

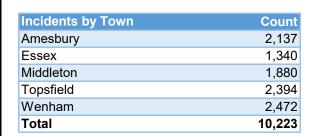
STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER

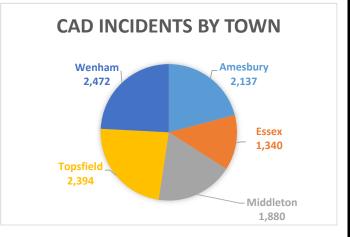


March 2021 Radio, and CAD Statistics CAD INCIDENTS

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

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



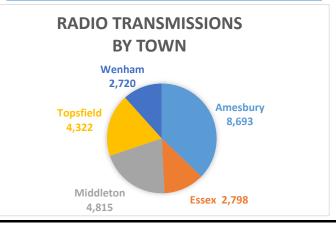


RADIO TRANSMISSIONS

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

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

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

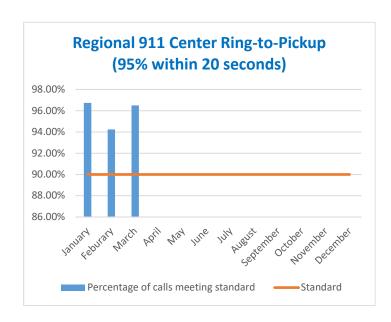




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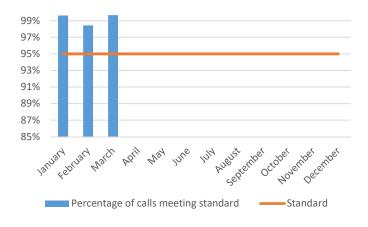


March 2021 Regional 911 Center Ring to Pick Up Time



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

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	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.

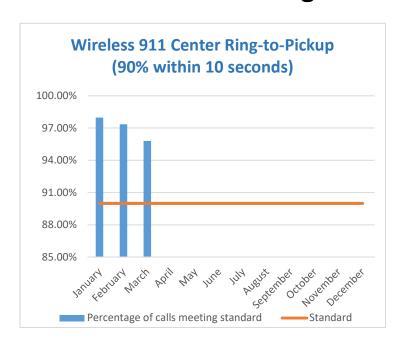
Objective: To answer all 911 calls within ten (10) seconds or less.



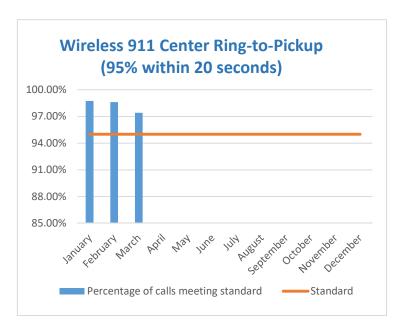
STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER



March 2021 Wireless 911 Center Ring to Pick Up Time



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



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

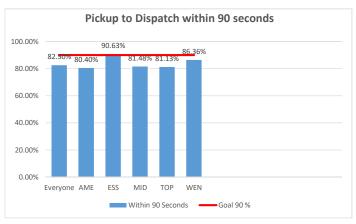


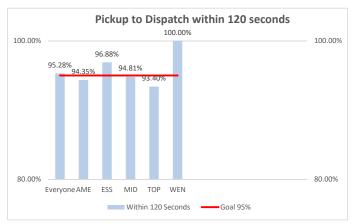
STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER



March 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	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					



STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER



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-UNCONSIOUS/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



STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER



March 2021 Priority 1 By Town

AMECRIDY						
AMESBURY	Count	Average	StdDev	Min	Max	MIDDLETON con't
M-SICK/ OTHER	40	79	25.54	9	149	FIRE BRUSH
FIRE OTHER	31	62	24.57	25	121	M-SEIZURE
M-FALL	29	70	18.81	48	138	DOMESTIC
DISTURBANCE	26	84	31.65	47	186	M-OVERDOSE
FIRE ALARM	26	65	19.37	35	116	M-UNCONSIOUS/UNRESPONSIVE/FAI
M-UNKNOWN MEDICAL PROBLEM	17	56	31.4	7	117	ASSAULT & BATTERY
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	16	57	25.15	1	93	M-DIABETIC
FIRE WIRES DOWN	15	81	27.5	53	145	M-EXTREMITY INJURY
M-BREATHING DIFFICULTY	15	65	17.06	34	92	FIRE STRUCTURE
MVA NO PI	14	88	48.65	40	196	FIRE VEHICLE
M-CHEST PAIN/ CARDIAC PROBLEM	11	66	15.27	40	91	FIRE WIRES DOWN
DOMESTIC	11	69	23.05	50	123	M-ABDOMINAL PAIN
MV COMPLAINT/ERRATIC OP	10	70	17.35	47	99	M-ALLERGIC REACTION
M-UNCONSIOUS/UNRESPONSIVE/FAI	9	65	15.83	44	99	M-ALTERED MENTAL STATUS
M-SEIZURE	8	60	15.06	48	90	TOPSFIELD
M-ABDOMINAL PAIN	6	70	20.91	49	102	FIRE ALARM
	4	63	22.41	33	87	M-FALL
M-BLEEDING (NON-TRAUMATIC)	4	69	12.82	51	78	M-SICK/ OTHER
M-STROKE/ CVA M-MVA WITH INJURY	3		5	58	68	
		63				FIRE OTHER
M-DIABETIC	3	54	14.19	42 39	70 74	FIRE WIRES DOWN
FIRE STRUCTURE	3	59	18.18			MV COMPLAINT/ERRATIC OP
FIRE BRUSH	3	51	2.08	49	53	M-BREATHING DIFFICULTY
M-EXTREMITY INJURY	2	62	8.49	56	68	M-CHEST PAIN/ CARDIAC PROBLEM
M-ALTERED MENTAL STATUS	2	97	35.36	72	122	M-MENTAL/EMOTIONAL/PSYCHOLOGIC
M-ASSAULT	2	106	14.14	96	116	MVA NO PI
M-BACK PAIN	2	89	2.12	88	91	M-ALTERED MENTAL STATUS
ROBBERY/ATTEMPT	1	53		53	53	FIRE BRUSH
MISSING PERSON	1	110		110	110	DISTURBANCE
M-OVERDOSE	1	71		71	71	M-UNKNOWN MEDICAL PROBLEM
M-POISONING/ CO	1	56		56	56	M-STROKE/ CVA
M-TRAUMA WITH INJURY	1	69		69	69	M-MVA WITH INJURY
	1	45			45	M-EXTREMITY INJURY
BREAKING & ENTERING	_			45		
M-CHOKING	1	54		54	54	FIRE STRUCTURE
M-CHOKING FIRE MUTUAL AID AMESBURY	1	54 88		54 88	54 88	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION	1 1 1	54 88 122		54 88 122	54 88 122	FIRE STRUCTURE
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX	1	54 88	StdDev	54 88 122 Min	54 88	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP	1 1 1 Count	54 88 122 Average 62	11.97	54 88 122 Min 48	54 88 122 Max 83	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER	1 1 1 Count 6 4	54 88 122 Average 62 66	11.97 42.53	54 88 122 Min 48 3	54 88 122 Max 83 93	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM	1 1 1 Count	54 88 122 Average 62	11.97 42.53 9.07	54 88 122 Min 48 3	54 88 122 Max 83 93 58	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER	1 1 1 Count 6 4 4 3	54 88 122 Average 62 66 49 60	11.97 42.53 9.07 12.58	54 88 122 Min 48 3 38 49	54 88 122 Max 83 93 58 74	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER	1 1 1 Count 6 4 4 3 3	54 88 122 Average 62 66 49 60 111	11.97 42.53 9.07 12.58 65.16	54 88 122 Min 48 3 38 49	54 88 122 Max 83 93 58 74 174	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER	1 1 1 Count 6 4 4 3	54 88 122 Average 62 66 49 60	11.97 42.53 9.07 12.58	54 88 122 Min 48 3 38 49	54 88 122 Max 83 93 58 74	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM	1 1 1 Count 6 4 4 3 3	54 88 122 Average 62 66 49 60 111	11.97 42.53 9.07 12.58 65.16	54 88 122 Min 48 3 38 49	54 88 122 Max 83 93 58 74 174	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM	1 1 1 Count 6 4 4 3 3	54 88 122 Average 62 66 49 60 111 65	11.97 42.53 9.07 12.58 65.16 7.78	54 88 122 Min 48 3 38 49 44	54 88 122 Max 83 93 58 74 174	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN	1 1 1 Count 6 4 4 3 3 2	54 88 122 Average 62 66 49 60 111 65	11.97 42.53 9.07 12.58 65.16 7.78 12.73	54 88 122 Min 48 3 38 49 44 60	54 88 122 Max 83 93 58 74 174 71	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH	1 1 1 1 Count 6 4 4 3 3 2 2	54 88 122 Average 62 66 49 60 111 65 50	11.97 42.53 9.07 12.58 65.16 7.78 12.73 63.64	54 88 122 Min 48 3 38 49 44 60 41 24	54 88 122 Max 83 93 58 74 174 71 59	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH	1 1 1 Count 6 4 4 3 3 2 2 2	54 88 122 Average 62 66 49 60 111 65 50 69	11.97 42.53 9.07 12.58 65.16 7.78 12.73 63.64	54 88 122 Min 48 3 38 49 44 60 41 24 55	54 88 122 Max 83 93 58 74 174 71 59 114	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH DOMESTIC	1 1 1 Count 6 4 4 3 3 2 2 2 2 2	54 88 122 Average 62 66 49 60 1111 65 50 69	11.97 42.53 9.07 12.58 65.16 7.78 12.73 63.64	54 88 122 Min 48 3 38 49 44 60 41 24 55 31	54 88 122 Max 83 93 58 74 174 71 59 114 64	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL M-SICK/ OTHER
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH DOMESTIC M-ABDOMINAL PAIN M-ALLERGIC REACTION	1 1 1 Count 6 4 4 3 3 2 2 2 2 2 1 1	54 88 122 Average 62 66 49 60 111 65 50 69 59	11.97 42.53 9.07 12.58 65.16 7.78 12.73 63.64	54 88 122 Min 48 3 38 49 44 60 41 24 55 31	54 88 122 Max 83 93 58 74 174 71 59 114 64 31	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH DOMESTIC M-ABDOMINAL PAIN M-ALLERGIC REACTION M-BREATHING DIFFICULTY	1 1 1 Count 6 4 4 3 3 2 2 2 2 2 2 1 1	54 88 122 Average 62 66 49 60 111 65 50 69 59 31 71	11.97 42.53 9.07 12.58 65.16 7.78 12.73 63.64	54 88 122 Min 48 3 38 49 44 60 41 24 55 31 71	54 88 122 Max 83 93 58 74 174 71 59 114 64 31 71	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH DOMESTIC M-ABDOMINAL PAIN M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC	1 1 1 1 Count 6 4 4 3 3 2 2 2 2 2 1 1 1	54 88 122 Average 62 66 49 60 111 65 50 69 59 31 71 69 60	11.97 42.53 9.07 12.58 65.16 7.78 12.73 63.64	54 88 122 Min 48 3 38 49 44 60 41 24 55 31 71 69	54 88 122 Max 83 93 58 74 174 71 59 114 64 31 71 69	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP M-MENTAL/EMOTIONAL/PSYCHOLOGIC
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH DOMESTIC M-ABDOMINAL PAIN M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE STRUCTURE	1 1 1 1 Count 6 4 4 3 3 2 2 2 2 2 2 1 1 1 1	54 88 122 Average 62 66 49 60 111 65 50 69 59 31 71 69 60 44	11.97 42.53 9.07 12.58 65.16 7.78 12.73 63.64	54 88 122 Min 48 3 38 49 44 60 41 24 55 31 71 69	54 88 122 Max 83 93 58 74 174 71 59 114 64 31 71 69	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE OTHER
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH DOMESTIC M-ABDOMINAL PAIN M-ALLERGIC REACTION	1 1 1 1 Count 6 4 4 4 3 3 2 2 2 2 2 2 1 1 1 1 1	54 88 122 Average 62 66 49 60 1111 65 50 69 59 31 71 69 60	11.97 42.53 9.07 12.58 65.16 7.78 12.73 63.64	54 88 122 Min 48 3 38 49 44 60 41 24 55 31 71 69 60 44 43	54 88 122 Max 83 93 58 74 174 71 59 114 64 31 71 69 60 44	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE OTHER FIRE STRUCTURE
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH DOMESTIC M-ABDOMINAL PAIN M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE STRUCTURE M-UNKNOWN MEDICAL PROBLEM MVA NO PI	1 1 1 1 Count 6 4 4 3 3 2 2 2 2 2 1 1 1 1 1 1	54 88 122 Average 62 66 49 60 111 65 50 69 59 31 71 69 60 44 43 72 74	11.97 42.53 9.07 12.58 65.16 7.78 12.73 63.64 6.36	54 88 122 Min 48 3 38 49 44 60 41 24 55 31 71 69 60 44 43 72 74	54 88 122 Max 83 93 58 74 174 71 59 114 64 31 71 69 60 44 43 72	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE OTHER FIRE STRUCTURE MVA NO PI DISTURBANCE
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH DOMESTIC M-ABDOMINAL PAIN M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE STRUCTURE M-UNKNOWN MEDICAL PROBLEM MVA NO PI MIDDLETON	1 1 1 1 Count 6 4 4 4 3 3 2 2 2 2 2 1 1 1 1 1 1 1 1 1	54 88 122 Average 62 66 49 60 1111 65 50 69 59 31 71 69 60 44 43 72	11.97 42.53 9.07 12.58 65.16 7.78 12.73 63.64	54 88 122 Min 48 3 38 49 44 60 41 24 55 31 71 69 60 44 43 72	54 88 122 Max 83 93 58 74 174 71 59 114 64 31 71 69 60 44 43 72 74 Max	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE OTHER FIRE STRUCTURE MVA NO PI DISTURBANCE DOMESTIC
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH DOMESTIC M-ABDOMINAL PAIN M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE STRUCTURE M-UNKNOWN MEDICAL PROBLEM MVA NO PI MIDDLETON FIRE ALARM	1 1 1 1 Count 6 4 4 4 3 3 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	54 88 122 Average 62 66 49 60 111 65 50 69 59 31 71 69 60 44 43 72 74 Average 54	11.97 42.53 9.07 12.58 65.16 7.78 12.73 63.64 6.36	54 88 122 Min 48 3 38 49 44 60 41 24 55 31 71 69 60 44 43 72 74 Min 1	54 88 122 Max 83 93 58 74 174 71 59 114 64 31 71 69 60 44 43 72 74 Max 114	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE OTHER FIRE STRUCTURE MVA NO PI DISTURBANCE DOMESTIC M-STROKE/ CVA
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH DOMESTIC M-ABDOMINAL PAIN M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE STRUCTURE M-UNKNOWN MEDICAL PROBLEM MVA NO PI MIDDLETON FIRE ALARM M-UNKNOWN MEDICAL PROBLEM	1 1 1 1 1 Count 6 4 4 3 3 2 2 2 2 1 1 1 1 1 1 Count 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	54 88 122 Average 62 66 49 60 111 65 50 69 59 31 71 69 60 44 43 72 74 Average 54	11.97 42.53 9.07 12.58 65.16 7.78 12.73 63.64 6.36 StdDev 21.66 27.91	54 88 122 Min 48 3 38 49 44 60 41 24 55 31 71 69 60 44 43 72 74 Min	54 88 122 Max 83 93 58 74 174 71 59 114 64 31 71 69 60 44 43 72 74 Max 114 106	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE OTHER FIRE STRUCTURE MVA NO PI DISTURBANCE DOMESTIC M-STROKE/ CVA M-TRAUMA WITH INJURY
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH DOMESTIC M-ABDOMINAL PAIN M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE STRUCTURE M-UNKNOWN MEDICAL PROBLEM MVA NO PI MIDDLETON FIRE ALARM M-UNKNOWN MEDICAL PROBLEM	1 1 1 1 Count 6 4 4 4 3 3 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	54 88 122 Average 62 66 49 60 111 65 50 69 59 31 71 69 60 44 43 72 74 Average 54	11.97 42.53 9.07 12.58 65.16 7.78 12.73 63.64 6.36 StdDev 21.66 27.91 18.43	54 88 122 Min 48 3 38 49 44 60 41 24 55 31 71 69 60 44 43 72 74 Min 1	54 88 122 Max 83 93 58 74 174 71 59 114 64 31 71 69 60 44 43 72 74 Max 114	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE OTHER FIRE STRUCTURE MVA NO PI DISTURBANCE DOMESTIC M-STROKE/ CVA
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH DOMESTIC M-ABDOMINAL PAIN M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE STRUCTURE M-UNKNOWN MEDICAL PROBLEM MVA NO PI MIDDLETON FIRE ALARM M-UNKNOWN MEDICAL PROBLEM M-SICK/ OTHER	1 1 1 1 1 Count 6 4 4 3 3 2 2 2 2 1 1 1 1 1 1 1 1 1 Count 32 27	54 88 122 Average 62 66 49 60 111 65 50 69 59 31 71 69 60 44 43 72 74 Average 54 55 72	11.97 42.53 9.07 12.58 65.16 7.78 12.73 63.64 6.36 StdDev 21.66 27.91	54 88 122 Min 48 3 38 49 44 60 41 24 55 31 71 69 60 44 43 72 74 Min 1 0 48	54 88 122 Max 83 93 58 74 174 71 59 114 64 31 71 69 60 44 43 72 74 Max 114 106 109	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MW COMPLAINT/ERRATIC OP M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE OTHER FIRE STRUCTURE MVA NO PI DISTURBANCE DOMESTIC M-STROKE/ CVA M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI FIRE BRUSH
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH DOMESTIC M-ABDOMINAL PAIN M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE STRUCTURE M-UNKNOWN MEDICAL PROBLEM M-NO PI M-UNKNOWN MEDICAL PROBLEM M-SICK/ OTHER M-FALL MVA NO PI	1 1 1 1 1 Count 6 4 4 3 3 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	54 88 122 Average 62 66 49 60 1111 65 50 69 59 31 71 69 60 44 43 72 74 Average 54 55 72 55	11.97 42.53 9.07 12.58 65.16 7.78 12.73 63.64 6.36 StdDev 21.66 27.91 18.43 27.78 40.9	54 88 122 Min 48 3 38 49 44 60 41 24 55 31 71 69 60 44 43 72 74 Min 1 0 48 0	54 88 122 Max 83 93 58 74 174 71 59 114 64 31 71 69 44 43 72 74 Max 114 106 109	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE OTHER FIRE STRUCTURE MVA NO PI DISTURBANCE DOMESTIC M-STROKE/ CVA M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI FIRE BRUSH FIRE MUTUAL AID TOPSFIELD
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH DOMESTIC M-ABDOMINAL PAIN M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE STRUCTURE M-UNKNOWN MEDICAL PROBLEM M-SICK/ OTHER M-SICK/ OTHER M-FALL MVA NO PI MV COMPLAINT/ERRATIC OP	1 1 1 1 1 1 Count 6 4 4 3 3 3 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	54 88 122 Average 62 66 49 60 1111 65 50 69 59 31 71 69 44 43 72 74 Average 54 55 72 55 93 74	11.97 42.53 9.07 12.58 65.16 7.78 12.73 63.64 6.36 StdDev 21.66 27.91 18.43 27.78 40.9 21.58	54 88 122 Min 48 3 38 49 44 60 41 24 55 31 71 69 60 44 43 72 74 Min 1 0 48 0	54 88 122 Max 83 93 58 74 174 71 59 114 64 31 71 69 60 44 43 72 74 Max 114 106 109 99	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE OTHER FIRE STRUCTURE MVA NO PI DISTURBANCE DOMESTIC M-STROKE/ CVA M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI FIRE BRUSH FIRE MUTUAL AID TOPSFIELD FIRE MUTUAL AID TOPSFIELD FIRE MUTUAL AID WENHAM
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH DOMESTIC M-ABDOMINAL PAIN M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE STRUCTURE M-UNKNOWN MEDICAL PROBLEM MVA NO PI MIDDLETON FIRE ALARM M-UNKNOWN MEDICAL PROBLEM M-SICK/ OTHER M-FALL MVA NO PI MJESSEX M-BREATHING DIFFICULTY	1 1 1 1 1 Count 6 4 4 3 3 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	54 88 122 Average 62 66 49 60 111 65 50 69 59 31 71 69 60 44 43 72 74 Average 54 55 72 55 93 74 68	11.97 42.53 9.07 12.58 65.16 7.78 12.73 63.64 6.36 StdDev 21.66 27.91 18.43 27.78 40.9 21.58 31.22	54 88 122 Min 48 3 38 49 44 60 41 24 55 31 71 69 60 44 43 72 74 Min 1 0 48 0 47	54 88 122 Max 83 93 58 74 71 71 59 114 64 31 71 69 60 44 43 72 74 Max 114 106 109 99 157 123	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE OTHER FIRE STRUCTURE MVA NO PI DISTURBANCE DOMESTIC M-STROKE/ CVA M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI FIRE BRUSH FIRE MUTUAL AID TOPSFIELD FIRE MUTUAL AID TOPSFIELD FIRE MUTUAL AID WENHAM FIRE VEHICLE
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH DOMESTIC M-ABDOMINAL PAIN M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE STRUCTURE M-UNKNOWN MEDICAL PROBLEM M-VA NO PI MIDDLETON FIRE ALARM M-UNKNOWN MEDICAL PROBLEM M-SICK/ OTHER M-FALL MVA NO PI MVA MVA WITH INJURY	1 1 1 1 1 Count 6 4 4 3 3 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	54 88 122 Average 62 66 49 60 111 65 50 69 59 31 71 69 60 44 43 72 74 Average 54 55 72 55 93 74 68 61	11.97 42.53 9.07 12.58 65.16 7.78 12.73 63.64 6.36 StdDev 21.66 27.91 18.43 27.78 40.9 21.58 31.22 11.6	54 88 122 Min 48 3 38 49 44 60 41 24 55 31 71 69 60 44 43 72 74 Min 1 0 48 0 47 46 16	54 88 122 Max 83 93 58 74 174 71 59 114 64 31 71 69 60 44 43 72 74 Max 114 106 109 99 157 77 77	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE OTHER FIRE STRUCTURE MVA NO PI DISTURBANCE DOMESTIC M-STROKE/ CVA M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI FIRE BRUSH FIRE BRUSH FIRE MUTUAL AID TOPSFIELD FIRE MUTUAL AID WENHAM FIRE VEHICLE FIRE WIRES DOWN
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH DOMESTIC M-ABDOMINAL PAIN M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE STRUCTURE M-UNKNOWN MEDICAL PROBLEM MVA NO PI MIDDLETON FIRE ALARM M-UNKNOWN MEDICAL PROBLEM M-SICK/ OTHER M-FALL MVA NO PI MV COMPLAINT/ERRATIC OP M-BREATHING DIFFICULTY M-MCALL MVA NO PI MV COMPLAINT/ERRATIC OP M-BREATHING DIFFICULTY M-MVA WITH INJURY FIRE MUTUAL AID TOPSFIELD	1 1 1 1 1 1 Count 6 4 4 3 3 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	54 88 122 Average 62 66 49 90 111 65 50 69 59 31 71 69 60 44 43 72 72 74 Average 54 55 72 55 93 74 68 61 25	\$\frac{11.97}{42.53}\$ 9.07 12.58 65.16 7.78 12.73 63.64 6.36 \$\frac{5}{24.13}\$ \$\frac{1}{2} \tag{5} \tag{5} \tag{5} \tag{6} \tag{2} \tag{7} \tag{7} \tag{8} \tag{6} \tag{6} \tag{2} \tag{7} \tag{7} \tag{8} \tag{6} \tag{2} \tag{1} \tag{6} \tag{2} \tag{7} \tag{7} \tag{8} \tag{4} \tag{9} \tag{2} \tag{1} \tag{5} \tag{8} \tag{1} \tag{2} \tag{1} \tag{6} \tag{2} \tag{1} \tag{1} \tag{2} \tag{2} \tag{1} \tag{2}	54 88 122 Min 48 3 38 49 44 60 41 24 55 31 71 69 60 44 43 72 74 Min 1 0 48 0 47 46 16 44 0	54 88 122 Max 83 93 58 74 174 71 59 114 64 31 77 69 60 44 43 72 Max 114 106 109 99 157 123 117 77	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE OTHER FIRE STRUCTURE MVA NO PI DISTURBANCE DOMESTIC M-STROKE/ CVA M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI FIRE BRUSH FIRE MUTUAL AID TOPSFIELD FIRE MUTUAL AID WENHAM FIRE WIRES DOWN M-ALLERGIC REACTION
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH DOMESTIC M-ABDOMINAL PAIN M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE STRUCTURE M-UNKNOWN MEDICAL PROBLEM M-VNKNOWN MEDICAL PROBLEM M-SICK/ OTHER M-JUNKNOWN MEDICAL PROBLEM M-SICK/ OTHER M-FALL MVA NO PI MV COMPLAINT/ERRATIC OP MN-SREATHING DIFFICULTY M-M-BREATHING DIFFICULTY M-M-BREATHING DIFFICULTY M-M-SICK/ OTHER M-FALL MVA NO PI MV COMPLAINT/ERRATIC OP MN-BREATHING DIFFICULTY M-MYA WITH INJURY FIRE MUTUAL AID TOPSFIELD DISTURBANCE	1 1 1 1 1 1 Count 6 4 4 3 3 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	54 88 122 Average 62 66 49 60 111 65 50 69 59 31 71 69 60 44 43 72 74 Average 54 55 72 55 93 74 68 61 25 74	\$\frac{11.97}{42.53}\$ 9.07 \$\frac{12.58}{65.16}\$ 7.78 \$\frac{12.73}{63.64}\$ 6.36 \$\frac{6.36}{6.36}\$ \$\frac{5tdDev}{21.66}\$ 27.91 \$\frac{18.43}{27.78}\$ 40.9 21.58 31.22 \$\frac{11.6}{24.13}\$ 50.78	54 88 122 Min 48 3 38 49 44 60 41 24 55 31 71 69 60 44 43 72 74 Min 1 0 48 0 47 46 16 44 0 34	54 88 122 Max 83 93 58 74 174 71 59 114 64 31 71 69 60 44 43 72 74 Max 114 106 109 99 157 123 117 77 54	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE OTHER FIRE STRUCTURE MVA NO PI DISTURBANCE DOMESTIC M-STROKE/ CVA M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI FIRE BRUSH FIRE MUTUAL AID TOPSFIELD FIRE MUTUAL AID TOPSFIELD FIRE MUTUAL AID WENHAM FIRE VEHICLE FIRE WIRES DOWN M-ALLERGIC REACTION M-BREATHING DIFFICULTY
M-CHOKING FIRE MUTUAL AID AMESBURY M-ALLERGIC REACTION ESSEX MV COMPLAINT/ERRATIC OP M-SICK/ OTHER FIRE ALARM DISTURBANCE FIRE OTHER M-CHEST PAIN/ CARDIAC PROBLEM M-FALL FIRE WIRES DOWN FIRE BRUSH DOMESTIC M-ABDOMINAL PAIN M-ALLERGIC REACTION M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE STRUCTURE M-UNKNOWN MEDICAL PROBLEM MVA NO PI MIDDLETON FIRE ALARM M-UNKNOWN MEDICAL PROBLEM M-SICK/ OTHER M-FALL MVA NO PI M-BREATHING DIFFICULTY	1 1 1 1 1 1 Count 6 4 4 3 3 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	54 88 122 Average 62 66 49 90 111 65 50 69 59 31 71 69 60 44 43 72 72 74 Average 54 55 72 55 93 74 68 61 25	\$\frac{11.97}{42.53}\$ 9.07 12.58 65.16 7.78 12.73 63.64 6.36 \$\frac{5}{24.13}\$ \$\frac{1}{2} \tag{5} \tag{5} \tag{5} \tag{6} \tag{2} \tag{7} \tag{7} \tag{8} \tag{6} \tag{6} \tag{2} \tag{7} \tag{7} \tag{8} \tag{6} \tag{2} \tag{1} \tag{6} \tag{2} \tag{7} \tag{7} \tag{8} \tag{4} \tag{9} \tag{2} \tag{1} \tag{5} \tag{8} \tag{1} \tag{2} \tag{1} \tag{6} \tag{2} \tag{1} \tag{1} \tag{2} \tag{2} \tag{1} \tag{2}	54 88 122 Min 48 3 38 49 44 60 41 24 55 31 71 69 60 44 43 72 74 Min 1 0 48 0 47 46 16 44 0	54 88 122 Max 83 93 58 74 174 71 59 114 64 31 77 69 60 44 43 72 Max 114 106 109 99 157 123 117 77	FIRE STRUCTURE FIRE MUTUAL AID MIDDLETON FIRE MUTUAL AID WENHAM DOMESTIC M-POISONING/ CO M-SEIZURE M-CHOKING M-INDUSTRIAL/ FARMING ACCIDENT M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI WENHAM FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP M-MENTAL/EMOTIONAL/PSYCHOLOGIC FIRE OTHER FIRE STRUCTURE MVA NO PI DISTURBANCE DOMESTIC M-STROKE/ CVA M-TRAUMA WITH INJURY M-UNCONSIOUS/UNRESPONSIVE/FAI FIRE BRUSH FIRE MUTUAL AID TOPSFIELD FIRE MUTUAL AID WENHAM FIRE WIRES DOWN M-ALLERGIC REACTION

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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
			14.73		
M-UNCONSIOUS/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		21.1	19	88
		62			
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	22	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-UNCONSIOUS/UNRESPONSIVE/FAI	1	41		41	41
·			CL ID		
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-UNCONSIOUS/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
					49
M-BREATHING DIFFICULTY	1	49		49	49
M-BREATHING DIFFICULTY M-CHEST PAIN/ CARDIAC PROBLEM	1	49 74		49 74	74
M-CHEST PAIN/ CARDIAC PROBLEM	1	74		74	74



STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER



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								
Total	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.



STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER



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 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 Reveiwed** 158 17.25% Total % 911 Calls Reviewed

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
Regional 911 Center Total QAs	78.32%	93.41%	158

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 Reveiwed	512
Total % 911 Calls Reviewed	5.18%

Call Type Reviewed	LOW	AVERAGE	COUNT
Wireless 911 Center Total QAs	69.56%	99.68%	512