



# The Commonwealth of Massachusetts

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



## May 2021 Radio, and CAD Statistics

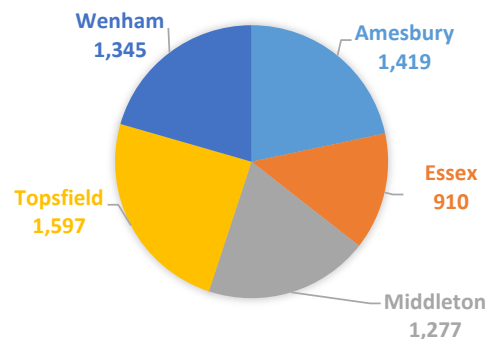
### CAD INCIDENTS

Fire Incidents	Count
Amesbury	295
Essex	51
Middleton	231
Topsfield	128
Wenham	52
<b>Total</b>	<b>757</b>

Police Incidents	Count
Amesbury	1,229
Essex	900
Middleton	1,175
Topsfield	1,551
Wenham	1,324
<b>Total</b>	<b>6,179</b>

Incidents by Town*	Count
Amesbury	1,419
Essex	910
Middleton	1,277
Topsfield	1,597
Wenham	1,345
<b>Total</b>	<b>6,548</b>

### CAD INCIDENTS BY TOWN



\*total call count for services

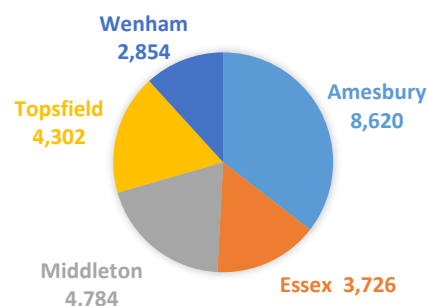
### RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	3,009
Essex Fire	751
Middleton Fire	1,795
Topsfield Fire	1,088
Wenham Fire	461
<b>Total</b>	<b>7,104</b>

Police Radio Transmissions	Count
Amesbury Police	5,611
Essex Police	2,975
Middleton Police	2,989
Topsfield Police	3,214
Wenham Police	2,393
<b>Total</b>	<b>17,182</b>

Transmissions by Community	Count
Amesbury	8,620
Essex	3,726
Middleton	4,784
Topsfield	4,302
Wenham	2,854
<b>Total</b>	<b>24,286</b>

### RADIO TRANSMISSIONS BY TOWN

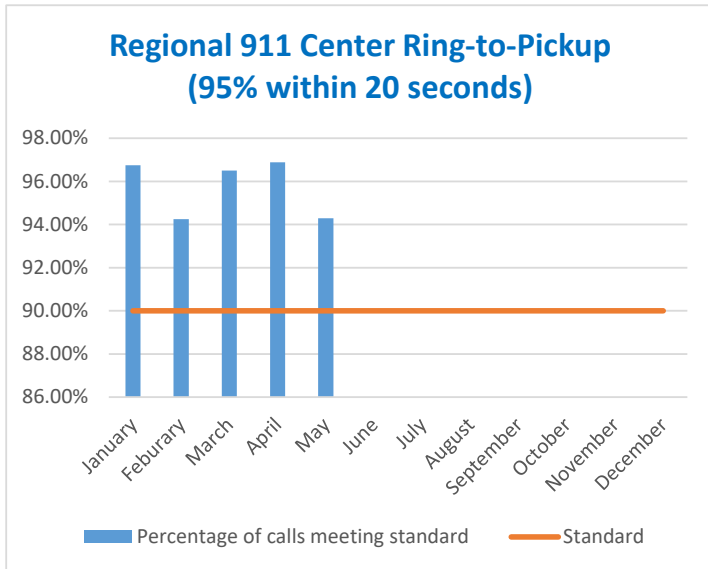




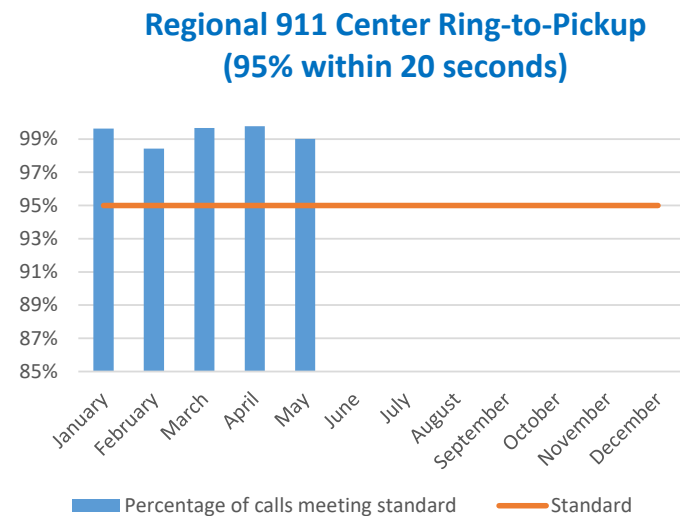
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## May 2021 Regional 911 Center Ring to Pick Up Time



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	840	867	96.89%	90.00%
May	1,056	1,120	94.29%	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	865	867	99.77%	95.00%
May	1,109	1,120	99.02%	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.

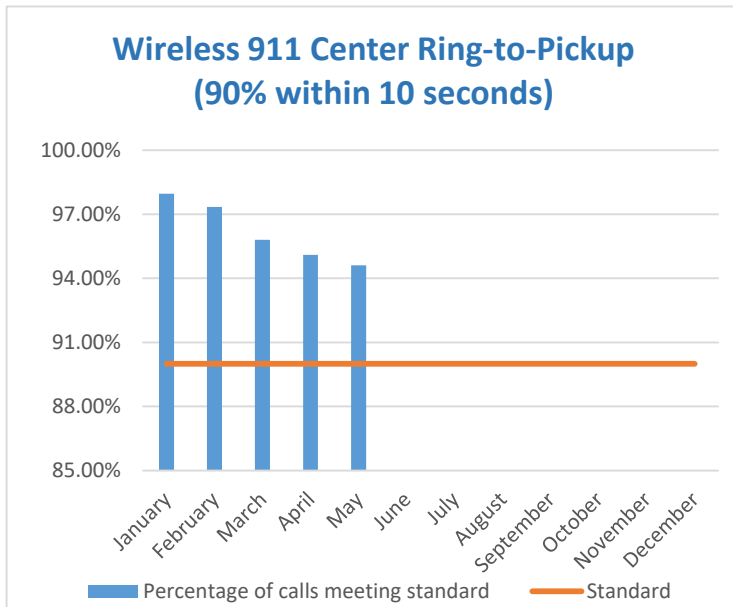
**Objective:** To answer all 911 calls within ten (10) seconds or less.



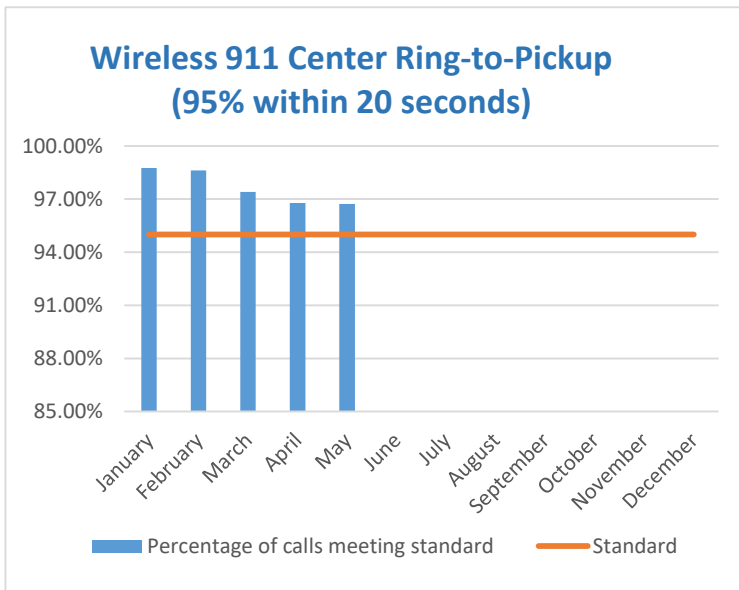
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## May 2021 Wireless 911 Center Ring to Pick Up Time



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	9,293	9,772	95.10%	90.00%
May	11,055	11,685	94.61%	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	9,458	9,772	96.79%	95.00%
May	11,303	11,685	96.73%	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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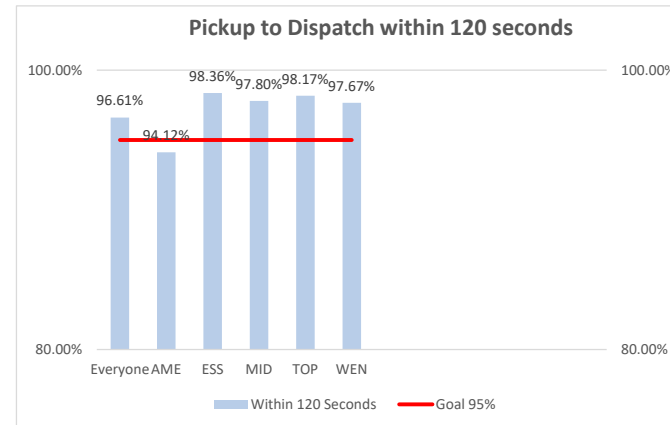
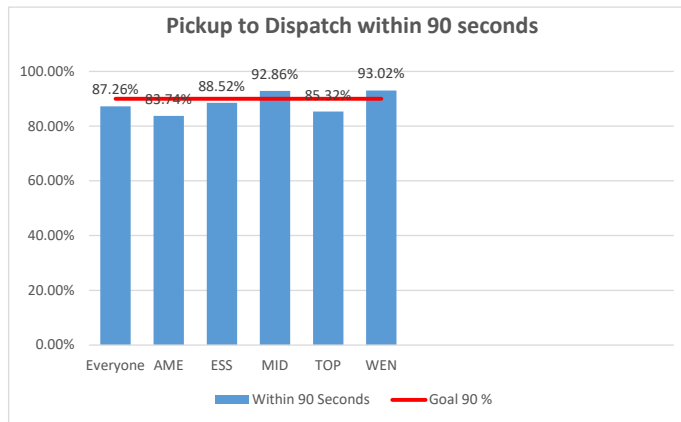
## STATE 911 DEPARTMENT

### NORTH SHORE REGIONAL 911 CENTER



## May 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	738	44.17%	87.26%	96.61%	94	8	3	65	28	63	90.00%	95.00%
AME	289	38.75%	83.74%	94.12%	47	5	3	69	31	65	90.00%	95.00%
ESS	61	52.46%	88.52%	98.36%	7	1	0	63	27	60	90.00%	95.00%
MID	182	54.40%	92.86%	97.80%	13	0	0	57	25	58	90.00%	95.00%
TOP	109	31.19%	85.32%	98.17%	16	1	0	69	23	67	90.00%	95.00%
WEN	43	46.51%	93.02%	97.67%	3	1	0	62	29	63	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	268
April	587	64	28	0	372
May	738	63	28	0	320
June					
July					
August					
September					
October					
November					
December					



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May 2021 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
FIRE ALARM	105	55	20.63	0	110
M-SICK/ OTHER	74	65	25.36	0	150
DISTURBANCE	64	66	24.41	0	139
M-FALL	62	63	29.15	0	192
MV COMPLAINT/ERRATIC OP	54	78	46.31	14	320
MVA NO PI	42	61	21.36	0	116
M-UNKNOWN MEDICAL PROBLEM	35	54	28.23	0	114
M-BREATHING DIFFICULTY	32	68	17.67	46	120
M-MVA WITH INJURY	30	66	22.05	29	121
FIRE OTHER	23	74	38.24	29	194
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	23	87	36.45	15	163
FIRE MUTUAL AID AMESBURY	22	60	21.47	10	97
M-UNCONSCIOUS/UNRESPONSIVE/FAI	20	56	21.26	0	98
M-CHEST PAIN/ CARDIAC PROBLEM	15	60	15.99	24	79
DOMESTIC	13	66	18.85	49	117
FIRE MUTUAL AID MIDDLETON	13	52	18.95	30	85
M-SEIZURE	12	52	14.19	25	77
M-ABDOMINAL PAIN	9	75	23.34	54	116
M-EXTREMITY INJURY	7	62	34.58	0	105
M-OVERDOSE	7	54	23.01	16	94
FIRE MUTUAL AID TOPSFIELD	6	85	29.28	59	129
FIRE MUTUAL AID WENHAM	6	69	29.51	47	128
M-ALLERGIC REACTION	6	68	6.45	61	76
M-BACK PAIN	6	73	11.86	59	88
FIRE WIRES DOWN	5	74	33.71	48	132
M-TRAUMA WITH INJURY	5	63	38.5	25	126
ASSAULT & BATTERY	4	58	12.61	45	73
FIRE BRUSH	4	69	17.59	47	89
FIRE MUTUAL AID ESSEX	4	66	23.91	47	99
M-ALTERED MENTAL STATUS	4	83	26.46	51	114
FIRE VEHICLE	3	36	31.82	0	57
M-BLEEDING (NON-TRAUMATIC)	3	77	14.01	64	92
M-STROKE/ CVA	3	59	8.5	51	68
MISSING PERSON	3	119	14.57	103	130
BREAKING & ENTERING	2	52	2.12	51	54
FIRE HAZMAT	2	37	38.89	10	65
FIRE STRUCTURE	2	82	13.44	73	92
M-CHOKING	2	47	5.66	43	51
M-DIABETIC	2	60	9.9	53	67
M-PREGNANCY/ CHILDBIRTH	2	117	85.56	57	178
M-ANIMAL BITE	1	63		63	63
M-HEADACHE	1	72		72	72



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May 2021 Priority 1 By Town

AMESBURY						MIDDLETON con't					
	Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max
M-SICK/ OTHER	36	69	24.59	0	150	M-UNCONSCIOUS/UNRESPONSIVE/FAI	6	42	24.96	0	76
DISTURBANCE	34	66	31.06	0	139	M-BREATHING DIFFICULTY	5	60	10.78	49	78
FIRE ALARM	30	60	20.36	0	97	M-OVERDOSE	5	46	18.09	16	61
M-FALL	26	61	30.63	0	192	M-CHEST PAIN/ CARDIAC PROBLEM	4	64	17.4	39	79
M-BREATHING DIFFICULTY	23	67	20.67	35	120	M-TRAUMA WITH INJURY	3	65	53.48	25	126
M-UNKNOWN MEDICAL PROBLEM	20	47	28.9	1	114	ASSAULT & BATTERY	2	48	4.95	45	52
MV COMPLAINT/ERRATIC OP	15	99	71	14	320	M-EXTREMITY INJURY	2	51	0.71	51	52
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	14	82	37.73	32	163	M-SEIZURE	2	54	11.31	46	62
M-MVA WITH INJURY	14	75	25.71	40	121	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	2	43	40.31	15	72
DOMESTIC	11	68	19.66	49	117	FIRE MUTUAL AID TOPSFIELD	2	34	3.54	32	37
FIRE OTHER	10	66	46.78	29	194	M-BACK PAIN	2	63	5.66	59	67
MVA NO PI	10	65	29.92	1	116	FIRE VEHICLE	2	55	2.83	53	57
M-UNCONSCIOUS/UNRESPONSIVE/FAI	9	66	16.14	45	98	M-ALTERED MENTAL STATUS	1	77		77	77
M-SEIZURE	8	53	16.86	25	77	M-ANIMAL BITE	1	63		63	63
M-CHEST PAIN/ CARDIAC PROBLEM	8	56	16.55	24	69	FIRE STRUCTURE	1	73		73	73
M-EXTREMITY INJURY	5	66	41.37	0	105	M-CHOKING	1	51		51	51
M-ABDOMINAL PAIN	5	63	5.9	56	69	M-STROKE/ CVA	1	51		51	51
MISSING PERSON	3	112	26.63	82	130	FIRE BRUSH	1	89		89	89
M-ALLERGIC REACTION	3	69	5.03	65	75	FIRE STRUCTURE	1	73		73	73
FIRE WIRES DOWN	3	89	36.69	67	132	M-CHOKING	1	51		51	51
FIRE BRUSH	3	62	14.29	47	75	M-STROKE/ CVA	1	51		51	51
ASSAULT & BATTERY	2	69	5.66	65	73	FIRE BRUSH	1	89		89	89
BREAKING & ENTERING	2	52	2.12	51	54						
M-ALTERED MENTAL STATUS	2	82	44.55	51	114	<b>TOPSFIELD</b>	<b>Count</b>	<b>Average</b>	<b>StdDev</b>	<b>Min</b>	<b>Max</b>
M-BACK PAIN	2	82	7.78	77	88	FIRE ALARM	22	61	14.03	34	94
M-OVERDOSE	2	72	30.41	51	94	M-SICK/ OTHER	14	66	28.03	0	125
M-STROKE/ CVA	1	68		68	68	M-FALL	12	67	17.61	38	108
M-TRAUMA WITH INJURY	1	51		51	51	MVA NO PI	11	55	19.11	7	82
M-BLEEDING (NON-TRAUMATIC)	1	64		64	64	MV COMPLAINT/ERRATIC OP	10	69	27.8	24	111
M-CHOKING	1	43		43	43	DISTURBANCE	8	69	21.15	38	106
FIRE HAZMAT	1	65		65	65	FIRE OTHER	7	44	23.33	16	74
FIRE VEHICLE	1	0		0	0	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	7	100	33.18	55	161
						M-MVA WITH INJURY	6	55	26.5	22	85
						M-UNKNOWN MEDICAL PROBLEM	4	45	29.72	1	64
						M-BREATHING DIFFICULTY	3	72	16.37	54	86
						M-CHEST PAIN/ CARDIAC PROBLEM	3	65	15.72	48	79
<b>ESSEX</b>	<b>Count</b>	<b>Average</b>	<b>StdDev</b>	<b>Min</b>	<b>Max</b>	M-ABDOMINAL PAIN	2	114	2.12	113	116
M-UNKNOWN MEDICAL PROBLEM	9	52	21.63	6	85	M-ALLERGIC REACTION	2	68	10.61	61	76
MV COMPLAINT/ERRATIC OP	9	72	22.37	38	117	M-BACK PAIN	2	75	14.85	65	86
M-FALL	8	57	41.53	0	112	M-BLEEDING (NON-TRAUMATIC)	2	84	10.61	77	92
DISTURBANCE	7	67	13.28	54	92	DOMESTIC	2	54	7.78	49	60
M-SICK/ OTHER	5	63	13.52	53	87	M-UNCONSCIOUS/UNRESPONSIVE/FAI	1	59		59	59
FIRE ALARM	4	50	8.41	41	59	FIRE STRUCTURE	1	92		92	92
M-UNCONSCIOUS/UNRESPONSIVE/FAI	3	63	19.5	44	83	FIRE MUTUAL AID WENHAM	1	73		73	73
FIRE OTHER	2	60	18.38	47	73	M-ALTERED MENTAL STATUS	1	92		92	92
FIRE WIRES DOWN	2	50	3.54	48	53	M-DIABETIC	1	67		67	67
M-ABDOMINAL PAIN	2	65	16.26	54	77						
MVA NO PI	2	80	36.06	55	106	<b>WENHAM</b>	<b>Count</b>	<b>Average</b>	<b>StdDev</b>	<b>Min</b>	<b>Max</b>
M-MVA WITH INJURY	2	61	12.02	53	70	FIRE ALARM	11	49	16.79	15	74
M-PREGNANCY/ CHILDBIRTH	2	117	85.56	57	178	MVA NO PI	11	55	23.98	0	87
M-SEIZURE	2	47	4.24	44	50	MV COMPLAINT/ERRATIC OP	6	80	60.02	1	179
M-STROKE/ CVA	1	60		60	60	M-SICK/ OTHER	5	64	20.48	36	83
M-TRAUMA WITH INJURY	1	70		70	70	M-MVA WITH INJURY	4	57	12.01	43	71
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	1	102		102	102	FIRE OTHER	3	63	23.07	47	90
M-ALLERGIC REACTION	1	62		62	62	DISTURBANCE	3	68	13.08	53	77
M-BREATHING DIFFICULTY	1	66		66	66	M-FALL	3	77	36.23	46	117
						M-UNKNOWN MEDICAL PROBLEM	3	41	39.07	1	79
<b>MIDDLETON</b>	<b>Count</b>	<b>Average</b>	<b>StdDev</b>	<b>Min</b>	<b>Max</b>	M-UNCONSCIOUS/UNRESPONSIVE/FAI	2	47	16.97	35	59
FIRE ALARM	45	49	23.08	0	110	M-HEADACHE	1	72		72	72
M-UNKNOWN MEDICAL PROBLEM	31	46	26.9	0	96	DOMESTIC	1	59		59	59
M-SICK/ OTHER	19	53	29.12	1	102	M-ALTERED MENTAL STATUS	1	38		38	38
MV COMPLAINT/ERRATIC OP	17	64	25.27	25	132	M-BREATHING DIFFICULTY	1	65		65	65
DISTURBANCE	15	57	19.46	0	75	M-CHEST PAIN/ CARDIAC PROBLEM	1	1		1	1
MVA NO PI	14	56	16.88	40	109	M-DIABETIC	1	53		53	53
M-FALL	13	63	28.5	0	99	MISSING PERSON	1	103		103	103
M-MVA WITH INJURY	7	58	12.05	36	73						
FIRE OTHER	7	92	36.29	32	133						



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May 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	295	0.00%
AMESBURY PD						0	1,229	0.00%
ESSEX FD						0	51	0.00%
ESSEX PD						0	900	0.00%
MIDDLETON FD						0	231	0.00%
MIDDLETON PD						0	1,175	0.00%
TOPSFIELD FD						0	128	0.00%
TOPSFIELD PD						0	1,551	0.00%
WENHAM FD						0	52	0.00%
WENHAM PD						0	1,324	0.00%
OTHER								
Total	0	0	0	0	0	0	6,936	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.



# May 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	1,225
Answered 9-1-1 Calls	1,120
Answered 9-1-1 Calls within 10 seconds	1,056
Answered 9-1-1 Calls within 20 seconds	1,108
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	105
7-Digit Emergency Calls	1,557
Answered 7-Digit Emergency Calls	1,517
Abandoned 7-Digit Emergency Calls	40
Outbound Calls	1,977
Total Calls Received	134
Total % 911 Calls Reviewed	<b>11.96%</b>

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	96.31%	99.82%	44
Regional Call Taking QA	86.31%	98.81%	35
Regional EMD QA	82.05%	97.79%	54
Text-to-911 QA	100.00%	100.00%	1
<b>Regional 911 Center Total QAs</b>	<b>91.17%</b>	<b>99.11%</b>	<b>134</b>

## Wireless 911 Center

9-1-1 Calls answered and abandoned	12,874
Answered 9-1-1 Calls	11,685
Answered 9-1-1 Calls within 10 seconds	11,055
Answered 9-1-1 Calls within 20 seconds	11,303
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	1,189
7-Digit Emergency Calls	329
Answered 7-Digit Emergency Calls	266
Abandoned 7-Digit Emergency Calls	63
Outbound Calls	3,578
Total Calls Received	528
Total % 911 Calls Reviewed	<b>4.52%</b>

Call Type Reviewed	LOW	AVERAGE	COUNT
<b>Wireless 911 Center Total QAs</b>	<b>89.86%</b>	<b>99.93%</b>	<b>528</b>