The Commonwealth of Massachusetts



STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER



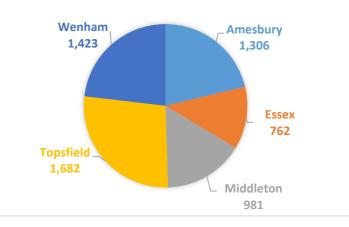
October 2021 Radio, and CAD Statistics CAD INCIDENTS

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

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	

Police IncidentsCountAmesbury1,066Essex755Middleton936Topsfield1,550Wenham1,397Total5,704

CAD INCIDENTS BY TOWN

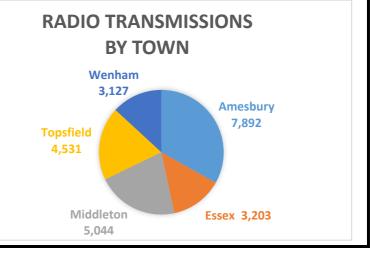


RADIO TRANSMISSIONS

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

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

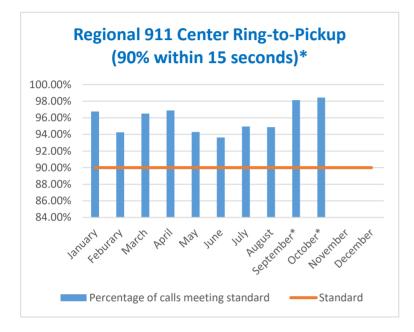
Police Radio Transmissions	Count
Amesbury Police	4,661
Essex Police	2,379
Middleton Police	3,099
Topsfield Police	3,203
Wenham Police	2,483
Total	15,825





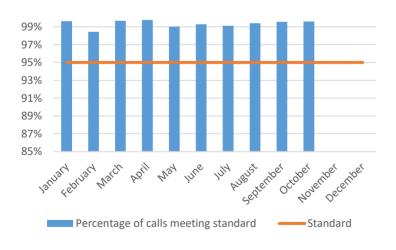


October 2021 Regional 911 Center Ring to Pick Up Time



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

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	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

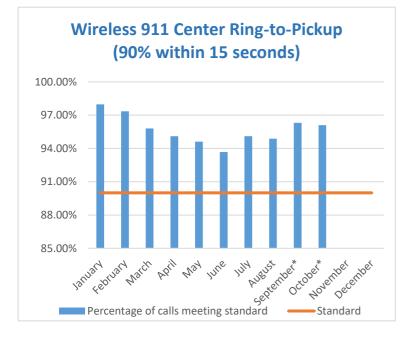
Metric: The amount of time it takes to answer a 911 call. The time begins when a 911 call enters our system and the time ends when a telecommunicator answers the call.

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

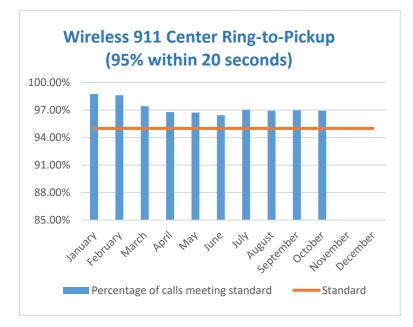




October 2021 Wireless 911 Center Ring to Pick Up Time



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%



	Number		Percentage	
Month	of Calls	Total	of calls	Standard
WOITT	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	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 <i>,</i> 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.

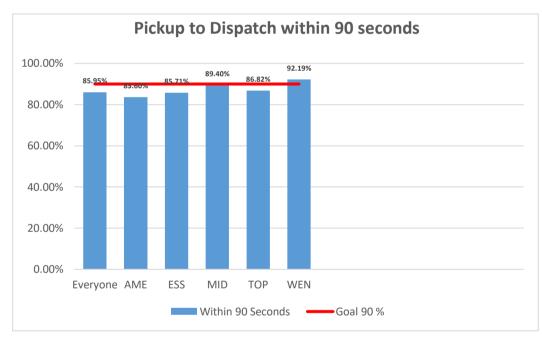
Objective: To answer all 911 calls within ten (10) seconds or less.

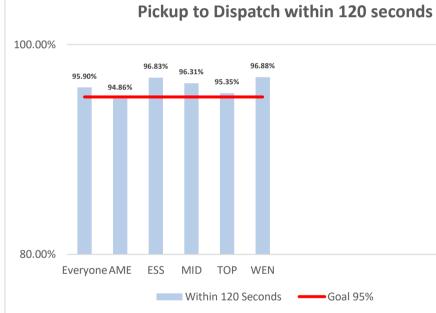




October 2021 Pick Up to Dispatch Times

City	Total	Total Polow 60	elow 60 Below 90 Below 120	Greater	Greater	Greater 180	AugTimo	StdDevTi	Median	Goal 90	
	Total	Delow ou		Delow 120	90	150	Greater 100	Avgrime	me	Time	Goal 90
Everyone	854	43.56%	85.95%	95.90%	120	11	4	66	28	64	90.00%
AME	311	37.30%	83.60%	94.86%	51	2	2	70	25	67	90.00%
ESS	63	34.92%	85.71%	96.83%	9	2	0	69	25	66	90.00%
MID	217	49.77%	89.40%	96.31%	23	2	1	63	29	61	90.00%
ТОР	129	46.51%	86.82%	95.35%	17	4	1	64	34	63	90.00%
WEN	64	59.38%	92.19%	96.88%	5	1	0	57	25	55	90.00%





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					

Goal 95% O% 95.00% O% 95.00% O% 95.00% O% 95.00% O% 95.00% O% 95.00% O% 95.00%

seri	ands	
%	95.00%	
70	95.00%	

	100.00%
	80.00%
6	





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-UNCONSIOUS/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





October 2021 Priority 1 By Town

						IILY I BY IOWN			-		_
AMESBURY	Count	Average	StdDev	Min	Max	MIDDLETON con't	Count	Average	StdDev	Min	
I-SICK/ OTHER	49	81	24.27	50	182	M-STROKE/ CVA	2	60	36.77	34	_
IRE ALARM	43	55	16.83	4	90	M-HEAD INJURY	2	73	9.19	67	_
M-FALL	36	62	15.72	34	103	M-ALTERED MENTAL STATUS	2	88	30.41	67	_
DISTURBANCE	30	79	23.14	51	137	M-ASSAULT	1	71		71	_
M-BREATHING DIFFICULTY	17	62	20.09	10	98	M-BLEEDING (NON-TRAUMATIC)	1	60		60	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	16	76	36.96	31	145	M-EXTREMITY INJURY	1	126		126	_
M-MVA WITH INJURY	14	58	18.2	32	90	FIRE STRUCTURE	1	71		71	_
MVA NO PI	14	86	36.05	35	188	FIRE WIRES DOWN	1	56		56	
FIRE OTHER	13	58	23.96	10	87	M-ABDOMINAL PAIN	1	76		76	
M-UNKNOWN MEDICAL PROBLEM	12	58	25.51	34	119	M-ALLERGIC REACTION	1	89		89	
M-CHEST PAIN/ CARDIAC PROBLEM	11	58	18.79	24	80	M-HEADACHE	1	45		45	
M-UNCONSIOUS/UNRESPONSIVE/FAI	9	62	13.79	38	83	M-POISONING/ CO	1	57		57	
MV COMPLAINT/ERRATIC OP	7	89	35.59	38	140	FIRE BRUSH	1	291		291	
M-SEIZURE	7	79	30.47	38	116	TOPSFIELD	Count	Average	StdDev	Min	
DOMESTIC	7	81	40.79	48	150	M-SICK/ OTHER	32	62	20.38	10	1
FIRE STRUCTURE	5	58	5.17	52	66	FIRE ALARM	20	54	19.33	25	1
M-ABDOMINAL PAIN	5	66	5.97	56	71	M-UNKNOWN MEDICAL PROBLEM	19	50	28.6	1	1
M-BACK PAIN	5	76	14	61	93	M-FALL	16	64	35.05	0	╡
M-BLEEDING (NON-TRAUMATIC)	5	67	21.68	40	98	DISTURBANCE	12	51	25.75	1	4
FIRE WIRES DOWN	4	77	28.01	47	110	M-ALLERGIC REACTION	10	39	29.03	1	+
M-STROKE/ CVA	4	64	25.55	39	98	MVA NO PI	10	56	39.22	3	┥
VI-STROKE/ CVA VI-OVERDOSE	4	58	25.55	39	89	MVA NO PI MV COMPLAINT/ERRATIC OP	9	71	39.22 50	3 0	┥
						FIRE OTHER	9 7			-	4
	2	93	65.05	47	139			56 105	27.03	36	4
	2	95	9.19	89	102		6	105	64.92	56	4
BREAKING & ENTERING	2	85	61.52	42	129	M-MVA WITH INJURY	6	51	20.95	26	4
M-EXTREMITY INJURY	2	73	27.58	54	93	M-BLEEDING (NON-TRAUMATIC)	5	72	25.04	41	_
ANIMAL COMPLAINT	1	51		51	51	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	5	70	36.05	10	_
M-CHOKING	1	61		61	61	M-TRAUMA WITH INJURY	5	53	18.77	28	
M-ALLERGIC REACTION	1	74		74	74	M-UNCONSIOUS/UNRESPONSIVE/FAI	5	51	1.79	50	
M-ALTERED MENTAL STATUS	1	88		88	88	M-CHEST PAIN/ CARDIAC PROBLEM	4	48	10.69	36	
M-TRAUMA WITH INJURY	1	70		70	70	FIRE MUTUAL AID MIDDLETON	4	35	29.27	0	
MISSING PERSON	1	65		65	65	M-ALTERED MENTAL STATUS	3	70	11.59	58	
ESSEX	Count	Average	StdDev	Min	Max	M-DIABETIC	3	52	4.04	48	
M-FALL	14	69	15.18	46	97	M-PREGNANCY/ CHILDBIRTH	3	46	39.51	1	1
FIRE ALARM	10	49	10.61	36	62	M-SEIZURE	3	35	25.5	10	1
FIRE OTHER	9	74	18.81	54	115	M-CHOKING	2	27	24.75	10	+
FIRE WIRES DOWN	9	76	35.85	24	155	M-BREATHING DIFFICULTY	2	54	7.07	49	4
M-SICK/ OTHER	8	78	22.75	53	115	M-ABDOMINAL PAIN	2	74	4.24	71	┥
M-SICKY OTHER M-UNKNOWN MEDICAL PROBLEM	5	41	19.26	26	71	M-ADDOMINAL FAIN M-BURNS-THERMAL/ELECTRICAL/CHE	1	160	4.24	160	+
MVA NO PI	4	60	25.99	20	80	M-STROKE/ CVA		56		56	-
	4	00	25.99	25	80		1	50		-	+
	4	62	11.20	40	75		1	47			
M-MVA WITH INJURY		62	14.36	42	75	M-OVERDOSE	1	47		47	-
	3	50	33.78	19	86	M-OVERDOSE M-HEAD INJURY	1	10		10	
	3	50 36	33.78 11.31	19 28	86 44	M-OVERDOSE M-HEAD INJURY M-ASSAULT	1 1	10 80		10 80	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	3 2 2	50 36 59	33.78	19 28 48	86 44 71	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN	1 1 1	10 80 74		10 80 74	
M-STROKE/ CVA M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-ABDOMINAL PAIN	3 2 2 1	50 36 59 49	33.78 11.31	19 28 48 49	86 44 71 49	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM	1 1 1 1	10 80 74 51		10 80 74 51	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-ABDOMINAL PAIN M-ALLERGIC REACTION	3 2 2 1 1	50 36 59 49 85	33.78 11.31	19 28 48 49 85	86 44 71 49 85	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE	1 1 1 1 1	10 80 74 51 67		10 80 74 51 67	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-ABDOMINAL PAIN M-ALLERGIC REACTION BREAKING & ENTERING	3 2 2 1 1 1	50 36 59 49 85 117	33.78 11.31	19 28 48 49 85 117	86 44 71 49 85 117	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC	1 1 1 1 1 1	10 80 74 51 67 61		10 80 74 51 67 61	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-ABDOMINAL PAIN M-ALLERGIC REACTION BREAKING & ENTERING	3 2 2 1 1	50 36 59 49 85	33.78 11.31	19 28 48 49 85	86 44 71 49 85	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE	1 1 1 1 1	10 80 74 51 67		10 80 74 51 67	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-ABDOMINAL PAIN M-ALLERGIC REACTION BREAKING & ENTERING DOMESTIC	3 2 2 1 1 1	50 36 59 49 85 117	33.78 11.31	19 28 48 49 85 117	86 44 71 49 85 117	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC	1 1 1 1 1 1	10 80 74 51 67 61	StdDev	10 80 74 51 67 61	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-ABDOMINAL PAIN M-ALLERGIC REACTION BREAKING & ENTERING DOMESTIC M-OVERDOSE	3 2 2 1 1 1 1 1	50 36 59 49 85 117 55	33.78 11.31	19 28 48 49 85 117 55	86 44 71 49 85 117 55	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH	1 1 1 1 1 1 1	10 80 74 51 67 61 40	StdDev 13.97	10 80 74 51 67 61 40	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-ABDOMINAL PAIN M-ALLERGIC REACTION BREAKING & ENTERING DOMESTIC M-OVERDOSE	3 2 2 1 1 1 1 1 1 1	50 36 59 49 85 117 55 65	33.78 11.31	19 28 48 49 85 117 55 65	86 44 71 49 85 117 55 65	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM	1 1 1 1 1 1 1 Count	10 80 74 51 67 61 40 Average		10 80 74 51 67 61 40 Min	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-ABDOMINAL PAIN M-ALLERGIC REACTION BREAKING & ENTERING DOMESTIC M-OVERDOSE MV COMPLAINT/ERRATIC OP MIDDLETON	3 2 2 1 1 1 1 1 1 1 1	50 36 59 49 85 117 55 65 158	33.78 11.31 16.26	19 28 48 49 85 117 55 65 158	86 44 71 49 85 117 55 65 158	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM FIRE ALARM	1 1 1 1 1 1 1 Count 22	10 80 74 51 67 61 40 Average 44	13.97	10 80 74 51 67 61 40 Min 18	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-ABDOMINAL PAIN M-ALLERGIC REACTION BREAKING & ENTERING DOMESTIC M-OVERDOSE MV COMPLAINT/ERRATIC OP MIDDLETON	3 2 2 1 1 1 1 1 1 1 1 Count	50 36 59 49 85 117 55 65 158 Average	33.78 11.31 16.26 	19 28 48 49 85 117 55 65 158 Min	86 44 71 49 85 117 55 65 158 Max	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM FIRE ALARM FIRE ALARM FIRE OTHER	1 1 1 1 1 1 1 Count 22 7	10 80 74 51 67 61 40 Average 44 69	13.97 47.19	10 80 74 51 67 61 40 Min 18 7	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-ABDOMINAL PAIN M-ALLERGIC REACTION BREAKING & ENTERING DOMESTIC M-OVERDOSE MV COMPLAINT/ERRATIC OP MIDDLETON FIRE ALARM M-FALL	3 2 2 1 1 1 1 1 1 1 1 1 2 0 0 0 0 0 0 0 0	50 36 59 49 85 117 55 65 158 Average 45	33.78 11.31 16.26 StdDev 18.46 11.62	19 28 48 49 85 117 55 65 158 Min 10	86 44 71 49 85 117 55 65 158 Max 96	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM FIRE ALARM FIRE ALARM FIRE OTHER FIRE WIRES DOWN	1 1 1 1 1 1 1 Count 22 7 5	10 80 74 51 67 61 40 Average 44 69 52	13.97 47.19 26.17	10 80 74 51 67 61 40 Min 18 7 9	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-ABDOMINAL PAIN M-ALLERGIC REACTION BREAKING & ENTERING DOMESTIC M-OVERDOSE MV COMPLAINT/ERRATIC OP MIDDLETON FIRE ALARM M-FALL M-SICK/ OTHER	3 2 2 1 1 1 1 1 1 1 1 1 1 53 28 17	50 36 59 49 85 117 55 65 158 Average 45 57 73	33.78 11.31 16.26 StdDev 18.46 11.62 20.16	19 28 48 49 85 117 55 65 158 Min 10 34 39	86 44 71 49 85 117 55 65 158 Max 96 83 108	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM FIRE ALARM FIRE ALARM FIRE OTHER FIRE WIRES DOWN M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-UNKNOWN MEDICAL PROBLEM	1 1 1 1 1 1 1 Count 22 7 5 4	10 80 74 51 67 61 40 Average 44 69 52 63 48	13.97 47.19 26.17 15.9 19.96	10 80 74 51 67 61 40 Min 18 7 9 42 24	
A-MENTAL/EMOTIONAL/PSYCHOLOGIC A-ABDOMINAL PAIN A-ALLERGIC REACTION BREAKING & ENTERING DOMESTIC A-OVERDOSE AV COMPLAINT/ERRATIC OP MIDDLETON IRE ALARM A-FALL A-SICK/ OTHER A-UNKNOWN MEDICAL PROBLEM	3 2 2 1 1 1 1 1 1 1 1 1 53 28 17 14	50 36 59 49 85 117 55 65 158 65 158 Average 45 57 73 56	33.78 11.31 16.26 StdDev 18.46 11.62 20.16 18.82	19 28 48 49 85 117 55 65 158 Min 10 34 39 10	86 44 71 49 85 117 55 65 158 Max 96 83 108 91	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM FIRE ALARM FIRE ALARM FIRE OTHER FIRE WIRES DOWN M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP	1 1 1 1 1 1 1 Count 22 7 5 4 4 4 4	10 80 74 51 67 61 40 Average 44 69 52 63 48 61	13.97 47.19 26.17 15.9 19.96 22.06	10 80 74 51 67 61 40 Min 18 7 9 42 24 40	
A-MENTAL/EMOTIONAL/PSYCHOLOGIC A-ABDOMINAL PAIN A-ALLERGIC REACTION BREAKING & ENTERING DOMESTIC A-OVERDOSE AV COMPLAINT/ERRATIC OP MIDDLETON IRE ALARM A-FALL A-SICK/ OTHER A-UNKNOWN MEDICAL PROBLEM AV COMPLAINT/ERRATIC OP	3 2 2 1 1 1 1 1 1 1 1 1 53 28 17 14 14	50 36 59 49 85 117 55 65 158 Average 45 57 73 56 52	33.78 11.31 16.26 StdDev 18.46 11.62 20.16 18.82 17.62	19 28 48 49 85 117 55 65 158 Min 10 34 39 10 22	86 44 71 49 85 117 55 65 158 Max 96 83 108 91 80	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM FIRE ALARM FIRE ALARM FIRE OTHER FIRE WIRES DOWN M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI	1 1 1 1 1 1 1 Count 22 7 5 4 4 4 4 3	10 80 74 51 67 61 40 Average 44 69 52 63 48 61 44	13.97 47.19 26.17 15.9 19.96 22.06 18.03	10 80 74 51 67 61 40 Min 18 7 9 42 24 24 40 29	
A-MENTAL/EMOTIONAL/PSYCHOLOGIC A-ABDOMINAL PAIN A-ALLERGIC REACTION REAKING & ENTERING OOMESTIC A-OVERDOSE AV COMPLAINT/ERRATIC OP MIDDLETON IRE ALARM A-FALL A-SICK/ OTHER A-UNKNOWN MEDICAL PROBLEM AV COMPLAINT/ERRATIC OP AVA NO PI	3 2 2 1 1 1 1 1 1 1 1 1 53 28 17 14 14 14 11	50 36 59 49 85 117 55 65 158 Average 45 57 73 56 52 76	33.78 11.31 16.26 StdDev 18.46 11.62 20.16 18.82 17.62 37.02	19 28 48 49 85 117 55 65 158 Min 10 34 39 10 22 9	86 44 71 49 85 117 55 65 158 Max 96 83 108 91 80 140	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM FIRE ALARM FIRE ALARM FIRE OTHER FIRE WIRES DOWN M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI M-MVA WITH INJURY	1 1 1 1 1 1 1 Count 22 7 5 4 4 4 4 4 3 3 3	10 80 74 51 67 61 40 Average 44 69 52 63 48 61 48 61 44 53	13.97 47.19 26.17 15.9 19.96 22.06 18.03 16.5	10 80 74 51 67 61 40 Min 18 7 9 42 24 40 29 35	
A-MENTAL/EMOTIONAL/PSYCHOLOGIC A-ABDOMINAL PAIN A-ALLERGIC REACTION BREAKING & ENTERING DOMESTIC A-OVERDOSE MV COMPLAINT/ERRATIC OP MIDDLETON TIRE ALARM A-FALL A-SICK/ OTHER A-UNKNOWN MEDICAL PROBLEM AV COMPLAINT/ERRATIC OP MVA NO PI DISTURBANCE	3 2 2 1 1 1 1 1 1 1 1 1 53 28 17 14 14 14 14 11 11	50 36 59 49 85 117 55 65 158 Average 45 57 73 56 52 76 76 76	33.78 11.31 16.26 StdDev 18.46 11.62 20.16 18.82 17.62 37.02 30.62	19 28 48 49 85 117 55 65 158 Min 10 34 39 10 22 9 50	86 44 71 49 85 117 55 65 158 Max 96 83 108 91 80 140 158	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM FIRE ALARM FIRE ALARM FIRE OTHER FIRE WIRES DOWN M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI M-MVA WITH INJURY M-FALL	1 1 1 1 1 1 1 1 22 7 5 4 4 4 4 4 4 3 3 3 3	10 80 74 51 67 61 40 Average 44 69 52 63 48 61 48 61 44 53 72	13.97 47.19 26.17 15.9 19.96 22.06 18.03 16.5 21.96	10 80 74 51 67 61 40 Min 18 7 9 42 24 24 40 29 35 59	
A-MENTAL/EMOTIONAL/PSYCHOLOGIC A-ABDOMINAL PAIN A-ALLERGIC REACTION BREAKING & ENTERING DOMESTIC A-OVERDOSE AV COMPLAINT/ERRATIC OP MIDDLETON IRE ALARM A-FALL A-SICK/ OTHER A-UNKNOWN MEDICAL PROBLEM AV COMPLAINT/ERRATIC OP AVA NO PI DISTURBANCE A-UNCONSIOUS/UNRESPONSIVE/FAI	3 2 2 1 1 1 1 1 1 1 1 1 53 28 17 14 14 14 14 11 11 9	50 36 59 49 85 117 55 65 158 Average 45 57 73 56 52 76 55	33.78 11.31 16.26 StdDev 18.46 11.62 20.16 18.82 17.62 37.02 30.62 12.25	19 28 48 49 85 117 55 65 158 Min 10 34 39 10 22 9 50 28	86 44 71 49 85 117 55 65 158 Max 96 83 108 91 80 140 158 67	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM FIRE ALARM FIRE ALARM FIRE OTHER FIRE WIRES DOWN M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI M-MVA WITH INJURY M-FALL M-BREATHING DIFFICULTY	1 1 1 1 1 1 1 22 7 5 4 4 4 4 4 4 3 3 3 3 3 3	10 80 74 51 67 61 40 Average 44 69 52 63 48 61 48 61 48 61 44 53 72 52	13.97 47.19 26.17 15.9 19.96 22.06 18.03 16.5 21.96 18.01	10 80 74 51 67 61 40 Min 18 7 9 42 24 40 29 35 59 34	
A-MENTAL/EMOTIONAL/PSYCHOLOGIC A-ABDOMINAL PAIN A-ALLERGIC REACTION BREAKING & ENTERING OOMESTIC A-OVERDOSE MV COMPLAINT/ERRATIC OP MIDDLETON IRE ALARM A-FALL A-SICK/ OTHER A-UNKNOWN MEDICAL PROBLEM AV COMPLAINT/ERRATIC OP AVA NO PI DISTURBANCE A-UNCONSIOUS/UNRESPONSIVE/FAI A-MVA WITH INJURY	3 2 14 11 9 9 9 9	50 36 59 49 85 117 55 65 158 Average 45 57 73 56 57 73 56 52 76 76 76 55 75	33.78 11.31 16.26 StdDev 18.46 11.62 20.16 18.82 17.62 37.02 30.62 12.25 21.99	19 28 48 49 85 117 55 65 158 Min 10 34 39 10 22 9 50 28 57	86 44 71 49 85 117 55 65 158 Max 96 83 108 91 80 140 158 67 128	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM FIRE ALARM FIRE ALARM FIRE OTHER FIRE WIRES DOWN M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI M-MVA WITH INJURY M-FALL M-BREATHING DIFFICULTY M-BACK PAIN	1 1 1 1 1 1 1 22 7 5 4 4 4 4 4 4 3 3 3 3 3 3 2	10 80 74 51 67 61 40 Average 44 69 52 63 48 61 48 61 44 53 72 52 52 53	13.97 47.19 26.17 15.9 19.96 22.06 18.03 16.5 21.96 18.01 14.14	10 80 74 51 67 61 40 Min 18 7 9 42 24 40 29 35 59 34 43	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-ABDOMINAL PAIN M-ALLERGIC REACTION BREAKING & ENTERING DOMESTIC M-OVERDOSE MV COMPLAINT/ERRATIC OP MIDDLETON FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI DISTURBANCE M-UNCONSIOUS/UNRESPONSIVE/FAI M-MVA WITH INJURY FIRE OTHER	3 2 14 14 11 9 9 9 9 9 9 9 9 9 9	50 36 59 49 85 117 55 65 158 Average 45 57 73 56 57 73 56 52 76 52 76 76 55 75 85	33.78 11.31 16.26 StdDev 18.46 11.62 20.16 18.82 17.62 37.02 30.62 12.25 21.99 42.97	19 28 48 49 85 117 55 65 158 Min 10 34 39 10 22 9 50 28 57 33	86 44 71 49 85 117 55 65 158 Max 96 83 108 91 80 140 158 67 128 167	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM FIRE ALARM FIRE ALARM FIRE OTHER FIRE WIRES DOWN M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI M-MVA WITH INJURY M-FALL M-BREATHING DIFFICULTY M-BACK PAIN FIRE STRUCTURE	1 1 1 1 1 1 Count 22 7 5 4 4 4 4 3 3 3 3 3 2 2	10 80 74 51 67 61 40 Average 44 69 52 63 48 61 48 61 48 61 44 53 72 52 52 53 61	13.97 47.19 26.17 15.9 19.96 22.06 18.03 16.5 21.96 18.01 14.14 10.61	10 80 74 51 67 61 40 Min 18 7 9 42 24 40 29 35 59 34 43 54	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-ABDOMINAL PAIN M-ALLERGIC REACTION BREAKING & ENTERING DOMESTIC M-OVERDOSE MV COMPLAINT/ERRATIC OP MIDDLETON FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI DISTURBANCE M-UNCONSIOUS/UNRESPONSIVE/FAI M-MVA WITH INJURY FIRE OTHER M-BREATHING DIFFICULTY	3 2 14 11 11 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 17 18 110 111 111 111 111 111 11	50 36 59 49 85 117 55 65 158 Average 45 57 73 56 57 73 56 52 75 76 76 55 75 75 85 75	33.78 11.31 16.26 StdDev 18.46 11.62 20.16 18.82 17.62 37.02 30.62 12.25 21.99 42.97 20.73	19 28 48 49 85 117 55 65 158 Min 10 34 39 10 22 9 50 22 9 50 28 57 33 42	86 44 71 49 85 117 55 65 158 Max 96 83 108 91 80 140 158 67 128 167 105	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM FIRE ALARM FIRE ALARM FIRE OTHER FIRE WIRES DOWN M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI M-MVA WITH INJURY M-FALL M-BREATHING DIFFICULTY M-BACK PAIN FIRE STRUCTURE DISTURBANCE	1 1 1 1 1 1 1 22 7 5 4 4 4 4 4 4 4 3 3 3 3 3 3 3 3 2 2 2 2	10 80 74 51 67 61 40 Average 44 69 52 63 48 61 44 61 44 53 72 52 53 72 52 53 61 102	13.97 47.19 26.17 15.9 19.96 22.06 18.03 16.5 21.96 18.01 14.14 10.61 58.69	10 80 74 51 67 61 40 Min 18 7 9 42 24 40 29 35 59 35 59 34 43 54 61	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-ABDOMINAL PAIN M-ALLERGIC REACTION BREAKING & ENTERING DOMESTIC M-OVERDOSE MV COMPLAINT/ERRATIC OP MIDDLETON TIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI DISTURBANCE M-UNCONSIOUS/UNRESPONSIVE/FAI M-MVA WITH INJURY TIRE OTHER M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC	3 2 14 14 11 9 9 9 9 9 9 9 9 9 9	50 36 59 49 85 117 55 65 158 Average 45 57 73 56 57 73 56 52 76 52 76 76 55 75 85	33.78 11.31 16.26 StdDev 18.46 11.62 20.16 18.82 17.62 37.02 30.62 12.25 21.99 42.97 20.73 34.88	19 28 48 49 85 117 55 65 158 Min 10 34 39 10 22 9 50 28 57 33 42 54	86 44 71 49 85 117 55 65 158 Max 96 83 108 91 80 140 158 67 128 167	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM FIRE ALARM FIRE ALARM FIRE OTHER FIRE WIRES DOWN M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI M-MVA WITH INJURY M-FALL M-BREATHING DIFFICULTY M-BACK PAIN FIRE STRUCTURE DISTURBANCE M-SICK/ OTHER	1 1 1 1 1 1 Count 22 7 5 4 4 4 4 3 3 3 3 3 2 2	10 80 74 51 67 61 40 Average 44 69 52 63 48 61 48 61 48 61 44 53 72 52 52 53 61	13.97 47.19 26.17 15.9 19.96 22.06 18.03 16.5 21.96 18.01 14.14 10.61	10 80 74 51 67 61 40 Min 18 7 9 42 24 40 29 35 59 34 43 54	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-ABDOMINAL PAIN M-ALLERGIC REACTION BREAKING & ENTERING DOMESTIC M-OVERDOSE MV COMPLAINT/ERRATIC OP MIDDLETON FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI DISTURBANCE M-UNCONSIOUS/UNRESPONSIVE/FAI M-MVA WITH INJURY FIRE OTHER M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC	3 2 14 11 11 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 17 18 110 111 111 111 111 111 11	50 36 59 49 85 117 55 65 158 Average 45 57 73 56 57 73 56 52 75 76 76 55 75 75 85 75	33.78 11.31 16.26 StdDev 18.46 11.62 20.16 18.82 17.62 37.02 30.62 12.25 21.99 42.97 20.73	19 28 48 49 85 117 55 65 158 Min 10 34 39 10 22 9 50 22 9 50 28 57 33 42	86 44 71 49 85 117 55 65 158 Max 96 83 108 91 80 140 158 67 128 167 105	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM FIRE ALARM FIRE ALARM FIRE OTHER FIRE WIRES DOWN M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI M-MVA WITH INJURY M-FALL M-BREATHING DIFFICULTY M-BACK PAIN FIRE STRUCTURE DISTURBANCE	1 1 1 1 1 1 1 22 7 5 4 4 4 4 4 4 4 3 3 3 3 3 3 3 3 2 2 2 2	10 80 74 51 67 61 40 Average 44 69 52 63 48 61 44 61 44 53 72 52 53 72 52 53 61 102	13.97 47.19 26.17 15.9 19.96 22.06 18.03 16.5 21.96 18.01 14.14 10.61 58.69	10 80 74 51 67 61 40 Min 18 7 9 42 24 40 29 35 59 35 59 34 43 54 61	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-ABDOMINAL PAIN M-ALLERGIC REACTION BREAKING & ENTERING DOMESTIC M-OVERDOSE MV COMPLAINT/ERRATIC OP	3 2 14 14 11 9 9 9 9 9 9 7 7 7	50 36 59 49 85 117 55 65 158 Average 45 57 73 56 57 73 56 52 76 52 76 55 75 85 75 85 73 89	33.78 11.31 16.26 StdDev 18.46 11.62 20.16 18.82 17.62 37.02 30.62 12.25 21.99 42.97 20.73 34.88	19 28 48 49 85 117 55 65 158 Min 10 34 39 10 22 9 50 28 57 33 42 54	86 44 71 49 85 117 55 65 158 Max 96 83 108 91 80 140 158 67 128 167 105 143	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM FIRE ALARM FIRE ALARM FIRE OTHER FIRE WIRES DOWN M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI M-MVA WITH INJURY M-FALL M-BREATHING DIFFICULTY M-BACK PAIN FIRE STRUCTURE DISTURBANCE M-SICK/ OTHER	1 1 1 1 1 1 1 22 7 5 4 4 4 4 4 4 3 3 3 3 3 3 3 3 2 2 2 2 2 2	10 80 74 51 67 61 40 Average 44 69 52 63 48 61 48 61 48 61 44 53 72 52 53 72 52 53 61 102 70	13.97 47.19 26.17 15.9 19.96 22.06 18.03 16.5 21.96 18.01 14.14 10.61 58.69 3.54	10 80 74 51 67 61 40 18 7 9 42 24 40 29 35 59 34 43 54 61 68	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-ABDOMINAL PAIN M-ALLERGIC REACTION BREAKING & ENTERING DOMESTIC M-OVERDOSE MV COMPLAINT/ERRATIC OP MIDDLETON FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI DISTURBANCE M-UNCONSIOUS/UNRESPONSIVE/FAI M-MVA WITH INJURY FIRE OTHER M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC DOMESTIC FIRE MUTUAL AID TOPSFIELD	3 2 14 14 11 9 9 9 9 7 7 4	50 36 59 49 85 117 55 65 158 Average 45 57 73 56 52 76 75 85 73 85 73 89 101	33.78 11.31 16.26 StdDev 18.46 11.62 20.16 18.82 17.62 37.02 30.62 12.25 21.99 42.97 20.73 34.88 14.27	19 28 48 49 85 117 55 65 158 Min 10 34 39 10 22 9 50 22 9 50 28 57 33 42 54 82	86 44 71 49 85 117 55 65 158 Max 96 83 108 91 80 140 158 67 128 167 105 143 116	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM FIRE ALARM FIRE ALARM FIRE OTHER FIRE WIRES DOWN M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI M-MVA WITH INJURY M-FALL M-BREATHING DIFFICULTY M-BACK PAIN FIRE STRUCTURE DISTURBANCE M-UNCONSIOUS/UNRESPONSIVE/FAI	1 1 1 1 1 1 Count 22 7 5 4 4 4 4 4 3 3 3 3 3 3 2 2 2 2 2 2 2	10 80 74 51 67 61 40 Average 44 69 52 63 48 61 44 53 72 53 72 52 53 61 102 70 33	13.97 47.19 26.17 15.9 19.96 22.06 18.03 16.5 21.96 18.01 14.14 10.61 58.69 3.54	10 80 74 51 67 61 40 Min 18 7 9 42 24 40 29 35 59 35 59 34 43 54 61 68 26	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-ABDOMINAL PAIN M-ALLERGIC REACTION BREAKING & ENTERING DOMESTIC M-OVERDOSE MV COMPLAINT/ERRATIC OP MIDDLETON FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI DISTURBANCE M-UNCONSIOUS/UNRESPONSIVE/FAI M-MVA WITH INJURY FIRE OTHER M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC DOMESTIC FIRE MUTUAL AID TOPSFIELD M-CHEST PAIN/ CARDIAC PROBLEM	3 2 1 <td< td=""><td>50 36 59 49 85 117 55 65 158 Average 45 57 73 56 52 76 55 75 85 73 89 101 52</td><td>33.78 11.31 16.26 StdDev 18.46 11.62 20.16 18.82 17.62 37.02 30.62 12.25 21.99 42.97 20.73 34.88 14.27 7.75</td><td>19 28 48 49 85 117 55 65 158 Min 10 34 39 10 22 9 50 28 57 33 42 54 82 43</td><td>86 44 71 49 85 117 55 65 158 Max 96 83 108 91 80 140 158 67 128 167 105 143 116 61</td><td>M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM FIRE ALARM FIRE OTHER FIRE OTHER FIRE WIRES DOWN M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI M-MVA WITH INJURY M-FALL M-BREATHING DIFFICULTY M-BACK PAIN FIRE STRUCTURE DISTURBANCE M-UNCONSIOUS/UNRESPONSIVE/FAI M-HEAD INJURY</td><td>1 1 1 1 1 1 Count 22 7 5 4 4 4 4 3 3 3 3 3 2 2 2 2 2 2 1</td><td>10 80 74 51 67 61 40 Average 44 69 52 63 48 61 48 61 44 53 72 52 53 61 102 70 33 67</td><td>13.97 47.19 26.17 15.9 19.96 22.06 18.03 16.5 21.96 18.01 14.14 10.61 58.69 3.54</td><td>10 80 74 51 67 61 40 18 7 9 42 24 40 29 35 59 35 59 34 43 54 61 68 26 67</td><td></td></td<>	50 36 59 49 85 117 55 65 158 Average 45 57 73 56 52 76 55 75 85 73 89 101 52	33.78 11.31 16.26 StdDev 18.46 11.62 20.16 18.82 17.62 37.02 30.62 12.25 21.99 42.97 20.73 34.88 14.27 7.75	19 28 48 49 85 117 55 65 158 Min 10 34 39 10 22 9 50 28 57 33 42 54 82 43	86 44 71 49 85 117 55 65 158 Max 96 83 108 91 80 140 158 67 128 167 105 143 116 61	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM FIRE ALARM FIRE OTHER FIRE OTHER FIRE WIRES DOWN M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI M-MVA WITH INJURY M-FALL M-BREATHING DIFFICULTY M-BACK PAIN FIRE STRUCTURE DISTURBANCE M-UNCONSIOUS/UNRESPONSIVE/FAI M-HEAD INJURY	1 1 1 1 1 1 Count 22 7 5 4 4 4 4 3 3 3 3 3 2 2 2 2 2 2 1	10 80 74 51 67 61 40 Average 44 69 52 63 48 61 48 61 44 53 72 52 53 61 102 70 33 67	13.97 47.19 26.17 15.9 19.96 22.06 18.03 16.5 21.96 18.01 14.14 10.61 58.69 3.54	10 80 74 51 67 61 40 18 7 9 42 24 40 29 35 59 35 59 34 43 54 61 68 26 67	
M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-ABDOMINAL PAIN M-ALLERGIC REACTION BREAKING & ENTERING DOMESTIC M-OVERDOSE MV COMPLAINT/ERRATIC OP MIDDLETON FIRE ALARM M-FALL M-SICK/ OTHER M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI DISTURBANCE M-UNCONSIOUS/UNRESPONSIVE/FAI M-MVA WITH INJURY FIRE OTHER M-BREATHING DIFFICULTY M-MENTAL/EMOTIONAL/PSYCHOLOGIC DOMESTIC	3 2 14 14 11 9 9 9 9 9 9 11 12 13 14 14 15 9 9 9 9 9 17 7 4 4 4 4 4	50 36 59 49 85 117 55 65 158 Average 45 57 73 56 52 76 55 75 85 73 89 101 52 64	33.78 11.31 16.26 StdDev 18.46 11.62 20.16 18.82 17.62 37.02 30.62 12.25 21.99 42.97 20.73 34.88 14.27 7.75 22.11	19 28 48 49 85 117 55 65 158 Min 10 34 39 10 22 9 50 22 9 50 28 57 33 42 54 82 43 34	86 44 71 49 85 117 55 65 158 Max 96 83 108 91 80 140 158 67 128 167 105 143 116 61 83	M-OVERDOSE M-HEAD INJURY M-ASSAULT M-BACK PAIN FIRE MUTUAL AID WENHAM FIRE STRUCTURE DOMESTIC FIRE BRUSH WENHAM FIRE ALARM FIRE ALARM FIRE OTHER FIRE WIRES DOWN M-MENTAL/EMOTIONAL/PSYCHOLOGIC M-UNKNOWN MEDICAL PROBLEM MV COMPLAINT/ERRATIC OP MVA NO PI M-MVA WITH INJURY M-FALL M-BREATHING DIFFICULTY M-BACK PAIN FIRE STRUCTURE DISTURBANCE M-SICK/ OTHER M-UNCONSIOUS/UNRESPONSIVE/FAI M-HEAD INJURY M-SEIZURE	1 1 1 1 1 1 Count 22 7 5 4 4 4 4 4 3 3 3 3 3 3 3 2 2 2 2 2 2 1 1	10 80 74 51 67 61 40 Average 44 69 52 63 48 61 44 53 72 52 53 61 48 61 44 53 72 52 53 61 102 70 33 67 23	13.97 47.19 26.17 15.9 19.96 22.06 18.03 16.5 21.96 18.01 14.14 10.61 58.69 3.54	10 80 74 51 67 61 40 Min 18 7 9 42 24 40 29 35 59 34 40 29 35 59 34 40 29 35 59 34 40 29 35 59 34 40 29 35 59 34 61 61 61 61 7 7 9 61 61 61 61 61 61 61 61 61 61 61 61 61	





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.





October 2021 Quality Assurance & Quality Improvement

Key Performance Indicators

<u>1. Percent of Calls Reviewed:</u>

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 Reveiwed	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 Reveiwed					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