



The Commonwealth of Massachusetts

STATE 911 DEPARTMENT
NORTH SHORE REGIONAL 911 CENTER



September 2021 Radio, and CAD Statistics

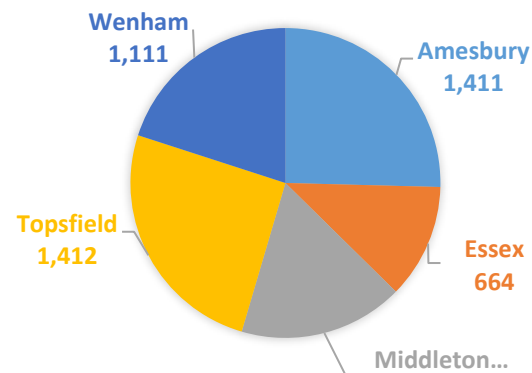
CAD INCIDENTS

Fire Incidents	Count
Amesbury	311
Essex	49
Middleton	180
Topsfield	155
Wenham	229
Total	68

Police Incidents	Count
Amesbury	1,216
Essex	649
Middleton	912
Topsfield	1,336
Wenham	1,093
Total	5,206

Incidents by Town*	Count
Amesbury	1,411
Essex	664
Middleton	954
Topsfield	1,412
Wenham	1,111
Total	5,552

CAD INCIDENTS BY TOWN



*total call count for services

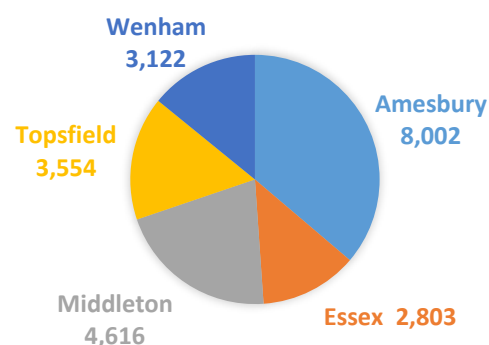
RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	3,000
Essex Fire	676
Middleton Fire	1,653
Topsfield Fire	1,054
Wenham Fire	557
Total	6,940

Police Radio Transmissions	Count
Amesbury Police	5,002
Essex Police	2,127
Middleton Police	2,963
Topsfield Police	2,500
Wenham Police	2,565
Total	15,157

Transmissions by Community	Count
Amesbury	8,002
Essex	2,803
Middleton	4,616
Topsfield	3,554
Wenham	3,122
Total	22,097

RADIO TRANSMISSIONS BY TOWN

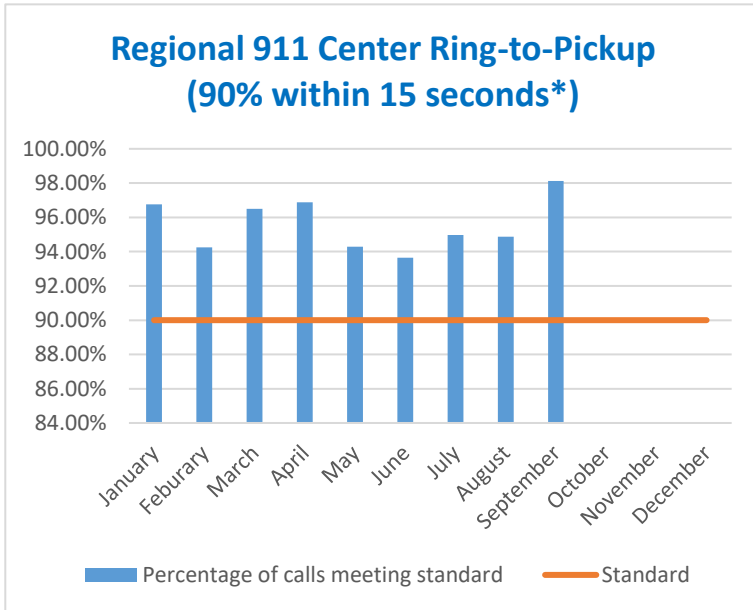




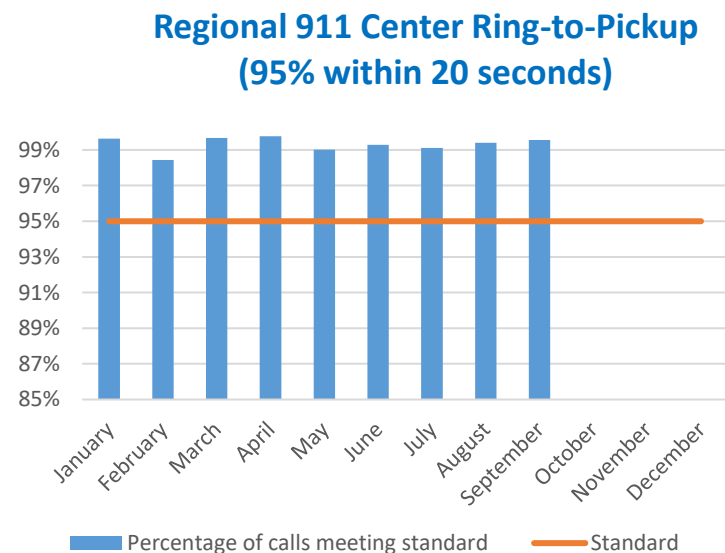
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 STATE 911 DEPARTMENT
 NORTH SHORE REGIONAL 911 CENTER



September 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	1,104	1,125	98.13%	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	1,120	1,125	99.56%	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.

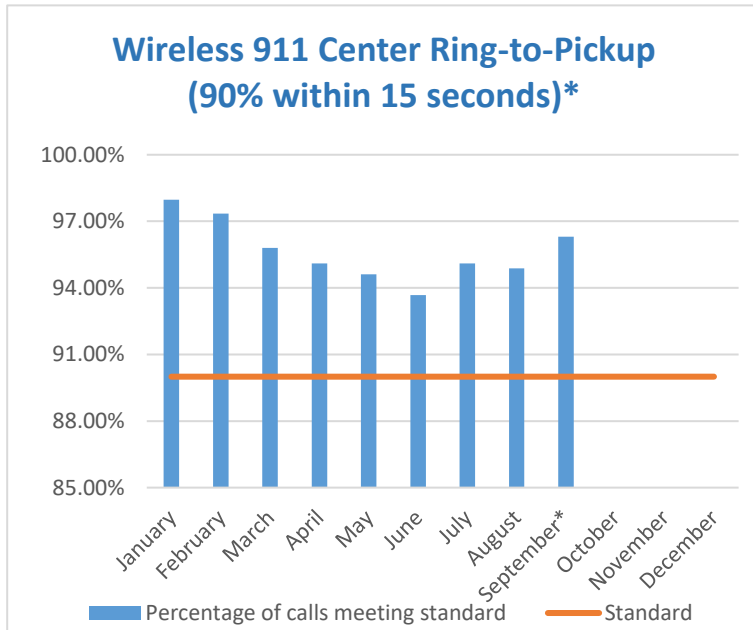
Objective: To answer all 911 calls within ten (10) seconds or less.



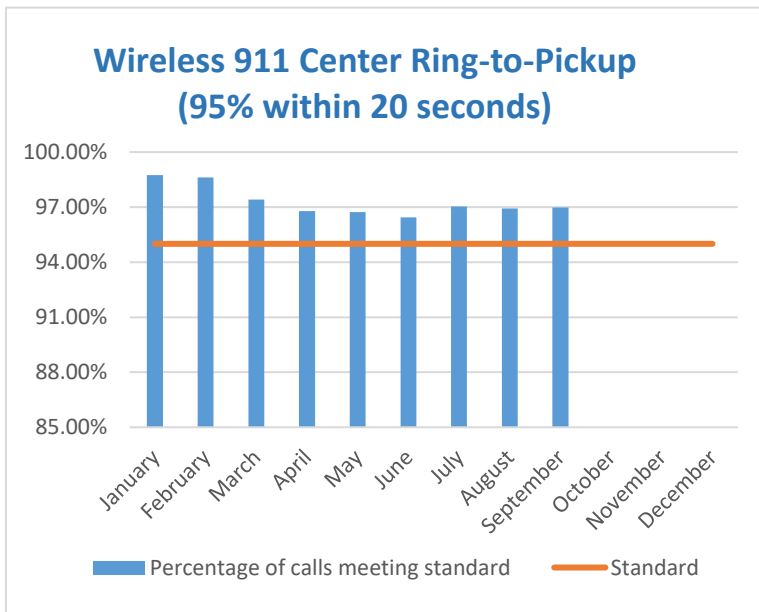
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September 2021 Wireless 911 Center Ring to Pick Up Time



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*	9,020	9,366	96.31%	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	9,084	9,366	96.99%	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.

NOTE: This metric was updated to reflect new KPI updated in 9/2021.

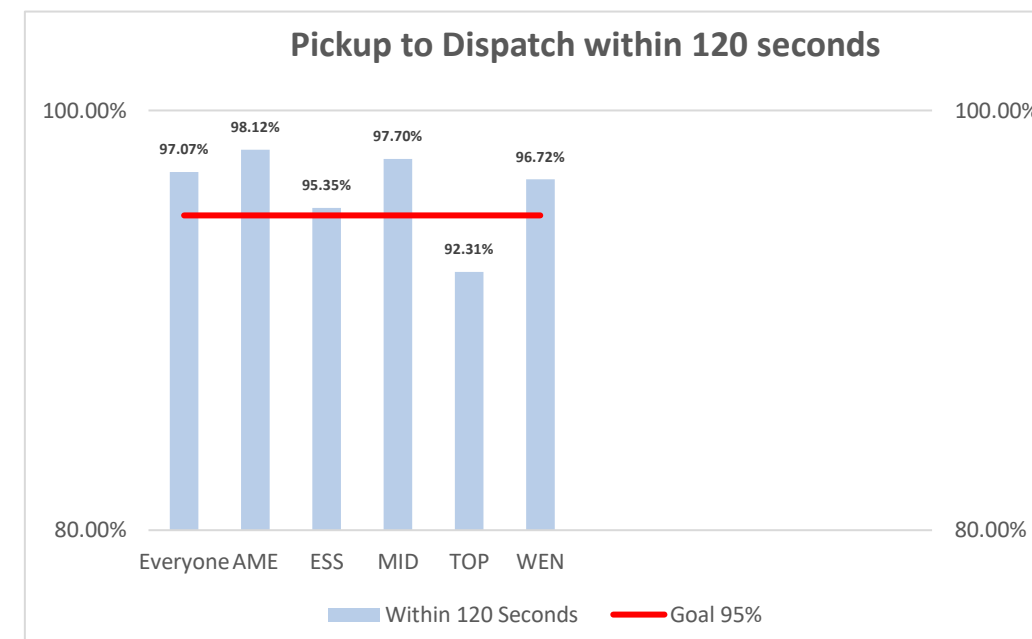
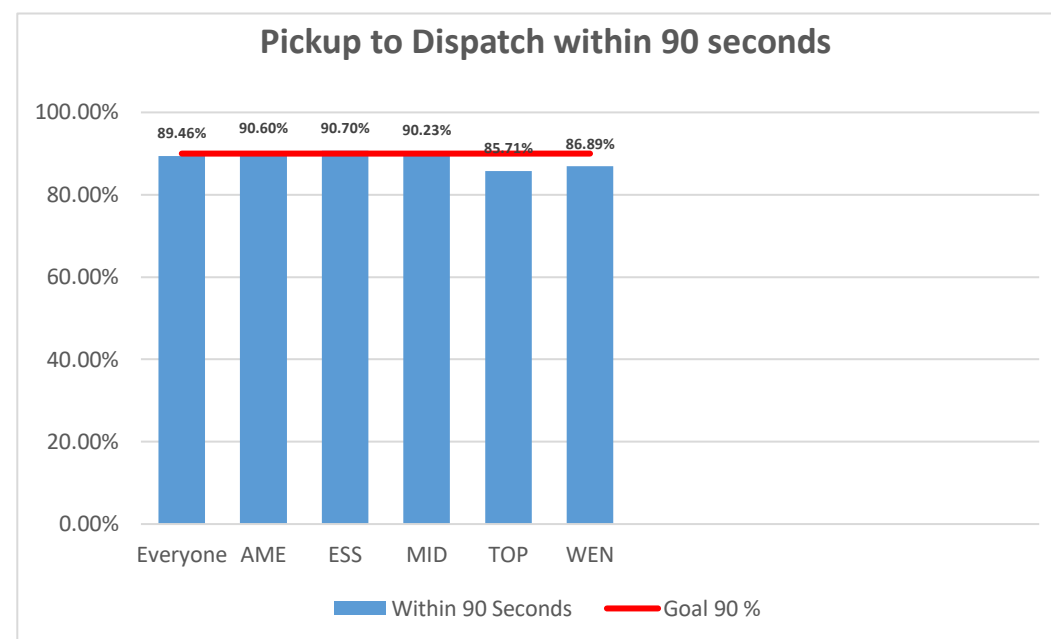


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September 2021 Pick Up to Dispatch Times

City	Total	Below 60	Below 90	Below 120	Greater 90	Greater 150	Greater 180	AvgTime	StdDevTime	Median Time	Goal 90 %	Goal 95%
Everyone	683	46.71%	89.46%	97.07%	72	9	5	64	26	63	90.00%	95.00%
AME	266	42.86%	90.60%	98.12%	25	1	0	65	22	65	90.00%	95.00%
ESS	43	53.49%	90.70%	95.35%	4	1	1	62	29	59	90.00%	95.00%
MID	174	49.43%	90.23%	97.70%	17	3	1	62	27	61	90.00%	95.00%
TOP	91	48.35%	85.71%	92.31%	13	3	2	68	33	62	90.00%	95.00%
WEN	61	47.54%	86.89%	96.72%	8	0	0	64	26	61	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	683	26	63	0	216
October					
November					
December					



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September 2021 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
FIRE ALARM	116	56	26.54	0	190
M-FALL	72	66	20.03	15	120
M-SICK/ OTHER	64	71	22.29	22	146
DISTURBANCE	47	72	34.91	5	206
MVA NO PI	34	71	34	11	194
MV COMPLAINT/ERRATIC OP	33	65	31.37	1	173
M-UNKNOWN MEDICAL PROBLEM	32	59	17.01	15	102
M-MVA WITH INJURY	30	60	25.74	2	116
M-CHEST PAIN/ CARDIAC PROBLEM	27	70	23.39	30	155
FIRE MUTUAL AID AMESBURY	21	66	14.08	48	109
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	21	85	39.31	42	216
M-BREATHING DIFFICULTY	20	58	20.78	27	102
FIRE MUTUAL AID MIDDLETON	16	53	26.59	12	124
FIRE OTHER	16	54	21.33	0	85
M-SEIZURE	13	56	14.4	31	84
M-UNCONSCIOUS/UNRESPONSIVE/FAI	12	63	20.56	46	124
M-STROKE/ CVA	10	72	25.29	44	110
DOMESTIC	9	63	28.82	26	111
FIRE MUTUAL AID TOPSFIELD	9	66	59.17	9	215
M-OVERDOSE	9	59	10.3	36	69
M-ABDOMINAL PAIN	8	66	14.64	50	88
FIRE WIRES DOWN	7	60	13.69	43	73
M-ALLERGIC REACTION	7	54	14.2	38	75
M-BACK PAIN	7	57	10.89	36	67
M-BLEEDING (NON-TRAUMATIC)	6	70	14.72	59	94
FIRE STRUCTURE	5	61	21.27	36	83
M-TRAUMA WITH INJURY	5	67	4.49	63	73
FIRE MUTUAL AID ESSEX	4	60	30.43	26	98
M-EXTREMITY INJURY	4	47	10.5	33	57
FIRE BRUSH	3	81	16.44	69	100
M-ALTERED MENTAL STATUS	3	43	34.39	6	74
M-DIABETIC	3	69	14.84	57	86
MISSING PERSON	3	77	34.03	39	104
ASSAULT & BATTERY	2	87	46.67	54	120
FIRE VEHICLE	1	70		70	70
M-CHOKING	1	46		46	46
M-DROWNING/WATER RELATED	1	45		45	45
M-HEAD INJURY	1	50		50	50
M-HEADACHE	1	88		88	88



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September 2021 Priority 1 By Town

AMESBURY	Count	Average	StdDev	Min	Max
FIRE ALARM	41	58	22.42	1	140
M-SICK/ OTHER	37	62	22.56	22	116
M-FALL	33	65	22.3	15	120
DISTURBANCE	26	68	22.86	14	123
M-UNKNOWN MEDICAL PROBLEM	19	56	23.56	15	102
FIRE OTHER	13	42	24.43	0	67
M-CHEST PAIN/ CARDIAC PROBLEM	11	80	26.21	61	155
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	11	69	16.07	43	95
M-MVA WITH INJURY	11	66	27.06	30	112
MVA NO PI	11	69	24.75	11	106
M-BREATHING DIFFICULTY	10	50	17.21	27	73
M-STROKE/ CVA	9	68	22.87	44	106
M-UNCONSCIOUS/UNRESPONSIVE/FAI	8	56	11.27	37	71
MV COMPLAINT/ERRATIC OP	8	74	12.42	53	94
M-SEIZURE	7	62	14.15	43	84
DOMESTIC	7	70	27.88	35	111
M-BACK PAIN	5	58	12.9	36	67
M-ABDOMINAL PAIN	4	60	9.32	50	70
M-BLEEDING (NON-TRAUMATIC)	3	66	13.28	59	82
M-OVERDOSE	3	48	11.68	36	59
M-TRAUMA WITH INJURY	2	69	5.66	65	73
ASSAULT & BATTERY	2	87	46.67	54	120
M-ALTERED MENTAL STATUS	2	61	17.68	49	74
FIRE BRUSH	2	72	4.24	69	75
FIRE STRUCTURE	2	58	31.11	36	80
FIRE VEHICLE	1	70		70	70
FIRE WIRES DOWN	1	64		64	64
M-CHOKING	1	46		46	46
M-DIABETIC	1	86		86	86
M-EXTREMITY INJURY	1	53		53	53
MISSING PERSON	1	39		39	39
M-HEADACHE	1	88		88	88
ESSEX	Count	Average	StdDev	Min	Max
FIRE ALARM	9	66	47.44	31	190
MV COMPLAINT/ERRATIC OP	6	50	31.5	7	79
M-FALL	5	68	23.27	38	100
DISTURBANCE	4	57	30.83	34	102
M-UNKNOWN MEDICAL PROBLEM	4	42	21.34	14	64
M-SICK/ OTHER	3	52	9.54	41	58
M-UNCONSCIOUS/UNRESPONSIVE/FAI	3	78	40.28	47	124
FIRE OTHER	2	73	4.95	70	77
M-SEIZURE	2	48	10.61	41	56
MVA NO PI	2	43	15.56	32	54
M-BREATHING DIFFICULTY	2	76	16.97	64	88
M-MVA WITH INJURY	2	70	5.66	66	74
M-OVERDOSE	1	60		60	60
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	1	42		42	42
M-CHEST PAIN/ CARDIAC PROBLEM	1	88		88	88
DOMESTIC	1	26		26	26
FIRE WIRES DOWN	1	43		43	43
M-ALLERGIC REACTION	1	49		49	49
MIDDLETON	Count	Average	StdDev	Min	Max
FIRE ALARM	41	50	26.81	0	146
M-SICK/ OTHER	17	76	13.63	46	96
M-FALL	15	64	15.98	39	103
DISTURBANCE	14	80	49.5	21	206
MV COMPLAINT/ERRATIC OP	12	62	41.28	1	173
MVA NO PI	12	65	20.36	26	104
M-MVA WITH INJURY	11	55	21.11	17	81
M-CHEST PAIN/ CARDIAC PROBLEM	10	60	17.12	30	80
M-UNKNOWN MEDICAL PROBLEM	10	49	18.61	20	71

MIDDLETON con't	Count	Average	StdDev	Min	Max
FIRE MUTUAL AID TOPSFIELD	8	33	23.03	1	69
M-BLEEDING (NON-TRAUMATIC)	4	65	23.47	38	94
M-OVERDOSE	4	64	4.24	59	68
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	4	83	18.46	69	110
M-SEIZURE	3	44	13.01	31	57
M-ALLERGIC REACTION	3	55	18.56	38	75
FIRE STRUCTURE	3	63	20.03	43	83
FIRE WIRES DOWN	3	56	14.73	43	72
M-ABDOMINAL PAIN	2	87	1.41	86	88
M-BACK PAIN	2	53	3.54	51	56
M-BREATHING DIFFICULTY	2	47	12.02	39	56
M-EXTREMITY INJURY	2	45	16.97	33	57
MISSING PERSON	2	96	10.61	89	104
M-UNCONSCIOUS/UNRESPONSIVE/FAI	2	58	9.9	51	65
M-STROKE/ CVA	1	110		110	110
M-TRAUMA WITH INJURY	1	64		64	64
M-DIABETIC	1	66		66	66
M-HEAD INJURY	1	50		50	50
FIRE OTHER	1	54		54	54
TOPSFIELD	Count	Average	StdDev	Min	Max
FIRE ALARM	16	55	15.31	34	95
M-FALL	12	65	21.59	29	114
M-SICK/ OTHER	10	71	28.65	39	136
M-UNKNOWN MEDICAL PROBLEM	9	51	10.89	39	66
MV COMPLAINT/ERRATIC OP	8	64	32.75	29	139
M-BREATHING DIFFICULTY	7	68	21.98	37	102
M-CHEST PAIN/ CARDIAC PROBLEM	5	64	23.05	35	94
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	5	113	61.88	69	216
MVA NO PI	5	113	60.6	62	194
DISTURBANCE	5	74	45.86	5	133
M-MVA WITH INJURY	4	43	28.27	2	65
FIRE OTHER	3	69	20.79	46	85
FIRE WIRES DOWN	2	73	0	73	73
M-ABDOMINAL PAIN	2	58	10.61	51	66
M-ALLERGIC REACTION	2	47	5.66	43	51
M-TRAUMA WITH INJURY	1	63		63	63
M-EXTREMITY INJURY	1	48		48	48
DOMESTIC	1	49		49	49
FIRE BRUSH	1	100		100	100
FIRE MUTUAL AID MIDDLETON	1	41		41	41
FIRE MUTUAL AID WENHAM	1	37		37	37
WENHAM	Count	Average	StdDev	Min	Max
FIRE ALARM	17	54	24.97	21	111
M-FALL	10	69	16.37	42	103
M-SICK/ OTHER	6	82	34.69	51	146
M-UNKNOWN MEDICAL PROBLEM	5	53	8.84	38	59
MVA NO PI	5	57	15.25	33	70
M-MVA WITH INJURY	4	65	34.7	41	116
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	3	100	44.24	59	147
FIRE OTHER	2	61	5.66	57	65
MV COMPLAINT/ERRATIC OP	1	89		89	89
M-OVERDOSE	1	69		69	69
M-SEIZURE	1	61		61	61
M-TRAUMA WITH INJURY	1	71		71	71
M-UNCONSCIOUS/UNRESPONSIVE/FAI	1	61		61	61
M-ALLERGIC REACTION	1	73		73	73
M-ALTERED MENTAL STATUS	1	6		6	6
M-DIABETIC	1	57		57	57
M-DROWNING/WATER RELATED	1	45		45	45
DISTURBANCE	1	84		84	84



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September 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	311	0.00%
AMESBURY PD						0	1,216	0.00%
ESSEX FD						0	49	0.00%
ESSEX PD						0	649	0.00%
MIDDLETON FD						0	180	0.00%
MIDDLETON PD						0	912	0.00%
TOPSFIELD FD	2					2	155	1.29%
TOPSFIELD PD						0	1,336	0.00%
WENHAM FD						0	229	0.00%
WENHAM PD						0	1,093	0.00%
OTHER								
Total	2	0	0	0	0	2	6,130	1.29%

**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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September 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	1,218
Answered 9-1-1 Calls	1,125
Answered 9-1-1 Calls within 10 seconds	1,066
Answered 9-1-1 Calls within 20 seconds	1,120
Answered 9-1-1 Text Calls	1
Abandoned 9-1-1 Calls	93
7-Digit Emergency Calls	1,764
Answered 7-Digit Emergency Calls	1,705
Abandoned 7-Digit Emergency Calls	59
Outbound Calls	1,746
Total Calls Reviewed	134
Total % 911 Calls Reviewed	11.91%

Call Type Reviewed	# of perfect scores	# of reviews below 90%	LOWEST	AVERAGE	COUNT
Regional Fire Dispatcher QA	27	0	92.65%	98.82%	35
Regional Police Dispatcher QA	16	0	95.38%	99.15%	20
Regional Call Taking QA	10	2	75.00%	95.66%	24
Regional EMD QA	36	10	82.95%	96.86%	54
Text-to-911 QA	1	0	100.00%	100.00%	1
Regional 911 Center Total QAs	90	12	89.20%	98.10%	134

Wireless 911 Center

9-1-1 Calls answered and abandoned	10,236
Answered 9-1-1 Calls	9,366
Answered 9-1-1 Calls within 10 seconds	8,917
Answered 9-1-1 Calls within 20 seconds	9,084
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	870
7-Digit Emergency Calls	260
Answered 7-Digit Emergency Calls	200
Abandoned 7-Digit Emergency Calls	60
Outbound Calls	2,963
Total Calls Reviewed	356
Total % 911 Calls Reviewed	3.80%

Call Type Reviewed	# of perfect scores	# of reviews below 90%	LOWEST	AVERAGE	COUNT
Wireless 911 Center Total QAs	344	3	85.29%	99.73%	356