



The Commonwealth of Massachusetts

STATE 911 DEPARTMENT
NORTH SHORE REGIONAL 911 CENTER



November 2021 Radio, and CAD Statistics

CAD INCIDENTS

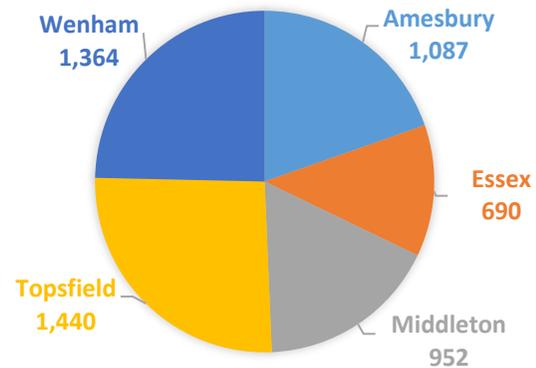
| Fire Incidents | Count |
|----------------|------------|
| Amesbury | 299 |
| Essex | 42 |
| Middleton | 200 |
| Topsfield | 145 |
| Wenham | 64 |
| Total | 750 |

| Police Incidents | Count |
|------------------|--------------|
| Amesbury | 879 |
| Essex | 681 |
| Middleton | 894 |
| Topsfield | 1,367 |
| Wenham | 1,336 |
| Total | 5,157 |

| Incidents by Town* | Count |
|--------------------|--------------|
| Amesbury | 1,087 |
| Essex | 690 |
| Middleton | 952 |
| Topsfield | 1,440 |
| Wenham | 1,364 |
| Total | 5,533 |

*total call count for services

CAD INCIDENTS BY TOWN



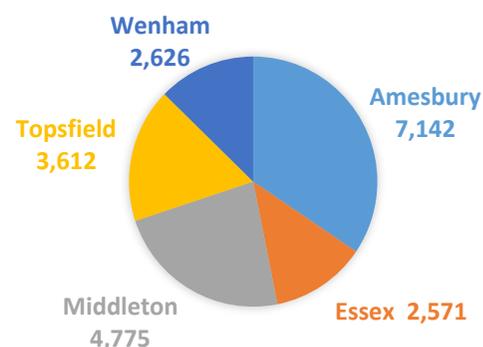
RADIO TRANSMISSIONS

| Fire Radio Transmissions | Count |
|--------------------------|--------------|
| Amesbury Fire | 2,873 |
| Essex Fire | 561 |
| Middleton Fire | 1,974 |
| Topsfield Fire | 1,103 |
| Wenham Fire | 424 |
| Total | 6,935 |

| Police Radio Transmissions | Count |
|----------------------------|---------------|
| Amesbury Police | 4,269 |
| Essex Police | 2,010 |
| Middleton Police | 2,801 |
| Topsfield Police | 2,509 |
| Wenham Police | 2,202 |
| Total | 13,791 |

| Transmissions by Community | Count |
|----------------------------|---------------|
| Amesbury | 7,142 |
| Essex | 2,571 |
| Middleton | 4,775 |
| Topsfield | 3,612 |
| Wenham | 2,626 |
| Total | 20,726 |

RADIO TRANSMISSIONS BY TOWN

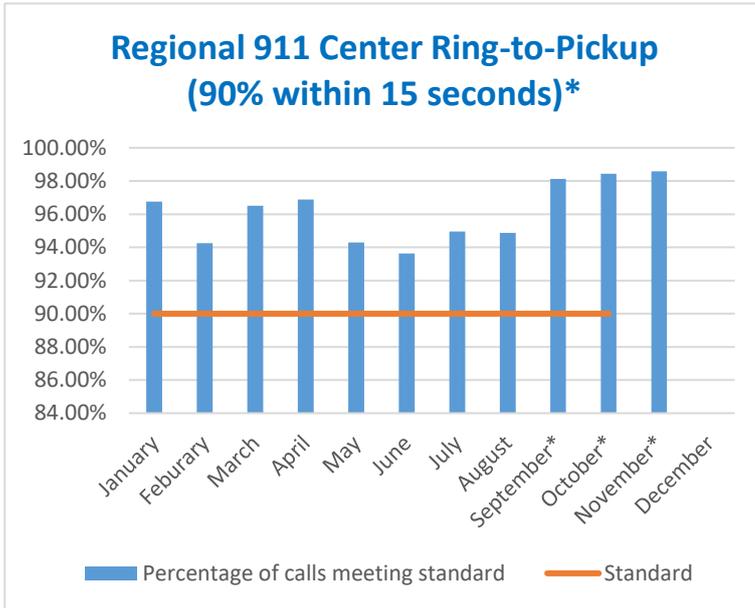




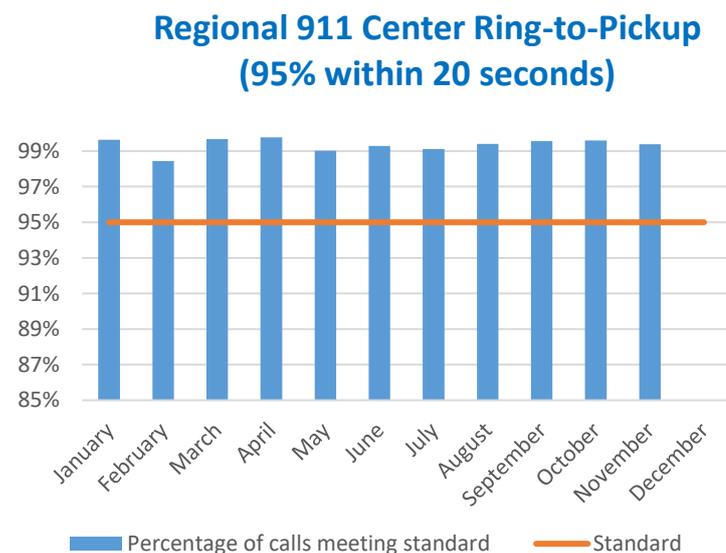
The Commonwealth of Massachusetts
 STATE 911 DEPARTMENT
 NORTH SHORE REGIONAL 911 CENTER



November 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* | 969 | 983 | 98.58% | 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 | 977 | 983 | 99.39% | 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.

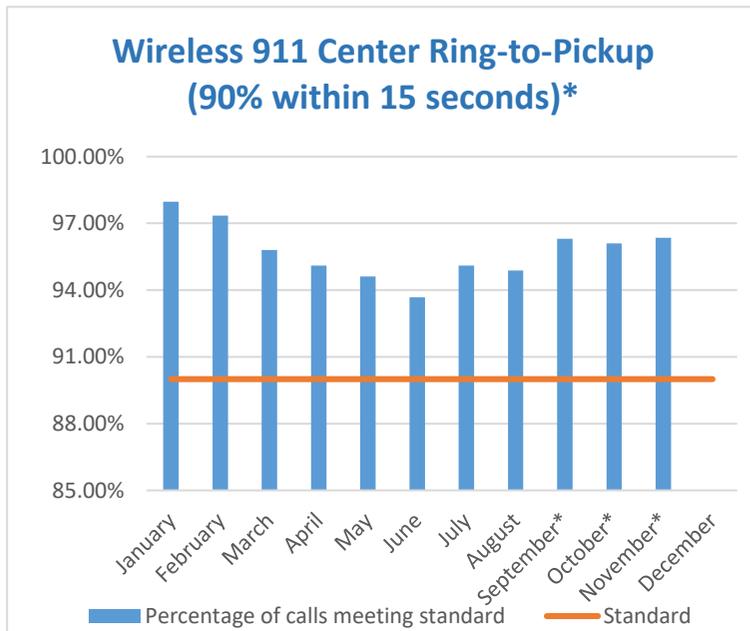
Objective: To answer all 911 calls within ten (10) seconds or less.



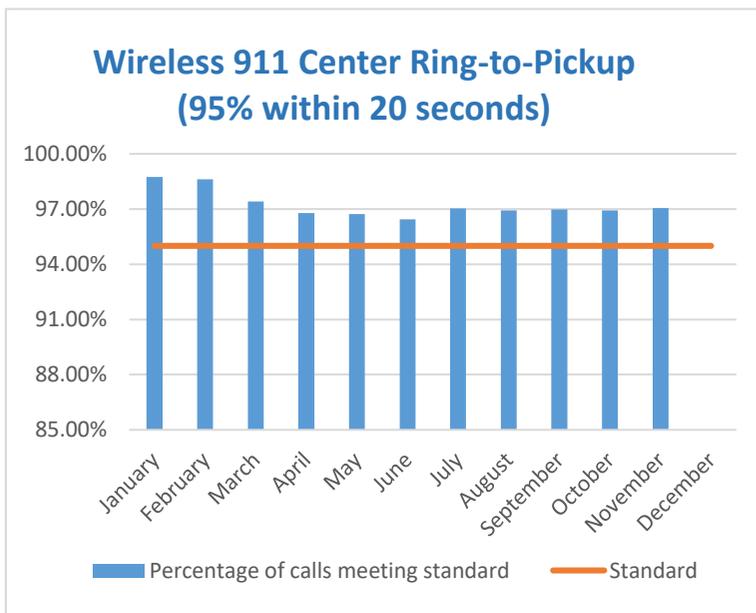
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STATE 911 DEPARTMENT
NORTH SHORE REGIONAL 911 CENTER



November 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* | 8,838 | 9,173 | 96.35% | 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 | 8,903 | 9,173 | 97.06% | 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.

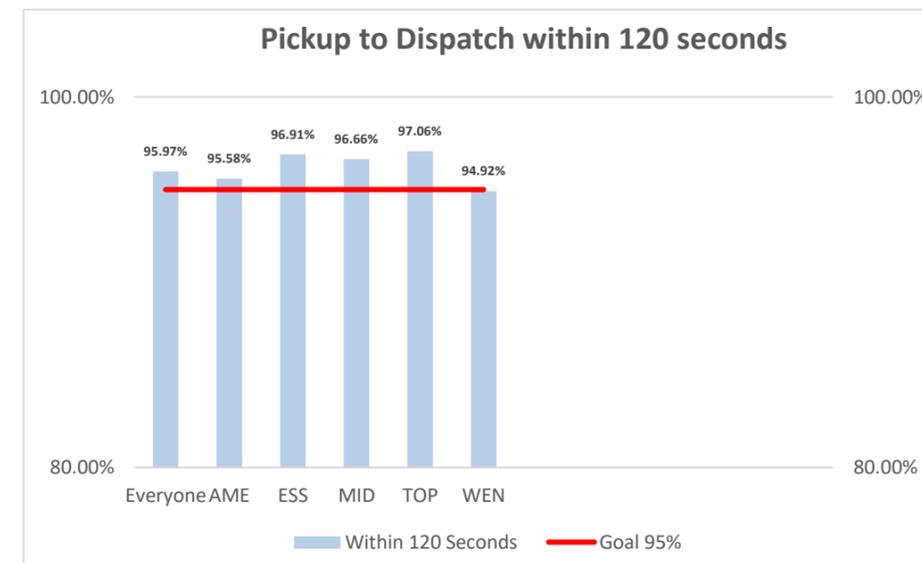
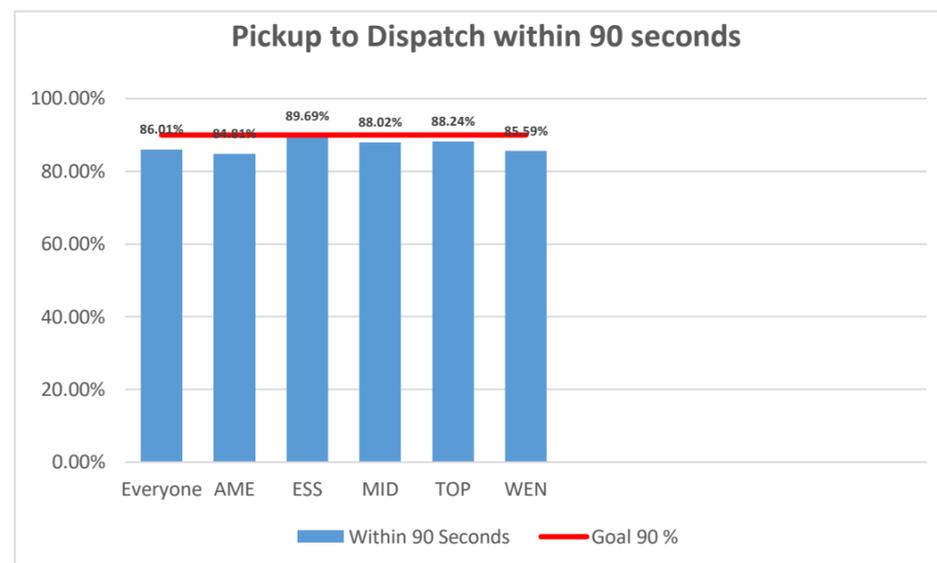


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November 2021 Pick Up to Dispatch Times

| City | Total | Below 60 | Below 90 | Below 120 | Greater 90 | Greater 150 | Greater 180 | AvgTime | StdDevTime | Median Time | Goal 90 % | Goal 95% |
|----------|-------|----------|----------|-----------|------------|-------------|-------------|---------|------------|-------------|-----------|----------|
| Everyone | 1487 | 40.22% | 86.01% | 95.97% | 208 | 26 | 9 | 68 | 27 | 65 | 90.00% | 95.00% |
| AME | 566 | 38.16% | 84.81% | 95.58% | 86 | 9 | 3 | 69 | 28 | 66 | 90.00% | 95.00% |
| ESS | 97 | 42.27% | 89.69% | 96.91% | 10 | 2 | 1 | 66 | 28 | 64 | 90.00% | 95.00% |
| MID | 359 | 43.73% | 88.02% | 96.66% | 43 | 5 | 0 | 65 | 25 | 64 | 90.00% | 95.00% |
| TOP | 204 | 41.67% | 88.24% | 97.06% | 24 | 3 | 1 | 66 | 26 | 65 | 90.00% | 95.00% |
| WEN | 118 | 36.44% | 85.59% | 94.92% | 17 | 2 | 1 | 69 | 28 | 67 | 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 | 65 | 24 | 0 | 207 |
| September | 683 | 64 | 26 | 0 | 216 |
| October | 854 | 66 | 26 | 0 | 216 |
| November | 683 | 64 | 25 | 0 | 205 |
| December | | | | | |



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November 2021 Priority 1 by Nature

| Nature | Total | Avg | StdDev | Min | Max |
|--------------------------------|-------|-----|--------|-----|-----|
| FIRE ALARM | 92 | 48 | 18.91 | 2 | 86 |
| M-FALL | 80 | 65 | 13.9 | 41 | 103 |
| M-SICK/ OTHER | 65 | 70 | 21.32 | 31 | 136 |
| DISTURBANCE | 41 | 69 | 21.66 | 31 | 123 |
| MVA NO PI | 36 | 80 | 26.85 | 0 | 149 |
| FIRE MUTUAL AID AMESBURY | 34 | 73 | 29.26 | 1 | 166 |
| M-BREATHING DIFFICULTY | 32 | 64 | 15.26 | 45 | 123 |
| M-CHEST PAIN/ CARDIAC PROBLEM | 30 | 58 | 13.95 | 35 | 90 |
| FIRE OTHER | 28 | 63 | 31.5 | 1 | 176 |
| MV COMPLAINT/ERRATIC OP | 27 | 53 | 28.71 | 0 | 154 |
| M-UNKNOWN MEDICAL PROBLEM | 25 | 59 | 29.68 | 33 | 172 |
| M-MENTAL/EMOTIONAL/PSYCHOLOGIC | 21 | 66 | 19.04 | 33 | 116 |
| FIRE MUTUAL AID MIDDLETON | 20 | 73 | 35.14 | 39 | 205 |
| M-MVA WITH INJURY | 20 | 74 | 42.44 | 24 | 200 |
| M-UNCONSCIOUS/UNRESPONSIVE/FAI | 19 | 66 | 20.4 | 29 | 116 |
| DOMESTIC | 16 | 70 | 28.72 | 32 | 162 |
| M-ABDOMINAL PAIN | 10 | 62 | 15.18 | 37 | 84 |
| M-SEIZURE | 10 | 67 | 16.12 | 42 | 86 |
| M-ALTERED MENTAL STATUS | 9 | 83 | 19.9 | 58 | 130 |
| FIRE MUTUAL AID TOPSFIELD | 7 | 55 | 21.23 | 29 | 93 |
| FIRE STRUCTURE | 7 | 52 | 13.39 | 35 | 73 |
| M-STROKE/ CVA | 7 | 57 | 15.21 | 29 | 74 |
| FIRE WIRES DOWN | 6 | 66 | 25.27 | 47 | 111 |
| M-BACK PAIN | 6 | 62 | 13.97 | 47 | 81 |
| M-EXTREMITY INJURY | 6 | 74 | 22.44 | 52 | 105 |
| FIRE MUTUAL AID WENHAM | 5 | 55 | 27.57 | 27 | 98 |
| FIRE BRUSH | 3 | 93 | 46.23 | 45 | 137 |
| M-ASSAULT | 3 | 57 | 13.32 | 49 | 73 |
| M-DIABETIC | 3 | 69 | 28.71 | 38 | 94 |
| FIRE MUTUAL AID ESSEX | 2 | 49 | 5.66 | 45 | 53 |
| M-ALLERGIC REACTION | 2 | 78 | 33.94 | 54 | 102 |
| M-BLEEDING (NON-TRAUMATIC) | 2 | 66 | 26.87 | 47 | 85 |
| M-CHOKING | 2 | 60 | 25.46 | 42 | 78 |
| M-TRAUMA WITH INJURY | 2 | 93 | 48.08 | 59 | 127 |
| MISSING PERSON | 2 | 75 | 5.66 | 71 | 79 |
| ASSAULT & BATTERY | 1 | 68 | | 68 | 68 |
| BREAKING & ENTERING | 1 | 49 | | 49 | 49 |
| M-HEAD INJURY | 1 | 114 | | 114 | 114 |



The Commonwealth of Massachusetts

STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER



November 2021 Priority 1 By Town

| AMESBURY | Count | Average | StdDev | Min | Max |
|--------------------------------|-------|---------|--------|-----|-----|
| FIRE ALARM | 29 | 54 | 15.17 | 24 | 86 |
| M-SICK/ OTHER | 28 | 73 | 25.15 | 31 | 136 |
| M-FALL | 27 | 64 | 14.28 | 43 | 97 |
| DISTURBANCE | 25 | 69 | 20.62 | 31 | 108 |
| M-BREATHING DIFFICULTY | 20 | 67 | 17.2 | 45 | 123 |
| FIRE OTHER | 19 | 55 | 25.66 | 1 | 128 |
| M-MENTAL/EMOTIONAL/PSYCHOLOGIC | 16 | 62 | 16.23 | 35 | 91 |
| DOMESTIC | 13 | 62 | 16.24 | 32 | 92 |
| M-UNKNOWN MEDICAL PROBLEM | 13 | 59 | 39.73 | 22 | 172 |
| M-CHEST PAIN/ CARDIAC PROBLEM | 12 | 61 | 12.42 | 42 | 90 |
| MVA NO PI | 12 | 109 | 94.36 | 49 | 399 |
| M-MVA WITH INJURY | 11 | 67 | 29.24 | 35 | 113 |
| M-UNCONSCIOUS/UNRESPONSIVE/FAI | 8 | 62 | 12.26 | 45 | 77 |
| M-ABDOMINAL PAIN | 7 | 62 | 16.71 | 37 | 84 |
| MV COMPLAINT/ERRATIC OP | 7 | 52 | 19.17 | 23 | 81 |
| M-SEIZURE | 5 | 71 | 17.81 | 42 | 86 |
| FIRE WIRES DOWN | 5 | 47 | 30.03 | 1 | 84 |
| M-BACK PAIN | 4 | 64 | 15.22 | 49 | 81 |
| FIRE STRUCTURE | 4 | 44 | 10.11 | 35 | 53 |
| M-ALTERED MENTAL STATUS | 3 | 95 | 30.64 | 73 | 130 |
| M-ASSAULT | 3 | 59 | 11.72 | 51 | 73 |
| M-DIABETIC | 2 | 57 | 27.58 | 38 | 77 |
| M-EXTREMITY INJURY | 2 | 58 | 8.49 | 52 | 64 |
| M-STROKE/ CVA | 1 | 51 | | 51 | 51 |
| M-TRAUMA WITH INJURY | 1 | 127 | | 127 | 127 |
| MISSING PERSON | 1 | 79 | | 79 | 79 |
| M-CHOKING | 1 | 78 | | 78 | 78 |
| ASSAULT & BATTERY | 1 | 68 | | 68 | 68 |
| FIRE BRUSH | 1 | 137 | | 137 | 137 |
| ESSEX | Count | Average | StdDev | Min | Max |
| M-SICK/ OTHER | 6 | 69 | 26.72 | 53 | 123 |
| FIRE ALARM | 5 | 52 | 11.08 | 34 | 63 |
| M-FALL | 5 | 56 | 15.22 | 44 | 75 |
| MVA NO PI | 3 | 70 | 31.77 | 34 | 90 |
| M-MENTAL/EMOTIONAL/PSYCHOLOGIC | 3 | 80 | 33.41 | 50 | 116 |
| M-MVA WITH INJURY | 3 | 70 | 20.74 | 52 | 93 |
| FIRE OTHER | 2 | 49 | 18.38 | 36 | 62 |
| MV COMPLAINT/ERRATIC OP | 2 | 40 | 11.31 | 32 | 48 |
| M-UNKNOWN MEDICAL PROBLEM | 2 | 51 | 23.33 | 35 | 68 |
| MISSING PERSON | 1 | 71 | | 71 | 71 |
| M-STROKE/ CVA | 1 | 29 | | 29 | 29 |
| DISTURBANCE | 1 | 71 | | 71 | 71 |
| M-ALTERED MENTAL STATUS | 1 | 77 | | 77 | 77 |
| M-BREATHING DIFFICULTY | 1 | 76 | | 76 | 76 |
| M-CHEST PAIN/ CARDIAC PROBLEM | 1 | 35 | | 35 | 35 |
| M-DIABETIC | 1 | 94 | | 94 | 94 |
| M-EXTREMITY INJURY | 1 | 76 | | 76 | 76 |
| M-SEIZURE | 1 | 72 | | 72 | 72 |
| MIDDLETON | Count | Average | StdDev | Min | Max |
| FIRE ALARM | 42 | 43 | 20.25 | 3 | 75 |
| M-FALL | 26 | 65 | 12.7 | 41 | 91 |
| M-SICK/ OTHER | 21 | 64 | 19.36 | 0 | 88 |
| MVA NO PI | 18 | 76 | 33.74 | 0 | 149 |
| M-CHEST PAIN/ CARDIAC PROBLEM | 11 | 61 | 14.79 | 41 | 84 |
| MV COMPLAINT/ERRATIC OP | 11 | 62 | 34.64 | 29 | 154 |
| M-BREATHING DIFFICULTY | 9 | 55 | 7.76 | 45 | 69 |
| M-UNCONSCIOUS/UNRESPONSIVE/FAI | 9 | 72 | 22.64 | 46 | 116 |
| FIRE MUTUAL AID TOPSFIELD | 9 | 39 | 17.59 | 2 | 60 |
| FIRE OTHER | 8 | 65 | 15.67 | 44 | 91 |
| M-UNKNOWN MEDICAL PROBLEM | 8 | 50 | 14.59 | 33 | 71 |

| MIDDLETON con't | Count | Average | StdDev | Min | Max |
|--------------------------------|-------|---------|--------|-----|-----|
| DISTURBANCE | 7 | 67 | 27.13 | 37 | 123 |
| M-STROKE/ CVA | 4 | 65 | 7.14 | 57 | 73 |
| M-MENTAL/EMOTIONAL/PSYCHOLOGIC | 4 | 64 | 9.03 | 51 | 70 |
| M-MVA WITH INJURY | 3 | 56 | 36.46 | 24 | 96 |
| M-ALTERED MENTAL STATUS | 3 | 73 | 13.08 | 58 | 82 |
| DOMESTIC | 3 | 104 | 50.14 | 71 | 162 |
| M-EXTREMITY INJURY | 2 | 78 | 37.48 | 52 | 105 |
| FIRE BRUSH | 2 | 72 | 38.18 | 45 | 99 |
| M-ABDOMINAL PAIN | 2 | 49 | 2.12 | 48 | 51 |
| M-HEAD INJURY | 1 | 114 | | 114 | 114 |
| M-TRAUMA WITH INJURY | 1 | 59 | | 59 | 59 |
| M-ALLERGIC REACTION | 1 | 54 | | 54 | 54 |
| M-ASSAULT | 1 | 49 | | 49 | 49 |
| BREAKING & ENTERING | 1 | 49 | | 49 | 49 |
| FIRE STRUCTURE | 1 | 60 | | 60 | 60 |
| FIRE WIRES DOWN | 1 | 83 | | 83 | 83 |
| TOPSFIELD | Count | Average | StdDev | Min | Max |
| M-FALL | 17 | 68 | 15.64 | 41 | 103 |
| FIRE ALARM | 15 | 47 | 17.36 | 2 | 86 |
| FIRE OTHER | 14 | 71 | 41.96 | 33 | 176 |
| MV COMPLAINT/ERRATIC OP | 11 | 54 | 26.24 | 0 | 83 |
| M-SICK/ OTHER | 9 | 63 | 27.84 | 11 | 105 |
| M-CHEST PAIN/ CARDIAC PROBLEM | 7 | 55 | 14 | 42 | 74 |
| MVA NO PI | 5 | 72 | 22.55 | 49 | 110 |
| DISTURBANCE | 5 | 80 | 19.31 | 57 | 104 |
| M-MVA WITH INJURY | 4 | 71 | 41.81 | 44 | 133 |
| M-UNCONSCIOUS/UNRESPONSIVE/FAI | 3 | 65 | 31.79 | 29 | 88 |
| M-UNKNOWN MEDICAL PROBLEM | 3 | 56 | 28.15 | 30 | 86 |
| FIRE STRUCTURE | 2 | 65 | 11.31 | 57 | 73 |
| M-BACK PAIN | 2 | 57 | 14.85 | 47 | 68 |
| M-BLEEDING (NON-TRAUMATIC) | 2 | 66 | 26.87 | 47 | 85 |
| M-STROKE/ CVA | 2 | 66 | 10.61 | 59 | 74 |
| M-MENTAL/EMOTIONAL/PSYCHOLOGIC | 1 | 59 | | 59 | 59 |
| M-BREATHING DIFFICULTY | 1 | 70 | | 70 | 70 |
| M-CHOKING | 1 | 42 | | 42 | 42 |
| M-EXTREMITY INJURY | 1 | 96 | | 96 | 96 |
| FIRE WIRES DOWN | 1 | 53 | | 53 | 53 |
| M-ABDOMINAL PAIN | 1 | 70 | | 70 | 70 |
| M-ALTERED MENTAL STATUS | 1 | 74 | | 74 | 74 |
| WENHAM | Count | Average | StdDev | Min | Max |
| FIRE ALARM | 10 | 49 | 19.85 | 11 | 80 |
| M-FALL | 6 | 69 | 8.66 | 60 | 81 |
| M-UNKNOWN MEDICAL PROBLEM | 5 | 57 | 14.46 | 46 | 74 |
| M-SICK/ OTHER | 4 | 46 | 19.02 | 30 | 71 |
| DISTURBANCE | 4 | 69 | 34.34 | 39 | 106 |
| M-MENTAL/EMOTIONAL/PSYCHOLOGIC | 3 | 52 | 19.04 | 33 | 71 |
| M-BREATHING DIFFICULTY | 2 | 59 | 9.9 | 52 | 66 |
| M-SEIZURE | 2 | 68 | 24.04 | 51 | 85 |
| FIRE OTHER | 2 | 45 | 28.28 | 25 | 65 |
| FIRE WIRES DOWN | 1 | 111 | | 111 | 111 |
| M-ABDOMINAL PAIN | 1 | 74 | | 74 | 74 |
| M-ALLERGIC REACTION | 1 | 102 | | 102 | 102 |
| M-ALTERED MENTAL STATUS | 1 | 93 | | 93 | 93 |
| M-BACK PAIN | 1 | 63 | | 63 | 63 |
| DOMESTIC | 1 | 65 | | 65 | 65 |
| M-MVA WITH INJURY | 1 | 200 | | 200 | 200 |
| M-CHEST PAIN/ CARDIAC PROBLEM | 1 | 48 | | 48 | 48 |
| MV COMPLAINT/ERRATIC OP | 1 | 36 | | 36 | 36 |
| MVA NO PI | 1 | 82 | | 82 | 82 |



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November 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 | | | | | 1 | 1 | 299 | 0.33% |
| AMESBURY PD | | | | | | 0 | 879 | 0.00% |
| ESSEX FD | | | | | | 0 | 42 | 0.00% |
| ESSEX PD | | | | | | 0 | 681 | 0.00% |
| MIDDLETON FD | | | | | | 0 | 200 | 0.00% |
| MIDDLETON PD | | | | | | 0 | 894 | 0.00% |
| TOPSFIELD FD | | | | | | 0 | 145 | 0.00% |
| TOPSFIELD PD | | | | | | 0 | 1,367 | 0.00% |
| WENHAM FD | | | | | | 0 | 64 | 0.00% |
| WENHAM PD | | | | | | 0 | 1,336 | 0.00% |
| OTHER | | | | | | | | |
| Total | 0 | 0 | 0 | 0 | 1 | 1 | 5,907 | 0.33% |

**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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November 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 | 1,074 |
| Answered 9-1-1 Calls | 983 |
| Answered 9-1-1 Calls within 10 seconds | 946 |
| Answered 9-1-1 Calls within 20 seconds | 977 |
| Answered 9-1-1 Text Calls | 0 |
| Abandoned 9-1-1 Calls | 91 |
| 7-Digit Emergency Calls | 1,707 |
| Answered 7-Digit Emergency Calls | 1,671 |
| Abandoned 7-Digit Emergency Calls | 36 |
| Outbound Calls | 1,032 |
| Total Calls Received | 159 |
| Total % 911 Calls Reviewed | 16.17% |

| Call Type Reviewed | # of perfect scores | # of reviews below 90% | LOWEST | AVERAGE | COUNT |
|--------------------------------------|---------------------|------------------------|---------------|---------------|------------|
| Regional Fire Dispatcher QA | 33 | 1 | 88.24% | 98.20% | 53 |
| Regional Police Dispatcher QA | 21 | 0 | 90.77% | 98.21% | 31 |
| Regional Call Taking QA | 23 | 1 | 88.89% | 97.88% | 36 |
| Regional EMD QA | 19 | 7 | 77.27% | 95.43% | 39 |
| Text-to-911 QA | | | | | |
| Regional 911 Center Total QAs | 96 | 9 | 86.29% | 99.68% | 159 |

Wireless 911 Center

| | |
|--|-------|
| 9-1-1 Calls answered and abandoned | 9,971 |
| Answered 9-1-1 Calls | 9,173 |
| Answered 9-1-1 Calls within 10 seconds | 8,734 |
| Answered 9-1-1 Calls within 20 seconds | 8,903 |
| Answered 9-1-1 Text Calls | 0 |
| Abandoned 9-1-1 Calls | 798 |
| 7-Digit Emergency Calls | 212 |
| Answered 7-Digit Emergency Calls | 174 |
| Abandoned 7-Digit Emergency Calls | 38 |
| Outbound Calls | 2,577 |
| Total Calls Received | 450 |
| Total % 911 Calls Reviewed | 4.91% |

| Call Type Reviewed | # of perfect scores | # of reviews below 90% | LOWEST | AVERAGE | COUNT |
|--------------------------------------|---------------------|------------------------|---------------|---------------|------------|
| Wireless 911 Center Total QAs | 433 | 8 | 85.29% | 99.68% | 450 |