

Call Reason Breakdown

Call Reason	Self	Disp	Total	%	Avg. Arrive	Avg. Time @ Scene
209A SERVICE	2	1	3	< 1	0.31	12.11
Action: SERVED IN HAND = 3						
ABANDONED 911 CALL	0	6	6	< 1	5.62	30.02
Action: ACCIDENTAL = 2						
CONFIRMED MIS-DIAL = 1						
Dispatch Handled = 1						
No Transport/ Patient Refusal = 1						
Services Rendered = 1						
911 CALL	0	27	27	< 1	10.40	6.30
Action: ACCIDENTAL = 1						
Checks Okay = 2						
CONFIRMED MIS-DIAL = 7						
Call Given to an Officer = 3						
Dispatch Handled = 6						
Investigated = 1						
No Action Required = 2						
Report Taken = 1						
Taken to Family/Guardian/Other = 1						
TRANSFERRED TO STATE POLICE = 2						
Unfounded = 1						
911 HANG UP	0	11	11	< 1	9.15	21.60
Action: COOLEY DICKINSON HOSPITAL = 3						
CONFIRMED MIS-DIAL = 2						
Dispatch Handled = 1						
No Action Required = 1						
Services Rendered = 2						
TRANSFERRED TO STATE POLICE = 2						
911 MIS DIAL	0	11	11	< 1	10.36	2.54
Action: Checks Okay = 1						
CONFIRMED MIS-DIAL = 5						
No Action Required = 1						
NOBODY HOME = 1						
TRANSFERRED TO STATE POLICE = 3						
ABANDONED MV	1	0	1	< 1	0	0
Action: Services Rendered = 1						
ADMINISTRATIVE	223	11	234	8.0	0	80.69
Action: Unknown = 1						
Checks Okay = 10						
Good Intent = 1						
No Action Required = 7						
Report Taken = 15						
Services Rendered = 200						
ALARM BURGLAR OR HOLDUP	0	32	32	1.1	8.43	9.14
Action: ACCIDENTAL = 2						
Building Checked/Secured = 10						
Call Cancelled = 3						
Checks Okay = 4						
Call Given to an Officer = 1						
False Alarm = 2						
Investigated = 3						
Services Rendered = 2						
TRANSFERRED TO STATE POLICE = 5						
EMS ALARM - LIFELINE ACTIVATED	0	8	8	< 1	8.54	10.46

Action: Call Cancelled = 2 COOLEY DICKINSON HOSPITAL = 1 FRANKLIN MEDICAL CENTER = 1 NOBODY HOME = 1 No Transport/ Patient Refusal = 1 Patient Refusal = 1 Services Rendered = 1							
FIRE ALARM	0	10	10	< 1	11.47		37.14
Action: Call Cancelled = 1 False Alarm = 4 Investigated = 3 Services Rendered = 2							
ANIMAL COMPLAINT	22	60	82	2.8	11.03		13.99
Action: Call Cancelled = 1 CONFIRMED MIS-DIAL = 1 Call Given to an Officer = 2 Could Not Locate = 2 Referred to Animal Control = 9 Gone On Arrival = 3 Investigated = 6 No Action Required = 2 Negative Contact = 8 NOBODY HOME = 1 Notification = 1 Taken/Referred to Other Agency = 1 Report Taken = 7 Services Rendered = 26 Transferred/Ref to Highway = 4 Taken to Family/Guardian/Other = 6 TRANSFERRED TO STATE POLICE = 1 Unfounded = 1							
ASSIST CITIZEN	51	48	99	3.4	9.63		11.50
Action: Call Given to an Officer = 1 Dispatch Handled = 1 Good Intent = 7 No Action Required = 1 Negative Contact = 4 Notification = 1 Report Taken = 5 SERVED IN HAND = 1 Services Rendered = 77 TRANSFERRED TO STATE POLICE = 1							
ASSIST OTHER AGENCY	13	17	30	1.0	10.54		17.30
Action: Call Cancelled = 1 Call Given to an Officer = 2 Investigated = 1 No Action Required = 1 Negative Contact = 4 Notification = 2 Report Taken = 1 Services Rendered = 18							
ASSAULT	0	1	1	< 1	11.68		65.02
Action: Peace Restored = 1							
ARTICLES LOST	0	4	4	< 1	0		0
Action: No Action Required = 1 Report Taken = 3							
ARTICLES RECOVERED	2	5	7	< 1	0		28.04
Action: Investigated = 3 Negative Contact = 1							

Notification = 1
Services Rendered = 2

BREAKING AND ENTERING	0	1	1	< 1	6.28	11.03
Action: Report Taken = 1						
BREAKING & ENTERING PAST	0	1	1	< 1	0	0
Action: Report Taken = 1						
BE ON THE LOOK OUT	0	1	1	< 1	0	0
Action: Investigated = 1						
BUILDING/LOCATION CHECK	707	3	710	24.4	0	3.65
Action: Building Checked/Secured = 16						
Checks Okay = 659						
Investigated = 11						
No Action Required = 9						
Negative Contact = 1						
Report Taken = 1						
Services Rendered = 13						
CHIMNEY FIRE	0	2	2	< 1	4.06	30.99
Action: Extinguished = 1						
Investigated = 1						
CHECK WELFARE	6	20	26	< 1	8.02	27.42
Action: COOLEY DICKINSON HOSPITAL = 1						
Checks Okay = 2						
Dispatch Handled = 1						
Gone On Arrival = 1						
Investigated = 4						
No Action Required = 1						
Negative Contact = 3						
NOBODY HOME = 1						
Peace Restored = 1						
Services Rendered = 9						
Unfounded = 2						
Civil Issue	1	0	1	< 1	0	5.05
Action: Services Rendered = 1						
CRUISER MAINTENANCE	43	0	43	1.5	0	39.63
Action: Checks Okay = 1						
No Action Required = 5						
Services Rendered = 37						
CARBON MONOXIDE HAZARD	0	3	3	< 1	10.13	12.50
Action: False Alarm = 1						
Investigated = 2						
COMMUNITY POLICING	110	6	116	4.0	0.08	28.70
Action: Checks Okay = 1						
Good Intent = 17						
No Action Required = 27						
Negative Contact = 1						
Services Rendered = 70						
COMPLAINT	0	5	5	< 1	3.80	7.40
Action: Investigated = 2						
Services Rendered = 3						
CSO FOLLOW UP	1	0	1	< 1	0	119.23
Action: Services Rendered = 1						
CSO OUTREACH	1	1	2	< 1	24.84	41.31

Action: Negative Contact = 1 Services Rendered = 1						
COURT	2	2	4	< 1	29.83	18.88
Action: Services Rendered = 4						
Car vs. Deer	0	12	12	< 1	8.36	12.54
Action: Call Given to an Officer = 1 Could Not Locate = 1 Investigated = 3 Removed Hazard = 1 Taken/Referred to Other Agency = 1 Report Taken = 4 TRANSFERRED TO STATE POLICE = 1						
DISTURBANCE	0	3	3	< 1	8.64	26.64
Action: Investigated = 2 Peace Restored = 1						
DISABLED MV	18	21	39	1.3	4.18	17.17
Action: Checks Okay = 1 Dispatch Handled = 2 Good Intent = 1 Investigated = 5 No Action Required = 3 Taken/Referred to Other Agency = 1 Report Taken = 3 Services Rendered = 17 TRANSFERRED TO STATE POLICE = 2 Unfounded = 1 Vehicle Towed = 3						
DRUNK	0	1	1	< 1	0.06	17.43
Action: Investigated = 1						
Drill/Testing	3	2	5	< 1	0.37	30.15
Action: Services Rendered = 5						
DETAIL REQUEST	0	6	6	< 1	15.23	0.19
Action: Call Given to an Officer = 3 No Action Required = 2 Services Rendered = 1						
ESCORT/TRANSPORT	6	0	6	< 1	0	35.98
Action: Services Rendered = 5 Taken to Family/Guardian/Other = 1						
FIREARMS LICENSING	57	8	65	2.2	0	15.61
Action: Call Given to an Officer = 1 No Action Required = 2 Notification = 1 SERVED IN HAND = 1 Services Rendered = 60						
STRUCTURE FIRE	0	1	1	< 1	8.63	41.23
Action: Services Rendered = 1						
FIRE, OTHER NON-SPECIFIC	0	4	4	< 1	9.68	39.94
Action: Extinguished = 1 Investigated = 2 Transferred/Ref to Utility = 1						
VEHICLE FIRE	0	1	1	< 1	2.63	52.28
Action: Extinguished = 1						

Dispatch Analysis

Printed: 03/31/2023

FIRE WORKS	0	2	2	< 1	8.26	12.04
Action: Investigated = 1						
Unfounded = 1						
FOLLOW UP INVESTIGATION	27	14	41	1.4	1.64	20.20
Action: Call Given to an Officer = 2						
Dispatch Handled = 1						
Investigated = 10						
No Action Required = 1						
Negative Contact = 3						
Notification = 3						
Report Taken = 10						
Services Rendered = 10						
Unfounded = 1						
FRAUD/SCAM	1	5	6	< 1	0.17	31.03
Action: Call Given to an Officer = 1						
Report Taken = 5						
GAS LEAK	0	1	1	< 1	10.23	12.25
Action: Investigated = 1						
GENERAL INFO	0	22	22	< 1	0	0
Action: Call Given to an Officer = 17						
Dispatch Handled = 2						
Report Taken = 2						
Services Rendered = 1						
HARASSMENT	1	5	6	< 1	25.18	27.18
Action: Report Taken = 5						
Services Rendered = 1						
HIT AND RUN	1	0	1	< 1	0	9.07
Action: Report Taken = 1						
ILLEGAL BURN	1	1	2	< 1	0	16.13
Action: Extinguished = 1						
Investigated = 1						
ILLEGAL DUMPING	2	0	2	< 1	0	2.28
Action: Investigated = 2						
INVESTIGATION	9	1	10	< 1	0.08	24.31
Action: No Action Required = 1						
Negative Contact = 1						
Report Taken = 2						
Services Rendered = 6						
JUVENILE OFFENSES	0	1	1	< 1	0	0
Action: TRANSFERRED TO STATE POLICE = 1						
KEEP THE PEACE	0	1	1	< 1	2.58	40.10
Action: Services Rendered = 1						
LARCENY	2	1	3	< 1	0	2.47
Action: Investigated = 1						
Report Taken = 2						
LINE DOWN, POWER,PHONE OR CABL	1	15	16	< 1	10.38	96.93
Action: Investigated = 2						
Removed Hazard = 2						
Services Rendered = 3						
Transferred/Ref to Utility = 9						
LOCKOUT	0	3	3	< 1	8.74	22.42

Action: Services Rendered = 3						
MEDICAL EMERGENCY	0	93	93	3.2	5.41	29.16
Action: BAYSTATE SPRINGFIELD MED CTR = 2						
COOLEY DICKINSON HOSPITAL = 44						
FRANKLIN MEDICAL CENTER = 17						
Investigated = 1						
No Transport/ Patient Refusal = 3						
Other Hospital = 1						
Patient Refusal = 17						
Services Rendered = 8						
MISSING PERSON	0	3	3	< 1	3.20	4.32
Action: Services Rendered = 3						
MISCELLANEOUS	7	4	11	< 1	10.63	16.41
Action: Call Given to an Officer = 1						
Good Intent = 2						
Services Rendered = 8						
MOTOR VEHICLE ACCIDENT NO INJU	4	25	29	< 1	10.26	49.98
Action: Arrest(s) Made = 1						
COOLEY DICKINSON HOSPITAL = 2						
Checks Okay = 1						
CRIMINAL APPLICATION = 1						
Investigated = 7						
No Action Required = 1						
Patient Refusal = 1						
Report Taken = 4						
Services Rendered = 2						
TRANSFERRED TO STATE POLICE = 3						
Vehicle Towed = 6						
MOTOR VEHICLE COMPLAINT	0	17	17	< 1	8.07	9.39
Action: Arrest(s) Made = 1						
Could Not Locate = 2						
Gone On Arrival = 1						
Investigated = 4						
Negative Contact = 1						
Taken/Referred to Other Agency = 1						
Report Taken = 4						
Services Rendered = 2						
Verbal Warning = 1						
MOTOR VEHICLE ACCIDE W/INJURY	0	1	1	< 1	2.37	42.15
Action: COOLEY DICKINSON HOSPITAL = 1						
MOTOR VEHICLE VIOLATION	327	0	327	11.2	0.03	8.53
Action: Arrest(s) Made = 1						
Call Cancelled = 2						
Citation/Warning Issued = 179						
CRIMINAL APPLICATION = 4						
Investigated = 5						
No Action Required = 5						
Vehicle Towed = 2						
Verbal Warning = 129						
NOISE COMPLAINT	0	1	1	< 1	0	0
Action: Call Given to an Officer = 1						
NOTIFICATION	4	14	18	< 1	4.42	1.43
Action: Checks Okay = 1						
Call Given to an Officer = 3						
Referred to Animal Control = 1						
Good Intent = 1						
No Action Required = 1						

OPEN DOOR	1	0	1	< 1	0	3.35
Action: Investigated = 1						
ODOR INVESTIGATION	0	1	1	< 1	2.02	3.62
Action: Services Rendered = 1						
OFFICER WANTED	1	14	15	< 1	6.42	44.65
Action: Arrest(s) Made = 1						
Investigated = 3						
Report Taken = 6						
Peace Restored = 1						
Services Rendered = 4						
PAPERWORK SERVICE	26	2	28	< 1	6.52	3.84
Action: Negative Contact = 7						
NOBODY HOME = 1						
SERVED IN HAND = 17						
Services Rendered = 3						
PATROL AREA	25	0	25	< 1	0	39.14
Action: Checks Okay = 11						
No Action Required = 8						
Services Rendered = 6						
RADAR/TRAFFIC ENFORCEMENT	474	1	475	16.3	0.83	31.89
Action: Citation/Warning Issued = 15						
Checks Okay = 1						
CRIMINAL APPLICATION = 1						
Investigated = 4						
No Action Required = 282						
Report Taken = 1						
Services Rendered = 144						
Vehicle Towed = 1						
Verbal Warning = 26						
RAPE	0	1	1	< 1	0.12	42.62
Action: Report Taken = 1						
RUNAWAY	0	1	1	< 1	0.76	109.20
Action: FRANKLIN MEDICAL CENTER = 1						
ROLLING 9	1	0	1	< 1	0	1.38
Action: Investigated = 1						
SAFETY HAZARD	3	9	12	< 1	4.35	10.64
Action: Investigated = 2						
Removed Hazard = 2						
Taken/Referred to Other Agency = 1						
Services Rendered = 3						
Transferred/Ref to Highway = 3						
Transferred/Ref to Utility = 1						
Section 12	0	1	1	< 1	10.46	9.37
Action: FRANKLIN MEDICAL CENTER = 1						
SERVICE CALL	1	3	4	< 1	0	2.58
Action: Services Rendered = 4						
SHOTS FIRED	1	6	7	< 1	7.90	14.74
Action: Could Not Locate = 1						
Investigated = 3						

Report Taken = 1
Services Rendered = 1
TRANSFERRED TO STATE POLICE = 1

SMOKE INVESTIGATION	0	3	3	< 1	4.25	10.45
Action: Investigated = 1						
Services Rendered = 2						
SEX OFFENDER REGISTRATION	5	1	6	< 1	0	20.37
Action: Notification = 1						
Services Rendered = 5						
SCHOOL RESOURCE OFFICER DUTIES	1	0	1	< 1	0	4.82
Action: Services Rendered = 1						
SUSPICIOUS PERSON	1	3	4	< 1	12.39	7.70
Action: Call Cancelled = 1						
Negative Contact = 1						
Report Taken = 1						
Services Rendered = 1						
SUSPICIOUS ACTIVITY	0	5	5	< 1	0	0
Action: Report Taken = 2						
Services Rendered = 1						
TRANSFERRED TO STATE POLICE = 1						
Unfounded = 1						
SUSPICIOUS VEHICLE	5	6	11	< 1	7.27	5.41
Action: Checks Okay = 1						
Investigated = 5						
No Action Required = 1						
Negative Contact = 1						
Report Taken = 1						
Services Rendered = 1						
TRANSFERRED TO STATE POLICE = 1						
SWATTING	0	2	2	< 1	8.27	17.33
Action: Investigated = 2						
TRAFFIC HAZARD	9	21	30	1.0	6.04	26.88
Action: Could Not Locate = 1						
Gone On Arrival = 1						
Investigated = 1						
No Action Required = 2						
Removed Hazard = 9						
Taken/Referred to Other Agency = 1						
Services Rendered = 7						
Transferred/Ref to Highway = 3						
Transferred/Ref to Utility = 5						
TRAFFIC CONTROL	24	2	26	< 1	0.30	19.38
Action: No Action Required = 2						
Services Rendered = 24						
TRESPASS	0	1	1	< 1	0.75	4.88
Action: Investigated = 1						
UNWANTED PERSON	0	2	2	< 1	6.33	47.20
Action: Investigated = 1						
Services Rendered = 1						
VANDALISM	0	3	3	< 1	6.61	16.61
Action: Report Taken = 3						
SERVE WARRANT	1	0	1	< 1	0	10.10

Action: Negative Contact = 1

TOTAL	2235	674	2909	100	6.54	18.98
--------------	------	-----	------	-----	------	-------

Call Action Breakdown

<u>Call Action</u>	<u>Self Init</u>	<u>Dispatched</u>	<u>Total</u>	<u>%</u>
Unknown	1	0	1	< 1
ACCIDENTAL	0	5	5	< 1
Arrest(s) Made	1	3	4	< 1
Building Checked/Secured	16	10	26	< 1
BAYSTATE SPRINGFIELD MED CTR	0	2	2	< 1
Call Cancelled	2	9	11	< 1
COOLEY DICKINSON HOSPITAL	0	52	52	1.8
Citation/Warning Issued	194	0	194	6.7
Checks Okay	686	10	696	23.9
CONFIRMED MIS-DIAL	0	16	16	< 1
Call Given to an Officer	2	37	39	1.3
CRIMINAL APPLICATION	5	1	6	< 1
Could Not Locate	1	6	7	< 1
Dispatch Handled	0	15	15	< 1
Referred to Animal Control	2	8	10	< 1
Extinguished	1	3	4	< 1
False Alarm	0	7	7	< 1
FRANKLIN MEDICAL CENTER	0	20	20	< 1
Good Intent	21	8	29	< 1
Gone On Arrival	1	5	6	< 1
Investigated	44	67	111	3.8
No Action Required	356	13	369	12.7
Negative Contact	20	18	38	1.3
NOBODY HOME	2	3	5	< 1
Notification	5	7	12	< 1
No Transport/ Patient Refusal	0	5	5	< 1
Other Hospital	0	1	1	< 1
Patient Refusal	0	19	19	< 1
Removed Hazard	5	9	14	< 1
Taken/Referred to Other Agency	0	6	6	< 1
Report Taken	29	68	97	3.3
Peace Restored	0	4	4	< 1
SERVED IN HAND	18	4	22	< 1
Services Rendered	655	167	822	28.3
Transferred/Ref to Highway	2	8	10	< 1
Taken to Family/Guardian/Other	2	6	8	< 1
TRANSFERRED TO STATE POLICE	0	24	24	< 1
Transferred/Ref to Utility	2	14	16	< 1
Unfounded	1	7	8	< 1
Vehicle Towed	6	6	12	< 1
Verbal Warning	155	1	156	5.4
TOTAL	2235	674	2909	100

Operator Race And Sex Breakdown

<u>Sex</u>	<u>Total</u>	<u>%</u>
Not Specified	63	13.1
Male	240	50.0
Female	172	35.8
Unknown	2	0.4
Non-Binary	3	0.6
TOTAL	480	100

<u>Race</u>	<u>Total</u>	<u>%</u>
Not Specified	63	13.1
Asian/Pacific Islander	8	1.7
Black	25	5.2
American Indian/Alaskan Native	0	0.0
White	282	58.8
Unknown	102	21.3
TOTAL	480	100

<u>Ethnicity</u>	<u>Total</u>	<u>%</u>
Not Specified	66	13.8
Hispanic	8	1.7
Not Hispanic	166	34.6
Unknown	240	50.0
TOTAL	480	100