



The Commonwealth of Massachusetts

STATE 911 DEPARTMENT
NORTH SHORE REGIONAL 911 CENTER



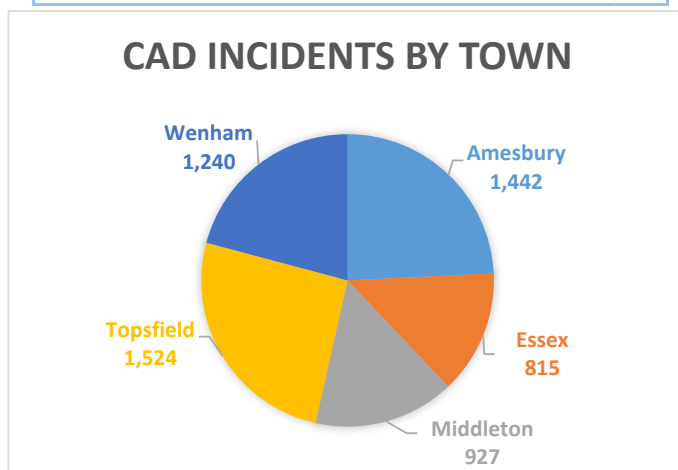
August 2021 Radio, and CAD Statistics

CAD INCIDENTS

Fire Incidents	Count
Amesbury	336
Essex	63
Middleton	149
Topsfield	166
Wenham	72
Total	786

Police Incidents	Count
Amesbury	1,247
Essex	798
Middleton	896
Topsfield	1,458
Wenham	1,212
Total	5,611

Incidents by Town	Count
Amesbury	1,442
Essex	815
Middleton	927
Topsfield	1,524
Wenham	1,240
Total	5,948

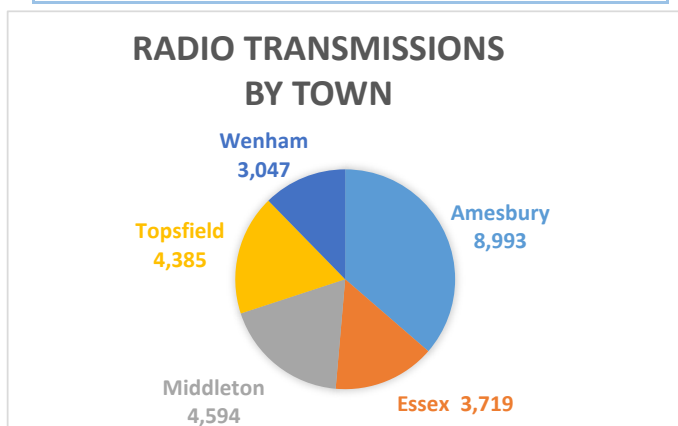


RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	3,426
Essex Fire	856
Middleton Fire	1,597
Topsfield Fire	1,353
Wenham Fire	555
Total	7,787

Police Radio Transmissions	Count
Amesbury Police	5,567
Essex Police	2,863
Middleton Police	2,997
Topsfield Police	3,032
Wenham Police	2,492
Total	16,951

Transmissions by Community	Count
Amesbury	8,993
Essex	3,719
Middleton	4,594
Topsfield	4,385
Wenham	3,047
Total	24,738

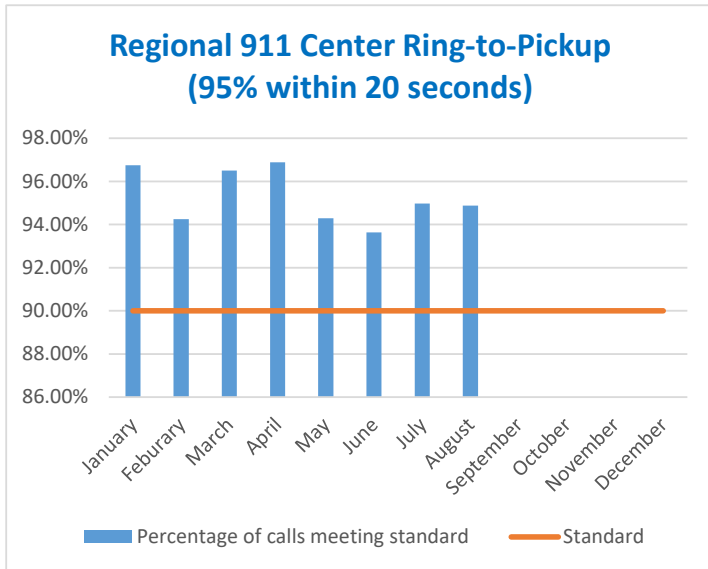




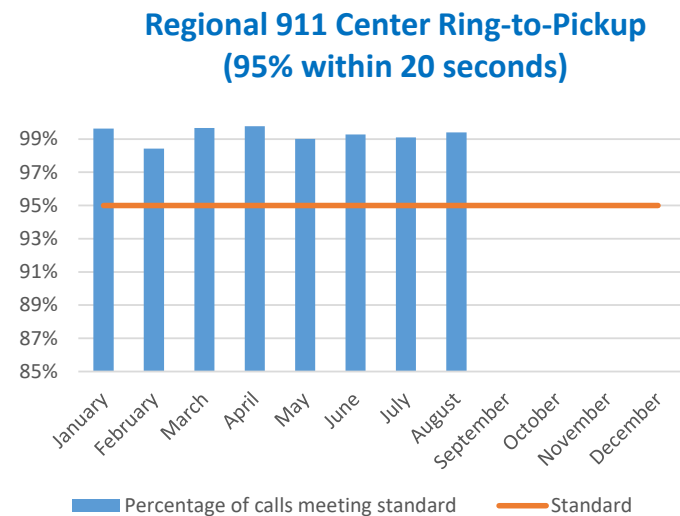
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August 2021 Regional 911 Center Ring to Pick Up Time



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	1,178	1,258	93.64%	90.00%
July	1,170	1,232	94.97%	90.00%
August	1,129	1,190	94.87%	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	1,250	1,259	99.29%	95.00%
July	1,221	1,232	99.11%	95.00%
August	1,183	1,190	99.41%	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.

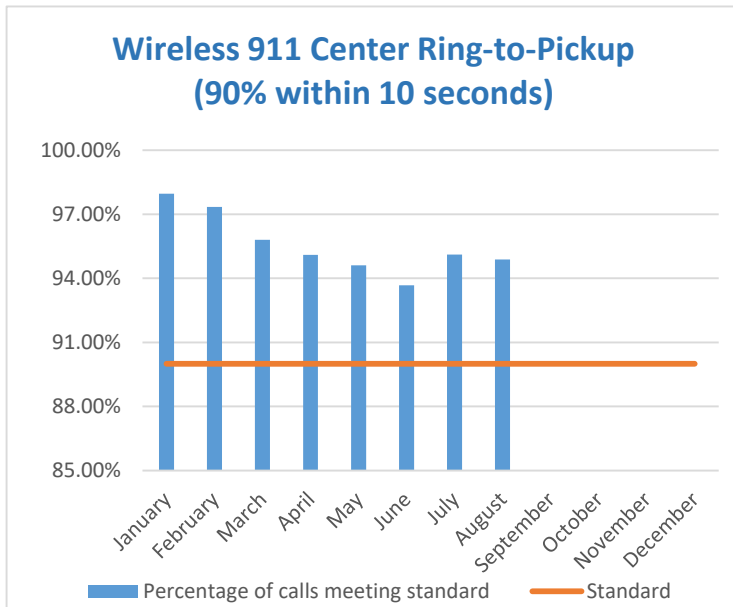
Objective: To answer all 911 calls within ten (10) seconds or less.



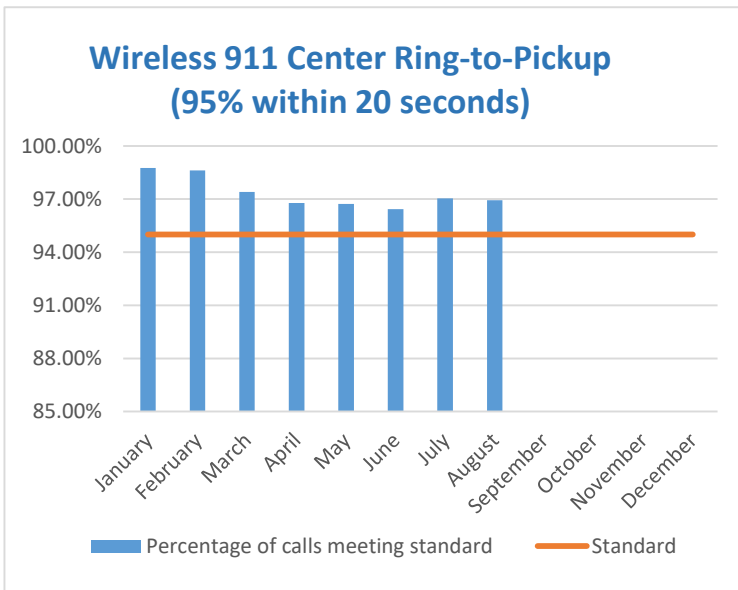
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NORTH SHORE REGIONAL 911 CENTER



August 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	11,510	12,288	93.67%	90.00%
July	10,637	11,184	95.11%	90.00%
August	9,208	9,705	94.88%	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	11,850	12,288	96.44%	95.00%
July	10,849	11,181	97.03%	95.00%
August	9,407	9,705	96.93%	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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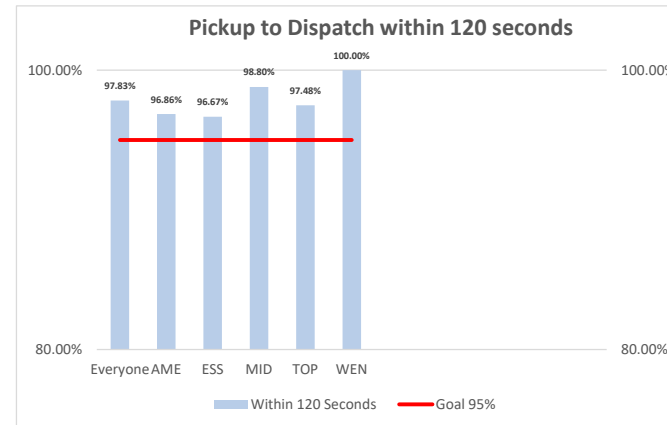
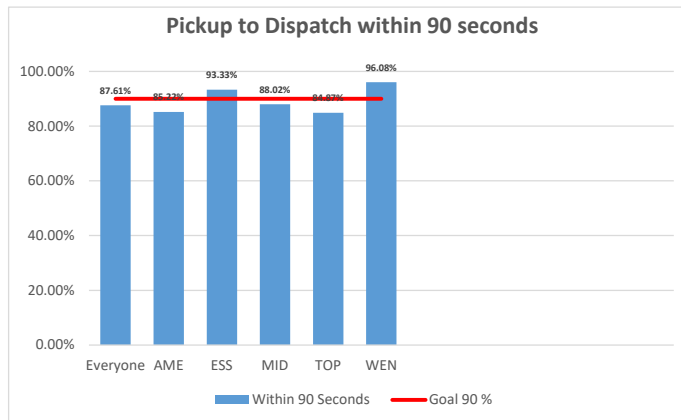
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August 2021 Pick Up to Dispatch Times

City	Total	Below 60	Below 90	Below 120	Greater 90	Greater 150	Greater 180	AvgTime	StdDevTime	Median Time	Goal 90 %	Goal 95 %
Everyone	783	42.78%	87.61%	97.83%	97	8	3	65	24	64	90.00%	95.00%
AME	318	38.05%	85.22%	96.86%	47	3	1	68	24	66	90.00%	95.00%
ESS	60	43.33%	93.33%	96.67%	4	1	0	64	23	64	90.00%	95.00%
MID	167	48.50%	88.02%	98.80%	20	2	2	64	26	61	90.00%	95.00%
TOP	119	38.66%	84.87%	97.48%	18	2	0	68	24	66	90.00%	95.00%
WEN	51	50.98%	96.08%	100.00%	2	0	0	55	22	59	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	785	64	26	0	265
July	788	66	26	0	209
August	783	64	24	0	207
September					
October					
November					
December					



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August 2021 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
FIRE ALARM	96	50	18.88	3	117
M-SICK/ OTHER	76	76	27.65	9	167
M-FALL	72	64	17.77	19	103
DISTURBANCE	61	73	23.32	23	153
MV COMPLAINT/ERRATIC OP	58	69	30.21	0	207
M-UNKNOWN MEDICAL PROBLEM	41	72	25.83	27	156
M-CHEST PAIN/ CARDIAC PROBLEM	38	66	18.71	37	107
FIRE MUTUAL AID AMESBURY	34	65	16.08	44	118
MVA NO PI	34	74	21.79	44	127
M-BREATHING DIFFICULTY	30	60	13.32	32	86
FIRE MUTUAL AID MIDDLETON	25	60	16.49	31	98
M-UNCONSCIOUS/UNRESPONSIVE/FAI	24	63	17.13	34	107
M-MVA WITH INJURY	21	60	21.12	18	110
FIRE OTHER	20	70	29.15	6	119
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	20	73	25.17	39	153
M-ABDOMINAL PAIN	16	69	14.1	45	97
M-SEIZURE	13	57	13.72	37	92
DOMESTIC	11	71	17.17	53	95
M-BLEEDING (NON-TRAUMATIC)	10	59	15.77	39	87
M-STROKE/ CVA	10	64	22.24	28	111
M-ALLERGIC REACTION	8	55	26.35	0	83
FIRE MUTUAL AID TOPSFIELD	7	56	20.44	30	82
FIRE WIRES DOWN	7	75	18.18	49	102
M-ALTERED MENTAL STATUS	7	65	7.72	53	73
M-DIABETIC	5	63	21.3	35	86
MISSING PERSON	5	96	65.68	45	205
M-OVERDOSE	4	58	15.44	42	78
M-TRAUMA WITH INJURY	4	70	20.12	45	94
FIRE MUTUAL AID ESSEX	3	44	13.32	30	56
M-BACK PAIN	3	63	25.16	47	92
M-CHOKING	3	50	12.77	39	64
ASSAULT & BATTERY	2	125	89.1	62	188
FIRE MUTUAL AID WENHAM	2	48	0.71	48	49
M-EXTREMITY INJURY	2	67	4.95	64	71
M-HEAD INJURY	2	65	12.02	57	74
M-HEADACHE	2	73	20.51	59	88
AIRCRAFT PROBLEM	1	42		42	42
BREAKING & ENTERING	1	72		72	72
FIRE STRUCTURE	1	44		44	44
M-ANIMAL BITE	1	4		4	4
M-ASSAULT	1	51		51	51
M-INDUSTRIAL/ FARMING ACCIDENT	1	75		75	75
SEX OFFENSE/ RAPE	1	60		60	60



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August 2021 Priority 1 By Town

AMESBURY						MIDDLETON con't					
	Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max
M-SICK/ OTHER	42	82	30.23	29	167	FIRE OTHER	5	64	41.18	6	119
M-FALL	40	63	18.85	19	103	M-MVA WITH INJURY	3	67	12.12	60	81
DISTURBANCE	37	70	20.7	34	130	M-SEIZURE	3	55	7.55	48	63
FIRE ALARM	33	60	18.73	24	117	DOMESTIC	3	81	22.81	55	95
M-CHEST PAIN/ CARDIAC PROBLEM	22	65	16.15	46	101	FIRE MUTUAL AID TOPSFIELD	2	41	13.44	32	51
M-UNKNOWN MEDICAL PROBLEM	18	69	37.35	23	156	M-ALLERGIC REACTION	2	37	52.33	0	74
M-BREATHING DIFFICULTY	16	57	14.65	32	86	M-ALTERED MENTAL STATUS	2	60	0	60	60
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	15	59	24.09	0	87	M-BLEEDING (NON-TRAUMATIC)	2	70	23.33	54	87
M-MVA WITH INJURY	14	56	22.87	6	107	M-HEAD INJURY	2	65	12.02	57	74
MVA NO PI	14	83	23.2	44	127	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	2	87	12.73	78	96
M-UNCONSCIOUS/UNRESPONSIVE/FAI	11	68	20.89	41	107	M-STROKE/ CVA	2	70	1.41	69	71
FIRE OTHER	11	72	24.93	34	104	M-TRAUMA WITH INJURY	1	70		70	70
MV COMPLAINT/ERRATIC OP	9	69	28.82	0	97	SEX OFFENSE/ RAPE	1	60		60	60
M-SEIZURE	9	59	16.01	37	92	ASSAULT & BATTERY	1	188		188	188
M-BLEEDING (NON-TRAUMATIC)	5	59	14.93	39	78	FIRE STRUCTURE	1	44		44	44
M-ALTERED MENTAL STATUS	4	66	8.92	53	72	FIRE WIRES DOWN	1	81		81	81
M-ABDOMINAL PAIN	4	61	12.12	49	74	M-DIABETIC	1	77		77	77
M-OVERDOSE	4	58	15.44	42	78						
M-STROKE/ CVA	3	84	22.81	71	111	TOPSFIELD	Count	Average	StdDev	Min	Max
MISSING PERSON	3	106	86.29	45	205	FIRE ALARM	18	52	12.84	36	83
M-BACK PAIN	3	63	25.16	47	92	MV COMPLAINT/ERRATIC OP	18	74	27.18	29	139
M-DIABETIC	3	50	17.79	35	70	M-UNKNOWN MEDICAL PROBLEM	13	59	20.99	23	89
M-CHOKING	2	51	17.68	39	64	M-SICK/ OTHER	13	63	25.88	9	105
M-ALLERGIC REACTION	2	72	15.56	61	83	M-FALL	8	59	15.38	36	76
DOMESTIC	2	61	11.31	53	69	FIRE OTHER	7	57	12.67	43	75
M-TRAUMA WITH INJURY	1	94		94	94	DISTURBANCE	6	83	34.62	64	153
M-INDUSTRIAL/ FARMING ACCIDENT	1	75		75	75	FIRE WIRES DOWN	6	79	15.4	64	102
AIRCRAFT PROBLEM	1	42		42	42	M-CHEST PAIN/ CARDIAC PROBLEM	6	79	23.94	46	107
ASSAULT & BATTERY	1	62		62	62	M-STROKE/ CVA	4	56	13.2	37	67
FIRE WIRES DOWN	1	49		49	49	M-BREATHING DIFFICULTY	4	64	16.92	45	84
M-EXTREMITY INJURY	1	71		71	71	M-ABDOMINAL PAIN	4	76	15.45	61	97
M-ASSAULT	1	51		51	51	FIRE MUTUAL AID MIDDLETON	4	28	27.52	0	57
						M-ALLERGIC REACTION	3	61	13.01	48	74
ESSEX	Count	Average	StdDev	Min	Max	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	3	99	53.5	46	153
M-UNKNOWN MEDICAL PROBLEM	12	71	32.3	26	155	M-MVA WITH INJURY	3	71	35.68	40	110
MV COMPLAINT/ERRATIC OP	9	55	12.96	34	78	M-HEADACHE	2	73	20.51	59	88
FIRE ALARM	9	50	11.92	33	70	MVA NO PI	2	105	7.78	100	111
DISTURBANCE	5	81	33.91	49	139	M-UNCONSCIOUS/UNRESPONSIVE/FAI	2	70	2.12	69	72
M-UNCONSCIOUS/UNRESPONSIVE/FAI	4	65	4.65	60	70	MISSING PERSON	2	81	40.31	53	110
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	4	44	6.38	39	53	M-BLEEDING (NON-TRAUMATIC)	2	35	50.2	0	71
DOMESTIC	3	67	15.01	53	83	DOMESTIC	2	61	1.41	60	62
M-MVA WITH INJURY	3	47	10.21	40	59	FIRE MUTUAL AID WENHAM	1	105		105	105
M-ABDOMINAL PAIN	3	61	15.28	45	75	M-ALTERED MENTAL STATUS	1	73		73	73
MVA NO PI	3	179	206.78	54	418	M-ANIMAL BITE	1	4		4	4
M-ALLERGIC REACTION	2	40	0.71	40	41	M-CHOKING	1	47		47	47
M-FALL	2	49	0.71	49	50	M-SEIZURE	1	51		51	51
M-BREATHING DIFFICULTY	2	64	0.71	64	65	M-TRAUMA WITH INJURY	1	45		45	45
FIRE OTHER	2	88	33.23	65	112						
M-CHEST PAIN/ CARDIAC PROBLEM	1	71		71	71	WENHAM	Count	Average	StdDev	Min	Max
M-DIABETIC	1	86		86	86	FIRE ALARM	14	43	20.45	3	83
M-EXTREMITY INJURY	1	64		64	64	M-FALL	8	56	17.02	35	75
M-SICK/ OTHER	1	117		117	117	M-SICK/ OTHER	7	79	15.26	61	103
M-TRAUMA WITH INJURY	1	74		74	74	MV COMPLAINT/ERRATIC OP	7	45	21.84	3	63
M-BLEEDING (NON-TRAUMATIC)	1	43		43	43	DISTURBANCE	3	67	7	62	75
SEX OFFENSE/ RAPE	1	53		53	53	MVA NO PI	3	90	41.62	64	138
						M-UNKNOWN MEDICAL PROBLEM	3	46	12.01	35	59
MIDDLETON	Count	Average	StdDev	Min	Max	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	3	56	16.04	41	73
FIRE ALARM	34	41	16.4	14	81	FIRE OTHER	3	27	23.25	1	45
MV COMPLAINT/ERRATIC OP	21	74	36.21	32	207	M-BREATHING DIFFICULTY	2	67	7.78	62	73
M-FALL	15	72	16.29	46	100	BREAKING & ENTERING	1	72		72	72
MVA NO PI	15	64	15.95	47	113	DOMESTIC	1	95		95	95
M-SICK/ OTHER	15	60	20.11	24	116	M-DIABETIC	1	77		77	77
M-CHEST PAIN/ CARDIAC PROBLEM	10	62	19.19	37	106	FIRE MUTUAL AID TOPSFIELD	1	53		53	53
DISTURBANCE	10	73	24.21	23	101	FIRE VEHICLE	1	74		74	74
M-UNKNOWN MEDICAL PROBLEM	8	75	10.46	61	92	M-ALLERGIC REACTION	1	67		67	67
M-UNCONSCIOUS/UNRESPONSIVE/FAI	7	54	15.15	34	75	M-BLEEDING (NON-TRAUMATIC)	1	47		47	47
M-BREATHING DIFFICULTY	6	60	11.64	52	82	M-MVA WITH INJURY	1	18		18	18
M-ABDOMINAL PAIN	5	75	11.7	64	93	M-STROKE/ CVA	1	28		28	28



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August 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	336	0.00%
AMESBURY PD						0	1,247	0.00%
ESSEX FD						0	63	0.00%
ESSEX PD						0	798	0.00%
MIDDLETON FD						0	149	0.00%
MIDDLETON PD						0	896	0.00%
TOPSFIELD FD					1	1	166	0.60%
TOPSFIELD PD						0	1,458	0.00%
WENHAM FD						0	72	0.00%
WENHAM PD						0	1,212	0.00%
OTHER								
Total	0	0	0	0	1	1	6,397	0.60%

*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.



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August 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	1,311
Answered 9-1-1 Calls	1,232
Answered 9-1-1 Calls within 10 seconds	1,170
Answered 9-1-1 Calls within 20 seconds	1,221
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	79
7-Digit Emergency Calls	1,791
Answered 7-Digit Emergency Calls	1,752
Abandoned 7-Digit Emergency Calls	39
Outbound Calls	1,829
Total Calls Received	136
Total % 911 Calls Reviewed	11.04%

Call Type Reviewed	# of perfect scores	# of reviews below 90%	LOWEST	AVERAGE	COUNT
Regional Fire Dispatcher QA	23	1	89.97%	98.88%	29
Regional Police Dispatcher QA	13	1	87.69%	97.62%	20
Regional Call Taking QA	19	4	92.61%	97.01%	29
Regional EMD QA	40	10	60.23%	96.27%	57
Text-to-911 QA	0	0	93.98%	93.98%	1
Regional 911 Center Total QAs	95	16	84.90%	96.75%	136

Wireless 911 Center

9-1-1 Calls answered and abandoned	10,609
Answered 9-1-1 Calls	9,705
Answered 9-1-1 Calls within 10 seconds	9,208
Answered 9-1-1 Calls within 20 seconds	9,407
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	904
7-Digit Emergency Calls	298
Answered 7-Digit Emergency Calls	240
Abandoned 7-Digit Emergency Calls	58
Outbound Calls	3,063
Total Calls Received	489
Total % 911 Calls Reviewed	5.04%

Call Type Reviewed	# of perfect scores	# of reviews below 90%	LOWEST	AVERAGE	COUNT
Wireless 911 Center Total QAs	496	1	77.94%	99.90%	489