1	39		39	39
FIRE BRUSH	1	76		76	76
FIRE MUTUAL AID TOPSFIELD	1	0		0	0
FIRE MUTUAL AID WENHAM	1	64		64	64
FIRE VEHICLE	1	26		26	26
FIRE WIRES DOWN	1	34		34	34
M-ALLERGIC REACTION	1	40		40	40
M-BREATHING DIFFICULTY	1	49		49	49
M-CHEST PAIN/ CARDIAC PROBLEM	1	74		74	74
M-CHOKING	1	47		47	47





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### March 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	506	0.00%
AMESBURY PD						0	1,631	0.00%
ESSEX FD						0	52	0.00%
ESSEX PD						0	1,288	0.00%
MIDDLETON FD						0	262	0.00%
MIDDLETON PD						0	1,618	0.00%
TOPSFIELD FD						0	201	0.00%
TOPSFIELD PD						0	2,193	0.00%
WENHAM FD		1				1	93	1.08%
WENHAM PD						0	2,379	0.00%
OTHER								
<b>Total</b>	0	1	0	0	0	1	10,223	1.08%

*\*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.



# March 2021 Quality Assurance & Quality Improvement

## 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	1016
Answered 9-1-1 Calls	916
Answered 9-1-1 Calls within 10 seconds	884
Answered 9-1-1 Calls within 20 seconds	913
Answered 9-1-1 Text Calls	1
Abandoned 9-1-1 Calls	100
7-Digit Emergency Calls	1,684
Answered 7-Digit Emergency Calls	1,647
Abandoned 7-Digit Emergency Calls	37
Outbound Calls	1,438
Total Calls Received	158
Total % 911 Calls Reviewed	17.25%

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	75.65%	98.09%	64
Regional Call Taking QA	80.95%	98.57%	33
Regional EMD QA	76.92%	97.22%	60
Text-to-911 QA	79.75%	79.75%	1
<b>Regional 911 Center Total QAs</b>	<b>78.32%</b>	<b>93.41%</b>	<b>158</b>

## Wireless 911 Center

9-1-1 Calls answered and abandoned	10,859
Answered 9-1-1 Calls	9,877
Answered 9-1-1 Calls within 10 seconds	9,463
Answered 9-1-1 Calls within 20 seconds	9,621
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	982
7-Digit Emergency Calls	298
Answered 7-Digit Emergency Calls	231
Abandoned 7-Digit Emergency Calls	67
Outbound Calls	2,959
Total Calls Received	512
Total % 911 Calls Reviewed	5.18%

Call Type Reviewed	LOW	AVERAGE	COUNT
<b>Wireless 911 Center Total QAs</b>	<b>69.56%</b>	<b>99.68%</b>	<b>512</b>