



The Commonwealth of Massachusetts

STATE 911 DEPARTMENT
NORTH SHORE REGIONAL 911 CENTER



December 2021 Radio, and CAD Statistics

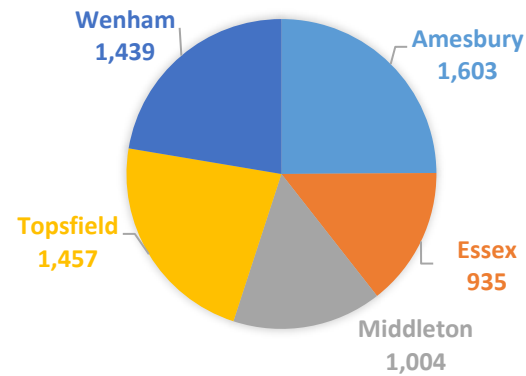
CAD INCIDENTS

Fire Incidents	Count
Amesbury	337
Essex	56
Middleton	180
Topsfield	152
Wenham	80
Total	805

Police Incidents	Count
Amesbury	1,370
Essex	923
Middleton	949
Topsfield	1,401
Wenham	1,419
Total	6,062

Incidents by Town*	Count
Amesbury	1,603
Essex	935
Middleton	1,004
Topsfield	1,457
Wenham	1,439
Total	6,438

CAD INCIDENTS BY TOWN



*total call count for services

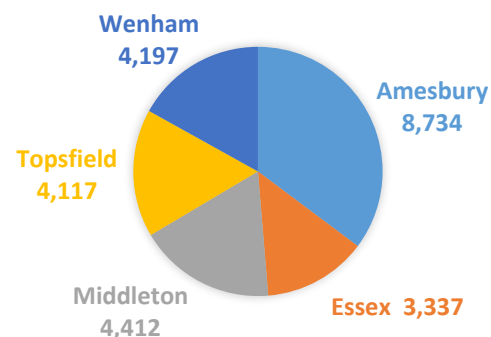
RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	3,491
Essex Fire	731
Middleton Fire	1,723
Topsfield Fire	1,277
Wenham Fire	567
Total	7,789

Police Radio Transmissions	Count
Amesbury Police	5,243
Essex Police	2,606
Middleton Police	2,689
Topsfield Police	2,840
Wenham Police	3,630
Total	17,008

Transmissions by Community	Count
Amesbury	8,734
Essex	3,337
Middleton	4,412
Topsfield	4,117
Wenham	4,197
Total	24,797

RADIO TRANSMISSIONS BY TOWN

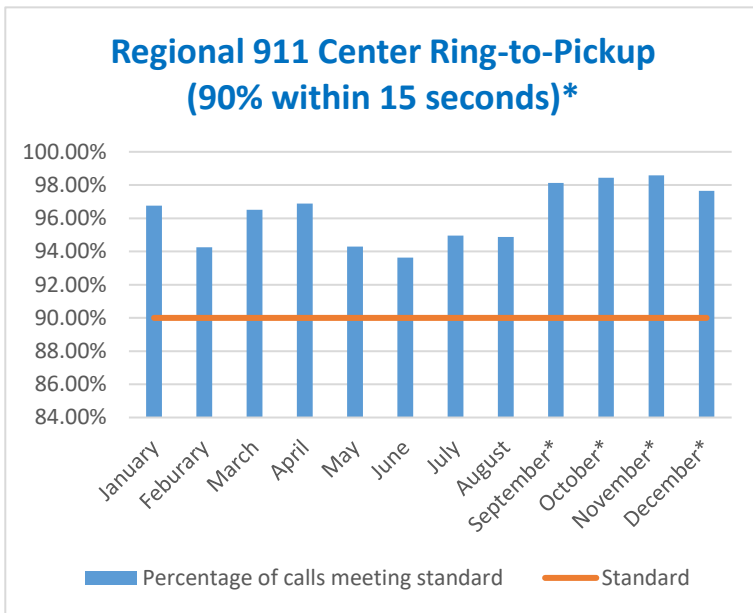




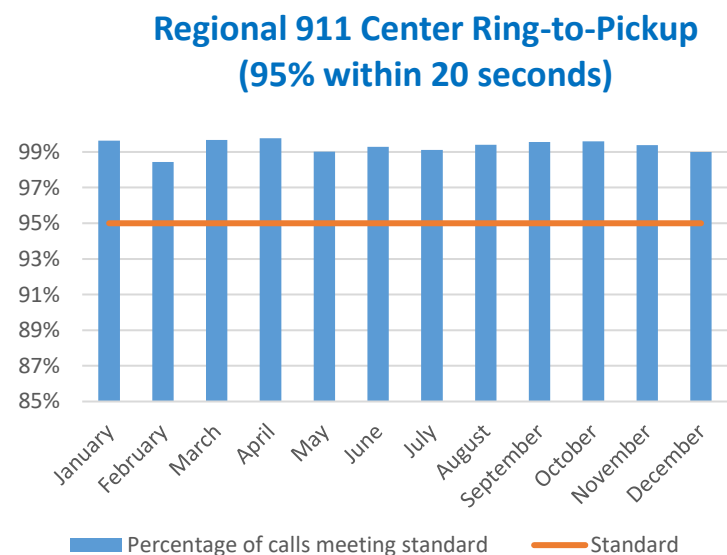
The Commonwealth of Massachusetts
 STATE 911 DEPARTMENT
 NORTH SHORE REGIONAL 911 CENTER



December 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*	1,077	1,103	97.64%	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	1,092	1,103	99.00%	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.

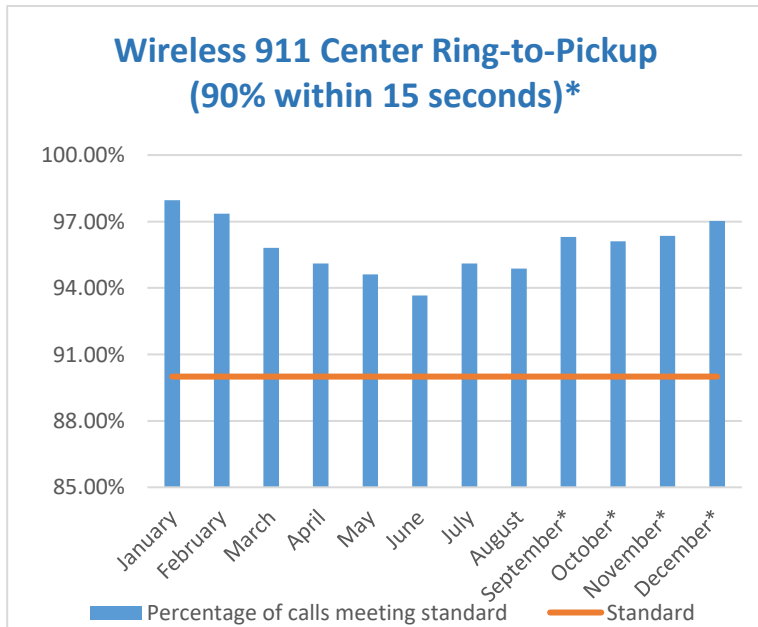
NOTE: This metric was updated to reflect new KPI updated in 9/2021.



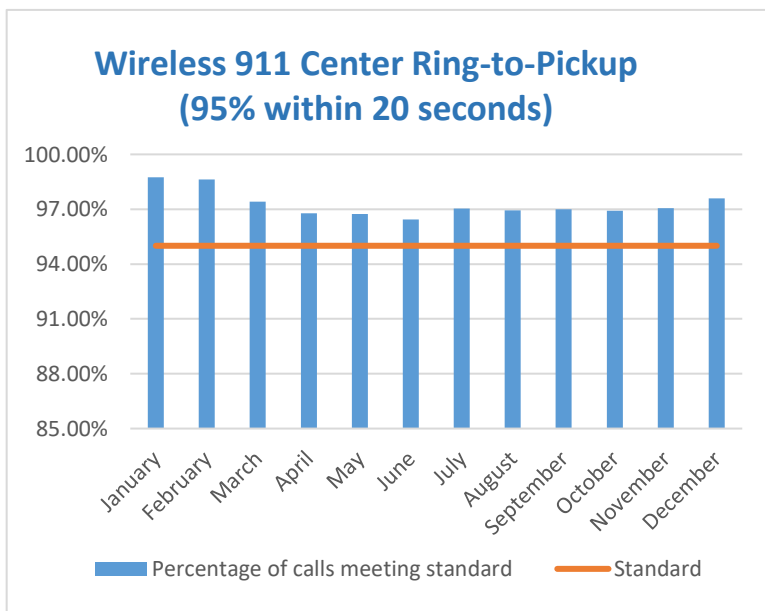
The Commonwealth of Massachusetts
STATE 911 DEPARTMENT
NORTH SHORE REGIONAL 911 CENTER



December 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*	8,433	8,691	97.03%	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	8,481	8,691	97.58%	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.

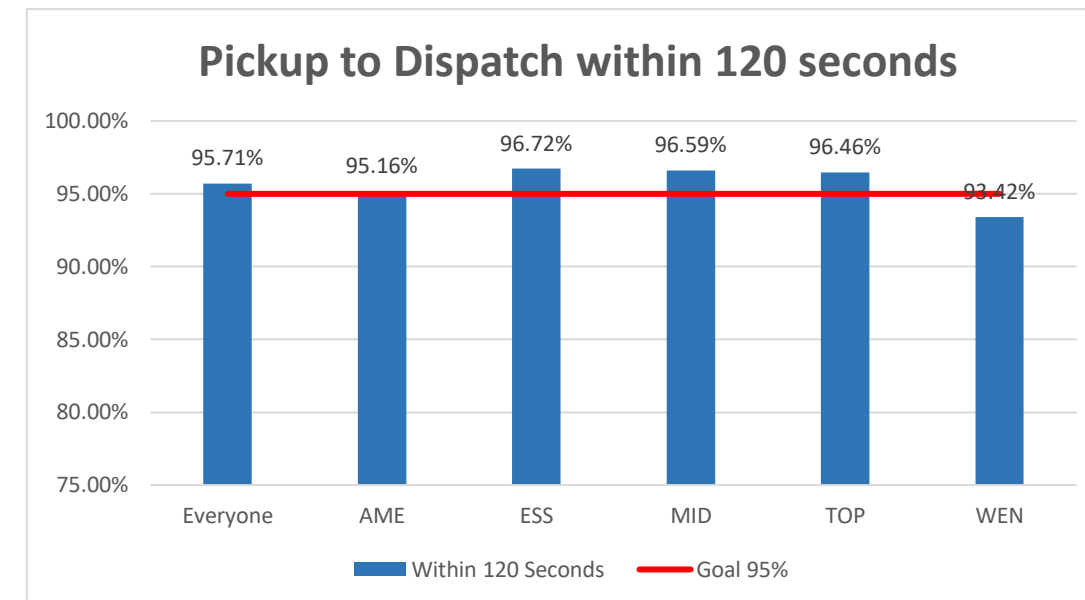
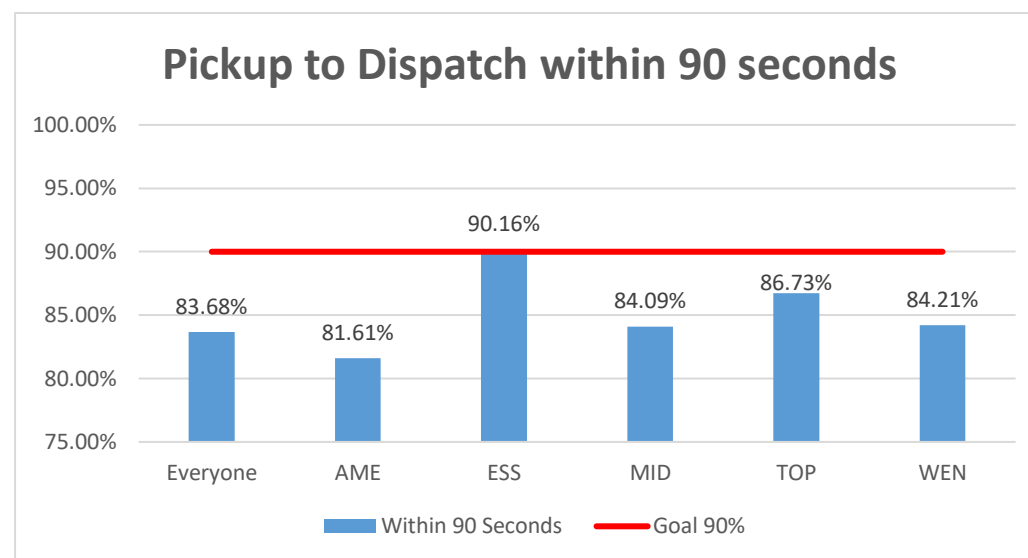


The Commonwealth of Massachusetts
STATE 911 DEPARTMENT
NORTH SHORE REGIONAL 911 CENTER



December 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	815	36.20%	83.68%	95.71%	133	19	6	70	29	66	90.00%	95.00%
AME	310	33.87%	81.61%	95.16%	57	7	3	72	30	68	90.00%	95.00%
ESS	61	42.62%	90.16%	96.72%	6	2	0	65	27	63	90.00%	95.00%
MID	176	38.64%	84.09%	96.59%	28	3	0	68	24	65	90.00%	95.00%
TOP	113	38.05%	86.73%	96.46%	15	2	1	67	27	66	90.00%	95.00%
WEN	76	30.26%	84.21%	93.42%	12	2	0	72	27	70	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	815	66	29	0	314



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



December 2021 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
M-FALL	144	70	22	0	196
FIRE ALARM	124	60	33.95	6	314
M-SICK/ OTHER	118	76	23.91	1	155
MVA NO PI	67	80	28.16	36	182
DISTURBANCE	62	81	28.35	19	182
FIRE MUTUAL AID AMESBURY	55	73	37.4	7	221
M-BREATHING DIFFICULTY	51	67	17.32	31	107
MV COMPLAINT/ERRATIC OP	48	71	40.96	0	201
M-UNKNOWN MEDICAL PROBLEM	45	70	29.91	16	174
M-CHEST PAIN/ CARDIAC PROBLEM	43	72	24.78	31	173
FIRE MUTUAL AID MIDDLETON	36	69	33.36	16	229
M-UNCONSCIOUS/UNRESPONSIVE/FAI	35	64	23.73	14	131
FIRE OTHER	33	76	32.55	21	176
DOMESTIC	31	67	18.87	30	120
M-MVA WITH INJURY	30	59	27.69	14	156
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	29	80	26.44	35	141
M-SEIZURE	19	58	18.64	21	97
M-TRAUMA WITH INJURY	16	66	14.02	37	88
FIRE MUTUAL AID TOPSFIELD	15	76	38.75	29	176
M-ABDOMINAL PAIN	14	77	28.61	38	155
M-ALTERED MENTAL STATUS	14	76	24.83	38	117
FIRE STRUCTURE	13	53	13.03	29	75
M-STROKE/ CVA	11	67	11.8	51	88
M-OVERDOSE	8	55	25.38	0	85
FIRE WIRES DOWN	7	71	34.98	43	138
M-ALLERGIC REACTION	5	62	13.72	43	78
M-BLEEDING (NON-TRAUMATIC)	5	82	24.01	61	112
M-EXTREMITY INJURY	5	90	26.46	61	123
MISSING PERSON	5	113	42.11	67	173
M-BACK PAIN	4	62	19.7	39	87
M-DIABETIC	4	54	2.45	51	56
M-HEADACHE	4	71	32.76	48	120
BREAKING & ENTERING	3	83	37.75	51	125
FIRE MUTUAL AID ESSEX	3	123	48.84	69	163
FIRE VEHICLE	3	72	45.04	45	124
M-CHOKING	3	70	17.56	52	87
ASSAULT & BATTERY	2	63	16.26	52	75
FIRE BRUSH	2	79	56.57	39	119
M-INDUSTRIAL/ FARMING ACCIDENT	2	70	5.66	66	74
FIRE MUTUAL AID WENHAM	1	110		110	110
M-ANIMAL BITE	1	45		45	45
M-HEAD INJURY	1	73		73	73



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



December 2021 Priority 1 By Town

AMESBURY						MIDDLETON con't					
	Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max
M-FALL	51	71	18.85	41	138	DOMESTIC	4	65	7.07	60	75
M-SICK/ OTHER	44	74	24.3	35	153	FIRE MUTUAL AID TOPSFIELD	4	54	12.83	45	73
FIRE ALARM	39	71	49.12	6	314	M-TRAUMA WITH INJURY	4	62	14.51	46	80
DISTURBANCE	23	76	18.46	48	117	M-OVERDOSE	3	59	14.47	43	69
M-CHEST PAIN/ CARDIAC PROBLEM	19	75	32.14	31	173	FIRE VEHICLE	2	46	1.41	45	47
M-BREATHING DIFFICULTY	18	66	20.4	40	105	M-ABDOMINAL PAIN	2	67	0	67	67
FIRE OTHER	18	61	37.37	0	124	M-EXTREMITY INJURY	2	81	22.63	65	97
DOMESTIC	14	72	21.46	42	120	M-SEIZURE	2	36	21.21	21	51
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	14	77	29.45	46	135	M-STROKE/ CVA	2	76	4.95	73	80
MV COMPLAINT/ERRATIC OP	12	77	54.14	0	201	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	2	54	7.07	49	59
MVA NO PI	10	68	17.67	39	100	M-HEAD INJURY	1	73		73	73
M-UNCONSCIOUS/UNRESPONSIVE/FAI	10	58	20.31	14	85	M-HEADACHE	1	60		60	60
M-SEIZURE	9	55	15.33	26	74	M-DIABETIC	1	53		53	53
M-UNKNOWN MEDICAL PROBLEM	7	56	20.25	16	75	FIRE STRUCTURE	1	51		51	51
M-ALTERED MENTAL STATUS	7	78	20.58	52	100	M-ALLERGIC REACTION	1	78		78	78
M-ABDOMINAL PAIN	6	82	37.35	54	155	M-BLEEDING (NON-TRAUMATIC)	1	61		61	61
M-MVA WITH INJURY	6	66	47.43	14	156	BREAKING & ENTERING	1	75		75	75
M-STROKE/ CVA	6	66	12.71	54	88						
M-TRAUMA WITH INJURY	3	70	15.13	58	87	TOPSFIELD					
M-OVERDOSE	3	41	35.81	0	63	FIRE ALARM	21	55	22.08	12	119
M-DIABETIC	3	54	2.89	51	56	M-FALL	12	49	24.78	0	86
FIRE WIRES DOWN	3	73	23.26	52	98	M-SICK/ OTHER	12	72	18.84	41	109
M-ASSAULT	2	62	2.12	61	64	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	11	77	12.52	46	90
M-ALLERGIC REACTION	2	55	17.68	43	68	MV COMPLAINT/ERRATIC OP	9	75	42.25	30	157
FIRE STRUCTURE	2	66	12.73	57	75	M-UNKNOWN MEDICAL PROBLEM	9	66	25.93	22	105
ASSAULT & BATTERY	2	63	16.26	52	75	M-BREATHING DIFFICULTY	7	71	11.21	56	93
M-HEADACHE	2	53	7.07	48	58	MVA NO PI	6	82	59.86	0	182
MISSING PERSON	2	86	53.74	48	124	M-UNCONSCIOUS/UNRESPONSIVE/FAI	6	65	7.5	54	76
M-INDUSTRIAL/ FARMING ACCIDENT	1	74		74	74	M-TRAUMA WITH INJURY	4	70	11.15	57	84
M-EXTREMITY INJURY	1	123		123	123	M-CHEST PAIN/ CARDIAC PROBLEM	3	76	21.13	63	101
BREAKING & ENTERING	1	51		51	51	M-MVA WITH INJURY	3	57	30.35	22	76
M-BACK PAIN	1	39		39	39	M-ALTERED MENTAL STATUS	3	87	39.88	42	117
M-BLEEDING (NON-TRAUMATIC)	1	63		63	63	DISTURBANCE	3	50	27.79	19	71
M-ANIMAL BITE	1	45		45	45	FIRE STRUCTURE	3	48	14.43	40	65
M-CHOKING	1	87		87	87	DOMESTIC	2	62	5.66	58	66
ESSEX											
	Count	Average	StdDev	Min	Max	M-BACK PAIN	2	61	2.83	59	63
M-FALL	13	68	15.75	47	108	FIRE OTHER	2	0	0	0	0
MVA NO PI	11	60	18.52	13	80	FIRE WIRES DOWN	2	45	2.83	43	47
DISTURBANCE	6	79	47.51	48	171	M-EXTREMITY INJURY	2	82	30.41	61	104
MV COMPLAINT/ERRATIC OP	6	42	24.35	21	78	MISSING PERSON	1	79		79	79
FIRE ALARM	5	53	16.86	30	75	M-CHOKING	1	52		52	52
DOMESTIC	4	67	28.86	30	100	M-STROKE/ CVA	1	51		51	51
M-BREATHING DIFFICULTY	4	55	8.5	47	64	M-SEIZURE	1	53		53	53
M-UNKNOWN MEDICAL PROBLEM	3	99	65.16	54	174	FIRE VEHICLE	1	124		124	124
M-SICK/ OTHER	3	71	28.18	49	103	FIRE BRUSH	1	39		39	39
M-TRAUMA WITH INJURY	2	48	15.56	37	59	FIRE MUTUAL AID MIDDLETON	1	25		25	25
M-MVA WITH INJURY	2	22	31.82	0	45	WENHAM					
M-CHEST PAIN/ CARDIAC PROBLEM	2	41	6.36	37	46	FIRE ALARM	16	55	18.03	26	102
FIRE OTHER	2	60	10.61	53	68	M-FALL	10	78	18.19	56	106
FIRE STRUCTURE	1	47		47	47	MVA NO PI	8	71	17.41	48	96
FIRE WIRES DOWN	1	51		51	51	M-UNKNOWN MEDICAL PROBLEM	6	57	16.52	27	73
M-ALLERGIC REACTION	1	68		68	68	DISTURBANCE	6	89	38.18	56	159
M-INDUSTRIAL/ FARMING ACCIDENT	1	66		66	66	M-SICK/ OTHER	5	83	18.87	65	113
M-SEIZURE	1	24		24	24	M-MVA WITH INJURY	4	67	13.96	53	86
FIRE BRUSH	1	119		119	119	FIRE OTHER	4	56	15.3	35	70
MIDDLETON											
	Count	Average	StdDev	Min	Max	FIRE MUTUAL AID TOPSFIELD	3	56	8.96	51	67
M-SICK/ OTHER	31	76	26.5	45	155	M-BREATHING DIFFICULTY	3	83	20.5	71	107
FIRE ALARM	25	53	15.58	10	82	M-UNCONSCIOUS/UNRESPONSIVE/FAI	3	53	32.65	16	74
M-FALL	20	66	14.72	43	98	MISSING PERSON	2	148	35.36	123	173
MV COMPLAINT/ERRATIC OP	16	62	29.27	0	117	M-CHEST PAIN/ CARDIAC PROBLEM	2	74	0	74	74
MVA NO PI	16	89	36.64	38	159	M-SEIZURE	2	60	2.12	59	62
FIRE OTHER	13	73	30.93	0	124	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	2	57	31.82	35	80
M-BREATHING DIFFICULTY	10	68	11.59	51	91	M-HEADACHE	1	120		120	120
M-CHEST PAIN/ CARDIAC PROBLEM	9	73	18.34	46	98	FIRE STRUCTURE	1	29		29	29
M-UNCONSCIOUS/UNRESPONSIVE/FAI	8	55	14.14	28	72	FIRE WIRES DOWN	1	138		138	138
M-UNKNOWN MEDICAL PROBLEM	7	73	26.48	39	114	M-ABDOMINAL PAIN	1	70		70	70
M-MVA WITH INJURY	5	54	20.57	27	81	MV COMPLAINT/ERRATIC OP	1	80		80	80
DISTURBANCE	5	75	18.32	51	99	M-TRAUMA WITH INJURY	1	88		88	88



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



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	337	0.30%
AMESBURY PD						0	1,370	0.00%
ESSEX FD						0	56	0.00%
ESSEX PD						0	923	0.00%
MIDDLETON FD						0	180	0.00%
MIDDLETON PD						0	949	0.00%
TOPSFIELD FD						0	152	0.00%
TOPSFIELD PD						0	1,401	0.00%
WENHAM FD						0	80	0.00%
WENHAM PD						0	1,419	0.00%
OTHER								
Total	0	0	0	0	1	1	6,867	0.30%

**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.



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



December 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	1,193
Answered 9-1-1 Calls	1,103
Answered 9-1-1 Calls within 10 seconds	1,029
Answered 9-1-1 Calls within 20 seconds	1,092
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	90
7-Digit Emergency Calls	1,772
Answered 7-Digit Emergency Calls	1,728
Abandoned 7-Digit Emergency Calls	44
Outbound Calls	1,352
Business Lines Inbound	2,920
Business Lines Outbound	4,410
Total Calls Received	145
Total % 911 Calls Reviewed	13.15%

Call Type Reviewed	# of perfect scores	# of reviews below 92%	LOWEST	AVERAGE	COUNT
Regional Fire Dispatcher QA	21	0	95.59%	99.51%	24
Regional Police Dispatcher QA	19	0	92.31%	98.52%	27
Regional Call Taking QA	25	4	86.11%	97.55%	43
Regional EMD QA	28	11	71.59%	95.22%	49
Text-to-911 QA	0	0	93.98%	95.78%	2
Regional 911 Center Total QAs	93	15	87.92%	97.32%	145

Wireless 911 Center

9-1-1 Calls answered and abandoned	9,440
Answered 9-1-1 Calls	8,691
Answered 9-1-1 Calls within 10 seconds	8,349
Answered 9-1-1 Calls within 20 seconds	8,481
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	749
7-Digit Emergency Calls	183
Answered 7-Digit Emergency Calls	152
Abandoned 7-Digit Emergency Calls	31
Outbound Calls	2,289
Total Calls Received	493
Total % 911 Calls Reviewed	5.67%

Call Type Reviewed	# of perfect scores	# of reviews below 92%	LOWEST	AVERAGE	COUNT
Wireless 911 Center Total QAs	481	5	66.18%	99.75%	493