



The Commonwealth of Massachusetts

STATE 911 DEPARTMENT
NORTH SHORE REGIONAL 911 CENTER



October 2021 Radio, and CAD Statistics

CAD INCIDENTS

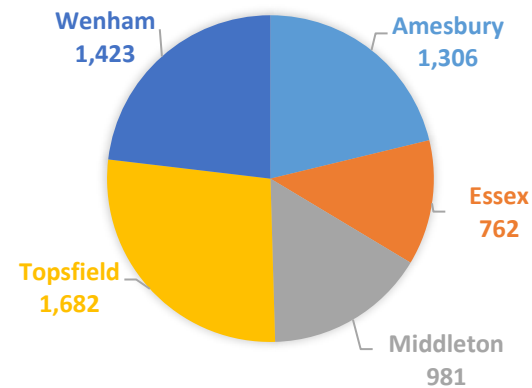
Fire Incidents	Count
Amesbury	349
Essex	71
Middleton	213
Topsfield	258
Wenham	87
Total	978

Police Incidents	Count
Amesbury	1,066
Essex	755
Middleton	936
Topsfield	1,550
Wenham	1,397
Total	5,704

Incidents by Town*	Count
Amesbury	1,306
Essex	762
Middleton	981
Topsfield	1,682
Wenham	1,423
Total	6,154

*total call count for services

CAD INCIDENTS BY TOWN



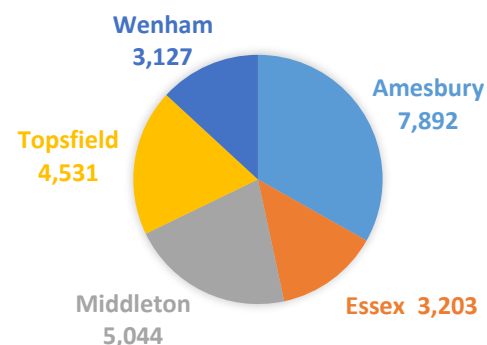
RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	3,231
Essex Fire	824
Middleton Fire	1,945
Topsfield Fire	1,328
Wenham Fire	644
Total	7,972

Police Radio Transmissions	Count
Amesbury Police	4,661
Essex Police	2,379
Middleton Police	3,099
Topsfield Police	3,203
Wenham Police	2,483
Total	15,825

Transmissions by Community	Count
Amesbury	7,892
Essex	3,203
Middleton	5,044
Topsfield	4,531
Wenham	3,127
Total	23,797

RADIO TRANSMISSIONS BY TOWN

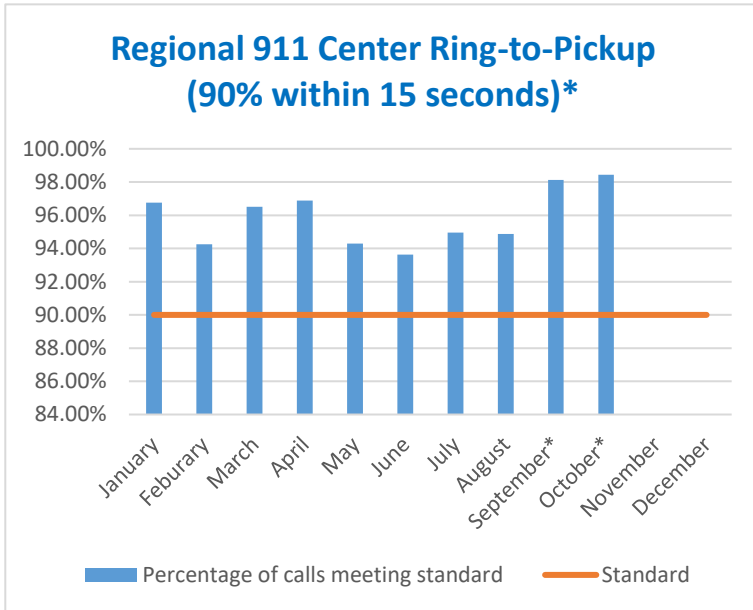




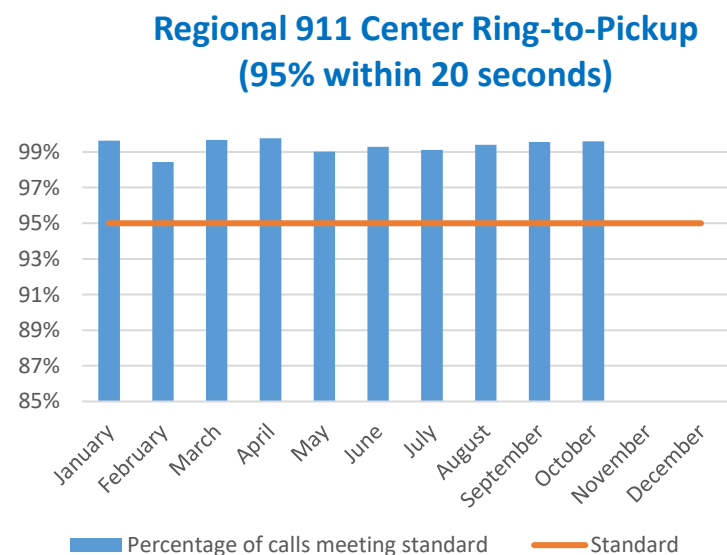
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October 2021 Regional 911 Center Ring to Pick Up Time



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*	1,195	1,214	98.43%	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	1,209	1,214	99.59%	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.

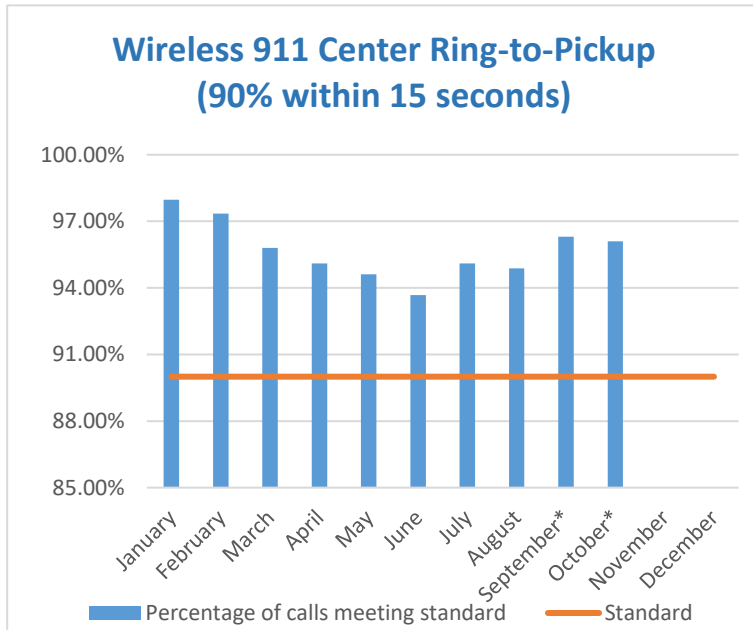
Objective: To answer all 911 calls within ten (10) seconds or less.



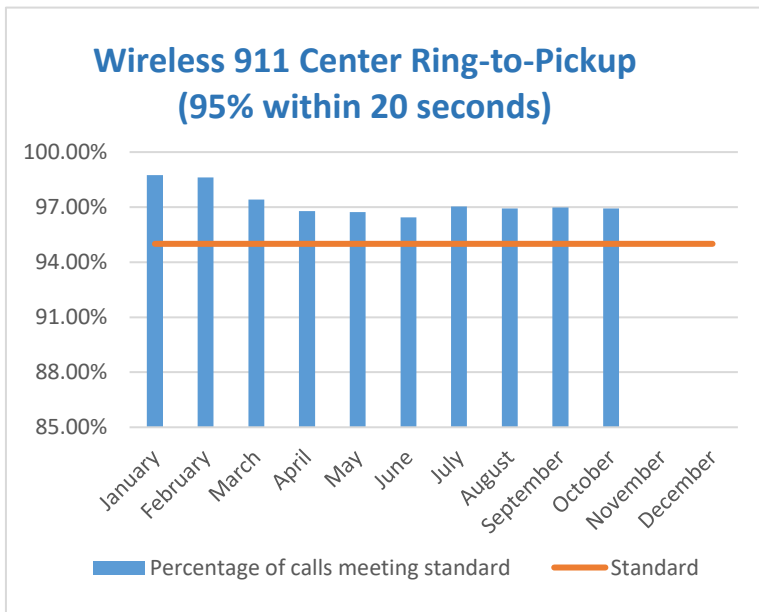
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October 2021 Wireless 911 Center Ring to Pick Up Time



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*	9,520	9,906	96.10%	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	9,601	9,906	96.92%	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.

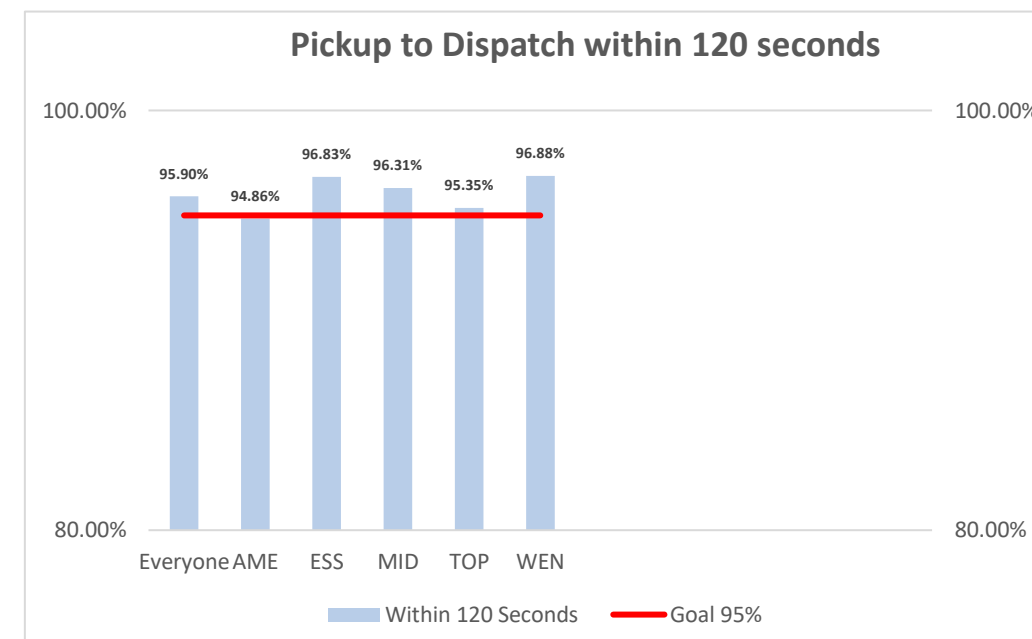
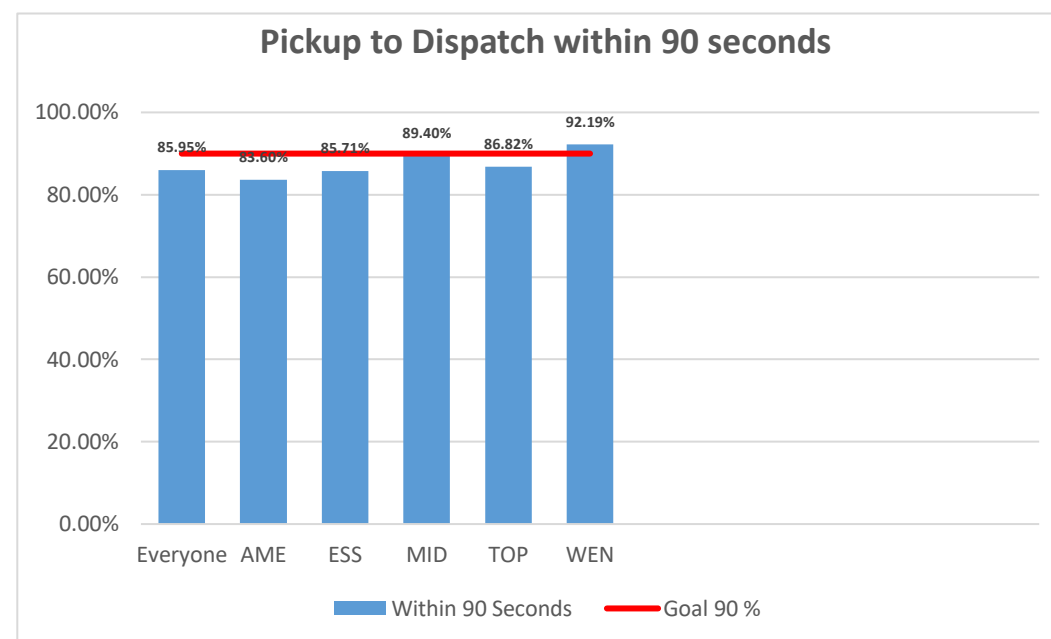


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October 2021 Pick Up to Dispatch Times

City	Total	Below 60	Below 90	Below 120	Greater 90	Greater 150	Greater 180	AvgTime	StdDevTime	Median Time	Goal 90 %	Goal 95%
Everyone	854	43.56%	85.95%	95.90%	120	11	4	66	28	64	90.00%	95.00%
AME	311	37.30%	83.60%	94.86%	51	2	2	70	25	67	90.00%	95.00%
ESS	63	34.92%	85.71%	96.83%	9	2	0	69	25	66	90.00%	95.00%
MID	217	49.77%	89.40%	96.31%	23	2	1	63	29	61	90.00%	95.00%
TOP	129	46.51%	86.82%	95.35%	17	4	1	64	34	63	90.00%	95.00%
WEN	64	59.38%	92.19%	96.88%	5	1	0	57	25	55	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	854	28	64	0	291
November					
December					



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October 2021 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
FIRE ALARM	140	50	17.59	4	99
M-FALL	92	62	19.94	0	175
M-SICK/ OTHER	88	79	21.91	39	182
DISTURBANCE	52	77	25.21	42	158
FIRE OTHER	36	66	32.22	7	159
M-UNKNOWN MEDICAL PROBLEM	36	59	25.12	1	126
MVA NO PI	35	75	36.71	3	188
MV COMPLAINT/ERRATIC OP	32	72	36.73	22	179
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	30	80	31.61	31	145
FIRE MUTUAL AID AMESBURY	29	73	24.66	47	139
M-BREATHING DIFFICULTY	29	63	19.78	10	105
FIRE MUTUAL AID MIDDLETON	27	71	26.34	0	132
M-MVA WITH INJURY	27	63	21.24	26	128
M-UNCONSCIOUS/UNRESPONSIVE/FAI	23	55	13.99	26	83
FIRE WIRES DOWN	18	85	46.71	24	225
M-CHEST PAIN/ CARDIAC PROBLEM	17	58	18.36	24	83
M-SEIZURE	15	62	30.07	10	116
FIRE MUTUAL AID TOPSFIELD	13	58	24.98	30	120
DOMESTIC	12	86	33.45	48	150
M-ABDOMINAL PAIN	10	67	8.7	49	77
FIRE STRUCTURE	9	61	6.86	52	71
M-ALLERGIC REACTION	9	51	34.65	1	89
M-BACK PAIN	8	70	15.85	43	93
M-OVERDOSE	8	57	15.07	39	89
M-STROKE/ CVA	8	59	22.91	34	98
M-TRAUMA WITH INJURY	8	61	10.81	41	72
M-BLEEDING (NON-TRAUMATIC)	7	72	24.08	40	109
M-ALTERED MENTAL STATUS	6	79	18.33	58	110
FIRE MUTUAL AID ESSEX	4	86	29.5	60	114
FIRE MUTUAL AID WENHAM	3	64	32.05	45	101
M-EXTREMITY INJURY	3	91	36.04	54	126
M-HEAD INJURY	3	71	7.51	67	80
ASSAULT & BATTERY	2	95	9.19	89	102
BREAKING & ENTERING	2	123	8.49	117	129
FIRE BRUSH	2	165	177.48	40	291
M-ASSAULT	2	75	6.36	71	80
M-CHOKING	2	35	36.06	10	61
ANIMAL COMPLAINT	1	51		51	51
FIRE HAZMAT	1	24		24	24
M-BURNS-THERMAL/ELECTRICAL/CHE	1	160		160	160
M-DIABETIC	1	53		53	53
M-HEADACHE	1	45		45	45
M-POISONING/ CO	1	57		57	57
MISSING PERSON	1	65		65	65



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October 2021 Priority 1 By Town

AMESBURY						MIDDLETON con't					
	Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max
M-SICK/ OTHER	49	81	24.27	50	182	M-STROKE/ CVA	2	60	36.77	34	86
FIRE ALARM	43	55	16.83	4	90	M-HEAD INJURY	2	73	9.19	67	80
M-FALL	36	62	15.72	34	103	M-ALTERED MENTAL STATUS	2	88	30.41	67	110
DISTURBANCE	30	79	23.14	51	137	M-ASSAULT	1	71		71	71
M-BREATHING DIFFICULTY	17	62	20.09	10	98	M-BLEEDING (NON-TRAUMATIC)	1	60		60	60
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	16	76	36.96	31	145	M-EXTREMITY INJURY	1	126		126	126
M-MVA WITH INJURY	14	58	18.2	32	90	FIRE STRUCTURE	1	71		71	71
MVA NO PI	14	86	36.05	35	188	FIRE WIRES DOWN	1	56		56	56
FIRE OTHER	13	58	23.96	10	87	M-ABDOMINAL PAIN	1	76		76	76
M-UNKNOWN MEDICAL PROBLEM	12	58	25.51	34	119	M-ALLERGIC REACTION	1	89		89	89
M-CHEST PAIN/ CARDIAC PROBLEM	11	58	18.79	24	80	M-HEADACHE	1	45		45	45
M-UNCONSCIOUS/UNRESPONSIVE/FAI	9	62	13.79	38	83	M-POISONING/ CO	1	57		57	57
MV COMPLAINT/ERRATIC OP	7	89	35.59	38	140	FIRE BRUSH	1	291		291	291
M-SEIZURE	7	79	30.47	38	116	TOPSFIELD					
DOMESTIC	7	81	40.79	48	150	M-SICK/ OTHER	32	62	20.38	10	102
FIRE STRUCTURE	5	58	5.17	52	66	FIRE ALARM	20	54	19.33	25	99
M-ABDOMINAL PAIN	5	66	5.97	56	71	M-UNKNOWN MEDICAL PROBLEM	19	50	28.6	1	126
M-BACK PAIN	5	76	14	61	93	M-FALL	16	64	35.05	0	175
M-BLEEDING (NON-TRAUMATIC)	5	67	21.68	40	98	DISTURBANCE	12	51	25.75	1	78
FIRE WIRES DOWN	4	77	28.01	47	110	M-ALLERGIC REACTION	10	39	29.03	1	75
M-STROKE/ CVA	4	64	25.55	39	98	MVA NO PI	10	56	39.22	3	118
M-OVERDOSE	4	58	21.76	39	89	MV COMPLAINT/ERRATIC OP	9	71	50	0	179
FIRE MUTUAL AID AMESBURY	2	93	65.05	47	139	FIRE OTHER	7	56	27.03	36	112
ASSAULT & BATTERY	2	95	9.19	89	102	FIRE WIRES DOWN	6	105	64.92	56	225
BREAKING & ENTERING	2	85	61.52	42	129	M-MVA WITH INJURY	6	51	20.95	26	81
M-EXTREMITY INJURY	2	73	27.58	54	93	M-BLEEDING (NON-TRAUMATIC)	5	72	25.04	41	109
ANIMAL COMPLAINT	1	51		51	51	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	5	70	36.05	10	98
M-CHOKING	1	61		61	61	M-TRAUMA WITH INJURY	5	53	18.77	28	72
M-ALLERGIC REACTION	1	74		74	74	M-UNCONSCIOUS/UNRESPONSIVE/FAI	5	51	1.79	50	54
M-ALTERED MENTAL STATUS	1	88		88	88	M-CHEST PAIN/ CARDIAC PROBLEM	4	48	10.69	36	59
M-TRAUMA WITH INJURY	1	70		70	70	FIRE MUTUAL AID MIDDLETON	4	35	29.27	0	71
MISSING PERSON	1	65		65	65	M-ALTERED MENTAL STATUS	3	70	11.59	58	81
ESSEX						M-DIABETIC	3	52	4.04	48	56
M-FALL	14	69	15.18	46	97	M-PREGNANCY/ CHILDBIRTH	3	46	39.51	1	75
FIRE ALARM	10	49	10.61	36	62	M-SEIZURE	3	35	25.5	10	61
FIRE OTHER	9	74	18.81	54	115	M-CHOKING	2	27	24.75	10	45
FIRE WIRES DOWN	9	76	35.85	24	155	M-BREATHING DIFFICULTY	2	54	7.07	49	59
M-SICK/ OTHER	8	78	22.75	53	115	M-ABDOMINAL PAIN	2	74	4.24	71	77
M-UNKNOWN MEDICAL PROBLEM	5	41	19.26	26	71	M-BURNS-THERMAL/ELECTRICAL/CHE	1	160		160	160
MVA NO PI	4	60	25.99	23	80	M-STROKE/ CVA	1	56		56	56
DISTURBANCE	4	62	14.36	42	75	M-OVERDOSE	1	47		47	47
M-MVA WITH INJURY	3	50	33.78	19	86	M-HEAD INJURY	1	10		10	10
M-STROKE/ CVA	2	36	11.31	28	44	M-ASSAULT	1	80		80	80
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	2	59	16.26	48	71	M-BACK PAIN	1	74		74	74
M-ABDOMINAL PAIN	1	49		49	49	FIRE MUTUAL AID WENHAM	1	51		51	51
M-ALLERGIC REACTION	1	85		85	85	FIRE STRUCTURE	1	67		67	67
BREAKING & ENTERING	1	117		117	117	DOMESTIC	1	61		61	61
DOMESTIC	1	55		55	55	FIRE BRUSH	1	40		40	40
M-OVERDOSE	1	65		65	65	WENHAM					
MV COMPLAINT/ERRATIC OP	1	158		158	158	FIRE ALARM	22	44	13.97	18	72
MIDDLETON						FIRE OTHER	7	69	47.19	7	159
FIRE ALARM	53	45	18.46	10	96	FIRE WIRES DOWN	5	52	26.17	9	80
M-FALL	28	57	11.62	34	83	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	4	63	15.9	42	79
M-SICK/ OTHER	17	73	20.16	39	108	M-UNKNOWN MEDICAL PROBLEM	4	48	19.96	24	69
M-UNKNOWN MEDICAL PROBLEM	14	56	18.82	10	91	MV COMPLAINT/ERRATIC OP	4	61	22.06	40	92
MV COMPLAINT/ERRATIC OP	14	52	17.62	22	80	MVA NO PI	3	44	18.03	29	64
MVA NO PI	11	76	37.02	9	140	M-MVA WITH INJURY	3	53	16.5	35	67
DISTURBANCE	11	76	30.62	50	158	M-FALL	3	72	21.96	59	98
M-UNCONSCIOUS/UNRESPONSIVE/FAI	9	55	12.25	28	67	M-BREATHING DIFFICULTY	3	52	18.01	34	70
M-MVA WITH INJURY	9	75	21.99	57	128	M-BACK PAIN	2	53	14.14	43	63
FIRE OTHER	9	85	42.97	33	167	FIRE STRUCTURE	2	61	10.61	54	69
M-BREATHING DIFFICULTY	7	73	20.73	42	105	DISTURBANCE	2	102	58.69	61	144
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	7	89	34.88	54	143	M-SICK/ OTHER	2	70	3.54	68	73
DOMESTIC	4	101	14.27	82	116	M-UNCONSCIOUS/UNRESPONSIVE/FAI	2	33	10.61	26	41
FIRE MUTUAL AID TOPSFIELD	4	52	7.75	43	61	M-HEAD INJURY	1	67		67	67
M-CHEST PAIN/ CARDIAC PROBLEM	4	64	22.11	34	83	M-SEIZURE	1	23		23	23
M-SEIZURE	4	62	5.56	55	68	FIRE MUTUAL AID TOPSFIELD	1	30		30	30
M-TRAUMA WITH INJURY	3	60	8.5	51	67	M-ABDOMINAL PAIN	1	71		71	71
M-OVERDOSE	3	54	6.51	48	61	M-CHEST PAIN/ CARDIAC PROBLEM	1	76		76	76



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October 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	349	0.00%
AMESBURY PD						0	1,066	0.00%
ESSEX FD						0	71	0.00%
ESSEX PD						0	755	0.00%
MIDDLETON FD						0	213	0.00%
MIDDLETON PD						0	936	0.00%
TOPSFIELD FD	1					1	258	0.39%
TOPSFIELD PD		1	1			2	1,550	0.13%
WENHAM FD						0	87	0.00%
WENHAM PD						0	1,397	0.00%
OTHER								
Total	1	1	1	0	0	3	6,682	0.52%

**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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October 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	1,302
Answered 9-1-1 Calls	1,214
Answered 9-1-1 Calls within 10 seconds	1,151
Answered 9-1-1 Calls within 20 seconds	1,209
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	88
7-Digit Emergency Calls	1,863
Answered 7-Digit Emergency Calls	1,807
Abandoned 7-Digit Emergency Calls	56
Outbound Calls	1,942
Total Calls Received	109
Total % 911 Calls Reviewed	8.98%

Call Type Reviewed	# of perfect scores	# of reviews below 90%	LOWEST	AVERAGE	COUNT
Regional Fire Dispatcher QA	19	0	91.18%	98.71%	25
Regional Police Dispatcher QA	12	0	92.31%	98.15%	20
Regional Call Taking QA	12	1	76.39%	96.82%	24
Regional EMD QA	22	9	70.45%	94.57%	40
Text-to-911 QA					
Regional 911 Center Total QAs	65	10	82.58%	97.06%	109

Wireless 911 Center

9-1-1 Calls answered and abandoned	10,812
Answered 9-1-1 Calls	9,906
Answered 9-1-1 Calls within 10 seconds	9,399
Answered 9-1-1 Calls within 20 seconds	9,601
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	906
7-Digit Emergency Calls	291
Answered 7-Digit Emergency Calls	227
Abandoned 7-Digit Emergency Calls	64
Outbound Calls	2,886
Total Calls Received	466
Total % 911 Calls Reviewed	4.70%

Call Type Reviewed	# of perfect scores	# of reviews below 90%	LOWEST	AVERAGE	COUNT
Wireless 911 Center Total QAs	452	7	67.65%	99.68%	466