

Call Reason Breakdown

Call Reason	Self	Disp	Total	%	Avg. Arrive	Avg. Time @ Scene
209A SERVICE	6	0	6	< 1	0	6.24
Action: No Action Required = 2						
Negative Contact = 1						
SERVED IN HAND = 3						
209A VIOLATION	1	0	1	< 1	0	36.00
Action: Investigated = 1						
ABANDONED 911 CALL	0	2	2	< 1	9.10	2.92
Action: CONFIRMED MIS-DIAL = 1						
No Action Required = 1						
911 CALL	0	28	28	1.1	8.58	5.17
Action: ACCIDENTAL = 2						
Checks Okay = 1						
CONFIRMED MIS-DIAL = 11						
Dispatch Handled = 1						
Investigated = 1						
No Action Required = 2						
Negative Contact = 1						
Taken/Referred to Other Agency = 2						
Services Rendered = 2						
TRANSFERRED TO STATE POLICE = 4						
Unfounded = 1						
911 HANG UP	0	9	9	< 1	14.23	26.03
Action: Checks Okay = 1						
Call Given to an Officer = 2						
Investigated = 2						
Services Rendered = 1						
TRANSFERRED TO STATE POLICE = 2						
Unfounded = 1						
911 MIS DIAL	0	10	10	< 1	6.53	4.90
Action: Checks Okay = 2						
CONFIRMED MIS-DIAL = 5						
Call Given to an Officer = 1						
No Action Required = 1						
TRANSFERRED TO STATE POLICE = 1						
ABANDONED MV	0	1	1	< 1	0	20.73
Action: Services Rendered = 1						
ADMINISTRATIVE	69	0	69	2.8	0	40.30
Action: No Action Required = 4						
Notification = 1						
Report Taken = 3						
Services Rendered = 61						
ALARM BURGLAR OR HOLDUP	0	35	35	1.4	9.17	5.06
Action: ACCIDENTAL = 8						
Building Checked/Secured = 15						
Call Cancelled = 3						
Call Given to an Officer = 1						
False Alarm = 1						
Investigated = 3						
TRANSFERRED TO STATE POLICE = 4						
EMS ALARM - LIFELINE ACTIVATED	0	4	4	< 1	5.51	10.23
Action: ACCIDENTAL = 1						
False Alarm = 1						

BUILDING/LOCATION	CHECK	598	10	608	24.6	3.88	2.13
Action:	Building Checked/Secured = 364						
	BAYSTATE SPRINGFIELD MED CTR = 1						
	Checks Okay = 184						
	Call Given to an Officer = 1						
	Investigated = 3						
	No Action Required = 23						
	Report Taken = 2						
	Services Rendered = 30						

BYLAW VIOLATION	1	0	1	< 1	0	0
Action: Services Rendered = 1						
CHIMNEY FIRE	0	5	5	< 1	4.95	34.98
Action: Extinguished = 2						
Investigated = 1						
Services Rendered = 2						
CHECK WELFARE	6	16	22	< 1	7.87	24.56
Action: Call Cancelled = 1						
COOLEY DICKINSON HOSPITAL = 1						
Checks Okay = 4						
Could Not Locate = 1						
Good Intent = 1						
Investigated = 4						
Negative Contact = 1						
NOBODY HOME = 1						
Services Rendered = 6						
TRANSFERRED TO STATE POLICE = 2						
Civil Issue	1	1	2	< 1	10.48	14.86
Action: Investigated = 1						
Services Rendered = 1						
CRUISER MAINTENANCE	51	0	51	2.1	0.06	10.68
Action: Good Intent = 1						
No Action Required = 15						
Services Rendered = 35						
CARBON MONOXIDE HAZARD	0	2	2	< 1	7.88	1.43
Action: Investigated = 1						
Services Rendered = 1						
COMMUNITY POLICING	50	3	53	2.1	0	33.86
Action: Checks Okay = 2						
Good Intent = 13						
Investigated = 1						
No Action Required = 15						
Negative Contact = 1						
Services Rendered = 21						
COMPLAINT	1	5	6	< 1	13.02	15.09
Action: Investigated = 2						
No Action Required = 1						
Taken/Referred to Other Agency = 1						
Report Taken = 1						
Services Rendered = 1						
COURT	2	0	2	< 1	0	49.28
Action: Services Rendered = 2						
CUSTODY ISSUE	0	1	1	< 1	0	0
Action: Negative Contact = 1						
Car vs. Deer	0	8	8	< 1	10.37	14.89
Action: No Action Required = 1						
Report Taken = 1						
Services Rendered = 2						
TRANSFERRED TO STATE POLICE = 3						
Unfounded = 1						
Paid Detail	0	1	1	< 1	0	0
Action: Call Given to an Officer = 1						

Dispatch Analysis

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DISTURBANCE	2	2	4	< 1	5.99	12.33
Action: Investigated = 1						
Negative Contact = 1						
Services Rendered = 1						
Unfounded = 1						
DISABLED MV	20	12	32	1.3	7.00	25.33
Action: Call Cancelled = 1						
Checks Okay = 1						
Investigated = 6						
No Action Required = 1						
Notification = 1						
Report Taken = 1						
Services Rendered = 12						
Vehicle Towed = 9						
Drill/Testing	0	3	3	< 1	0	0
Action: Services Rendered = 3						
DETAIL REQUEST	0	7	7	< 1	7.38	3.81
Action: No Action Required = 1						
Notification = 2						
Services Rendered = 4						
ESCORT/TRANSPORT	5	1	6	< 1	0	9.79
Action: Good Intent = 1						
Services Rendered = 5						
FIREARMS LICENSING	59	4	63	2.5	0.68	11.72
Action: No Action Required = 1						
Negative Contact = 2						
NOBODY HOME = 1						
Report Taken = 1						
SERVED IN HAND = 2						
Services Rendered = 56						
BRUSH FIRE	0	3	3	< 1	4.29	60.72
Action: Extinguished = 3						
FIRE, OTHER NON-SPECIFIC	0	5	5	< 1	7.58	13.23
Action: Extinguished = 1						
Investigated = 3						
Services Rendered = 1						
VEHICLE FIRE	0	1	1	< 1	6.53	16.50
Action: Vehicle Towed = 1						
FIRE WORKS	0	1	1	< 1	8.15	14.38
Action: Unfounded = 1						
FOLLOW UP INVESTIGATION	13	7	20	< 1	32.32	33.49
Action: Investigated = 6						
Negative Contact = 2						
Notification = 1						
Report Taken = 3						
Peace Restored = 1						
Services Rendered = 6						
Vehicle Towed = 1						
FRAUD/SCAM	2	11	13	< 1	12.49	13.86
Action: Call Given to an Officer = 1						
Investigated = 3						
Report Taken = 7						
Services Rendered = 2						

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GENERAL INFO	0	20	20	< 1	0	0
Action: Call Given to an Officer = 18						
Dispatch Handled = 1						
Notification = 1						
HARASSMENT	1	2	3	< 1	0.05	19.15
Action: Investigated = 2						
Report Taken = 1						
ILLEGAL BURN	0	2	2	< 1	11.46	9.06
Action: Extinguished = 1						
Services Rendered = 1						
ILLEGAL DUMPING	2	1	3	< 1	6.12	4.24
Action: Checks Okay = 1						
Investigated = 1						
Transferred/Ref to Highway = 1						
INVESTIGATION	13	7	20	< 1	0.82	32.71
Action: Call Given to an Officer = 1						
Investigated = 9						
No Action Required = 1						
Negative Contact = 1						
Report Taken = 3						
Peace Restored = 1						
Services Rendered = 4						
KEEP THE PEACE	0	2	2	< 1	2.78	7.30
Action: Peace Restored = 1						
Services Rendered = 1						
LARCENY	3	7	10	< 1	16.61	23.92
Action: Call Given to an Officer = 1						
Report Taken = 7						
Services Rendered = 2						
LINE DOWN, POWER,PHONE OR CABL	1	12	13	< 1	14.12	34.72
Action: Investigated = 2						
Removed Hazard = 1						
Report Taken = 1						
Services Rendered = 2						
Transferred/Ref to Utility = 6						
Unfounded = 1						
LOCKOUT	1	1	2	< 1	6.57	8.58
Action: Services Rendered = 2						
MEDICAL EMERGENCY	0	84	84	3.4	7.98	24.68
Action: ATHOL MEMORIAL HOSPITAL = 1						
BAYSTATE SPRINGFIELD MED CTR = 4						
COOLEY DICKINSON HOSPITAL = 41						
FRANKLIN MEDICAL CENTER = 9						
Investigated = 1						
No Action Required = 1						
No Transport/ Patient Refusal = 2						
Patient Refusal = 7						
Taken/Referred to Other Agency = 1						
Services Rendered = 17						
MISCELLANEOUS	5	4	9	< 1	0	80.37
Action: Checks Okay = 1						
Report Taken = 1						
Services Rendered = 7						
MOTOR VEHICLE ACCIDENT NO INJU	2	19	21	< 1	6.73	57.43

Action: Arrest(s) Made = 2						
Investigated = 3						
Report Taken = 5						
Services Rendered = 2						
TRANSFERRED TO STATE POLICE = 1						
Vehicle Towed = 8						
MOTOR VEHICLE COMPLAINT	3	21	24	< 1	10.53	13.20
Action: Citation/Warning Issued = 1						
Could Not Locate = 4						
Gone On Arrival = 1						
Investigated = 3						
Negative Contact = 1						
Notification = 2						
Taken/Referred to Other Agency = 1						
Report Taken = 2						
Services Rendered = 5						
Unfounded = 4						
MOTOR VEHICLE ACCIDE W/INJURY	0	5	5	< 1	7.01	74.12
Action: BAYSTATE SPRINGFIELD MED CTR = 1						
COOLEY DICKINSON HOSPITAL = 2						
Patient Refusal = 1						
Vehicle Towed = 1						
MOTOR VEHICLE VIOLATION	569	1	570	23.0	2.74	8.87
Action: ACCIDENTAL = 1						
Arrest(s) Made = 3						
Citation/Warning Issued = 259						
CRIMINAL APPLICATION = 11						
Good Intent = 2						
Investigated = 18						
No Action Required = 3						
Report Taken = 1						
Services Rendered = 2						
Vehicle Towed = 10						
Verbal Warning = 260						
NOISE COMPLAINT	1	4	5	< 1	9.00	24.88
Action: Taken/Referred to Other Agency = 1						
Peace Restored = 1						
Services Rendered = 1						
TRANSFERRED TO STATE POLICE = 2						
NOTIFICATION	2	11	13	< 1	8.70	21.41
Action: Unknown = 1						
Call Given to an Officer = 2						
Could Not Locate = 1						
Notification = 1						
Report Taken = 1						
Services Rendered = 7						
OPEN DOOR	1	0	1	< 1	0	12.42
Action: Building Checked/Secured = 1						
ODOR INVESTIGATION	0	4	4	< 1	4.80	7.76
Action: Could Not Locate = 1						
Services Rendered = 3						
OFFICER WANTED	0	17	17	< 1	8.53	36.24
Action: Checks Okay = 2						
Investigated = 7						
No Action Required = 1						
Report Taken = 4						
SERVED IN HAND = 1						
TRANSFERRED TO STATE POLICE = 1						

Unfounded = 1

PAPERWORK SERVICE	28	3	31	1.3	0.03	4.97
Action: Negative Contact = 7						
Notification = 1						
SERVED IN HAND = 18						
Services Rendered = 5						
PARKING COMPLAINT	1	0	1	< 1	0	6.27
Action: Negative Contact = 1						
PATROL AREA	17	1	18	< 1	0	41.37
Action: Checks Okay = 6						
No Action Required = 3						
Report Taken = 1						
Services Rendered = 8						
RADAR/TRAFFIC ENFORCEMENT	241	1	242	9.8	1.04	30.52
Action: Citation/Warning Issued = 17						
CRIMINAL APPLICATION = 1						
Investigated = 2						
No Action Required = 144						
SERVED IN HAND = 1						
Services Rendered = 61						
Verbal Warning = 16						
RESCUE CALL	1	0	1	< 1	0	89.87
Action: Unfounded = 1						
ROLLING 9	2	0	2	< 1	0	6.43
Action: No Action Required = 2						
SAFETY HAZARD	0	6	6	< 1	10.83	37.82
Action: Investigated = 1						
Taken/Referred to Other Agency = 1						
Services Rendered = 1						
Transferred/Ref to Utility = 3						
SEARCH	2	2	4	< 1	0.12	161.54
Action: Unknown = 1						
Could Not Locate = 1						
Unfounded = 2						
Section 12	0	1	1	< 1	18.53	0.48
Action: Protective Custody = 1						
SERVICE CALL	0	6	6	< 1	4.78	19.99
Action: Services Rendered = 6						
SHOTS FIRED	0	1	1	< 1	5.72	20.23
Action: Investigated = 1						
SMOKE INVESTIGATION	0	5	5	< 1	9.04	7.23
Action: Extinguished = 1						
Investigated = 1						
Services Rendered = 1						
Unfounded = 2						
SEX OFFENDER REGISTRATION	3	0	3	< 1	0	21.62
Action: Services Rendered = 3						
SUMMONS SERVICE	4	0	4	< 1	0	2.80
Action: Negative Contact = 3						
SERVED IN HAND = 1						

Dispatch Analysis

Printed: 03/31/2023

SUSPICIOUS PERSON	0	3	3	< 1	7.90	43.28
Action: Checks Okay = 1						
FRANKLIN MEDICAL CENTER = 1						
Unfounded = 1						
SUSPICIOUS ACTIVITY	1	5	6	< 1	14.42	27.69
Action: Building Checked/Secured = 1						
Could Not Locate = 1						
Investigated = 1						
Services Rendered = 2						
TRANSFERRED TO STATE POLICE = 1						
SUSPICIOUS VEHICLE	2	9	11	< 1	5.53	7.40
Action: Call Cancelled = 1						
Gone On Arrival = 1						
Investigated = 3						
Services Rendered = 2						
TRANSFERRED TO STATE POLICE = 3						
Unfounded = 1						
TRAFFIC HAZARD	15	15	30	1.2	8.51	15.85
Action: ACCIDENTAL = 1						
Call Given to an Officer = 1						
Good Intent = 1						
Gone On Arrival = 1						
Investigated = 2						
Removed Hazard = 6						
Services Rendered = 9						
Transferred/Ref to Highway = 4						
Transferred/Ref to Utility = 1						
Unfounded = 4						
TRAFFIC CONTROL	15	1	16	< 1	0.22	17.15
Action: No Action Required = 2						
Services Rendered = 13						
Verbal Warning = 1						
TRESPASS	0	2	2	< 1	6.58	15.27
Action: Services Rendered = 2						
UNWANTED PERSON	0	2	2	< 1	20.75	35.68
Action: FRANKLIN MEDICAL CENTER = 1						
Services Rendered = 1						
VANDALISM	4	4	8	< 1	6.39	10.34
Action: Report Taken = 7						
TRANSFERRED TO STATE POLICE = 1						
SERVE WARRANT	1	0	1	< 1	0	5.12
Action: Investigated = 1						
TOTAL	1898	577	2475	100	7.57	15.71

Call Action Breakdown

<u>Call Action</u>	<u>Self Init</u>	<u>Dispatched</u>	<u>Total</u>	<u>%</u>
Unknown	0	2	2	< 1
ACCIDENTAL	2	11	13	< 1
ATHOL MEMORIAL HOSPITAL	0	1	1	< 1
Arrest(s) Made	3	2	5	< 1
Building Checked/Secured	362	19	381	15.4
BAYSTATE SPRINGFIELD MED CTR	1	5	6	< 1

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Printed: 03/31/2023

Call Cancelled	1	7	8	< 1
COOLEY DICKINSON HOSPITAL	0	44	44	1.8
Citation/Warning Issued	276	1	277	11.2
Checks Okay	193	13	206	8.3
CONFIRMED MIS-DIAL	0	17	17	< 1
Call Given to an Officer	1	32	33	1.3
CRIMINAL APPLICATION	12	0	12	< 1
Could Not Locate	3	9	12	< 1
Dispatch Handled	0	4	4	< 1
Referred to Animal Control	0	3	3	< 1
Extinguished	0	8	8	< 1
False Alarm	0	4	4	< 1
FRANKLIN MEDICAL CENTER	0	11	11	< 1
Good Intent	20	4	24	< 1
Gone On Arrival	0	4	4	< 1
Investigated	56	53	109	4.4
No Action Required	216	12	228	9.2
Negative Contact	17	9	26	1.1
NOBODY HOME	3	1	4	< 1
Notification	2	9	11	< 1
No Transport/ Patient Refusal	0	4	4	< 1
Protective Custody	0	1	1	< 1
Patient Refusal	0	8	8	< 1
Removed Hazard	5	2	7	< 1
Taken/Referred to Other Agency	0	8	8	< 1
Report Taken	21	42	63	2.5
Peace Restored	1	3	4	< 1
SERVED IN HAND	25	2	27	1.1
Services Rendered	379	142	521	21.1
Transferred/Ref to Highway	0	7	7	< 1
Taken to Family/Guardian/Other	0	3	3	< 1
TRANSFERRED TO STATE POLICE	0	25	25	1.0
Transferred/Ref to Utility	1	9	10	< 1
Unfounded	5	22	27	1.1
Vehicle Towed	17	13	30	1.2
Verbal Warning	276	1	277	11.2
TOTAL	1898	577	2475	100

Operator Race And Sex Breakdown

<u>Sex</u>	<u>Total</u>	<u>%</u>
Not Specified	100	14.1
Male	345	48.5
Female	254	35.7
Unknown	10	1.4
Non-Binary	2	0.3
TOTAL	711	100

<u>Race</u>	<u>Total</u>	<u>%</u>
Not Specified	100	14.1
Asian/Pacific Islander	2	0.3
Black	27	3.8
American Indian/Alaskan Native	0	0.0
White	316	44.4
Unknown	266	37.4
TOTAL	711	100

<u>Ethnicity</u>	<u>Total</u>	<u>%</u>
Not Specified	102	14.3

Hispanic	15	2.1
Not Hispanic	228	32.1
Unknown	366	51.5
TOTAL	711	100