

## Call Reason Breakdown

<u>Call Reason</u>	<u>Self</u>	<u>Disp</u>	<u>Total</u>	<u>%</u>	<u>Avg. Arrive</u>	<u>Avg. Time @ Scene</u>
<b>209A SERVICE</b>	1	1	2	< 1	19.36	6.74
Action: Could Not Locate = 1						
Negative Contact = 1						
<b>ABANDONED 911 CALL</b>	0	7	7	< 1	4.46	22.29
Action: COOLEY DICKINSON HOSPITAL = 1						
CONFIRMED MIS-DIAL = 1						
Dispatch Handled = 1						
Investigated = 2						
No Action Required = 1						
TRANSFERRED TO STATE POLICE = 1						
<b>911 CALL</b>	0	18	18	< 1	8.63	10.18
Action: ACCIDENTAL = 3						
COOLEY DICKINSON HOSPITAL = 1						
CONFIRMED MIS-DIAL = 5						
Call Given to an Officer = 1						
Dispatch Handled = 1						
Investigated = 2						
No Action Required = 2						
Services Rendered = 1						
TRANSFERRED TO STATE POLICE = 1						
Unfounded = 1						
<b>911 HANG UP</b>	0	4	4	< 1	13.46	5.96
Action: CONFIRMED MIS-DIAL = 2						
No Action Required = 1						
Report Taken = 1						
<b>911 MIS DIAL</b>	0	12	12	< 1	6.72	2.82
Action: ACCIDENTAL = 1						
CONFIRMED MIS-DIAL = 4						
Could Not Locate = 1						
Good Intent = 1						
Investigated = 2						
Negative Contact = 1						
TRANSFERRED TO STATE POLICE = 2						
<b>ABANDONED MV</b>	1	2	3	< 1	15.47	21.14
Action: Checks Okay = 1						
Investigated = 2						
<b>ADMINISTRATIVE</b>	89	1	90	2.9	1.55	72.80
Action: Checks Okay = 1						
Faxed To Station = 1						
No Action Required = 27						
Report Taken = 2						
Services Rendered = 59						
<b>ALARM BURGLAR OR HOLDUP</b>	0	25	25	< 1	7.37	6.46
Action: ACCIDENTAL = 1						
Building Checked/Secured = 7						
Call Cancelled = 2						
Checks Okay = 1						
Call Given to an Officer = 1						
Dispatch Handled = 1						
False Alarm = 3						
Investigated = 3						
TRANSFERRED TO STATE POLICE = 5						
Unfounded = 1						

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<b>EMS ALARM - LIFELINE ACTIVATED</b>	0	5	5	< 1	4.70	4.42
Action: ACCIDENTAL = 2						
Call Cancelled = 1						
No Transport/ Patient Refusal = 2						
<b>FIRE ALARM</b>	0	6	6	< 1	11.08	26.71
Action: False Alarm = 1						
Investigated = 4						
Services Rendered = 1						
<b>ANIMAL COMPLAINT</b>	15	48	63	2.0	9.21	19.57
Action: Call Given to an Officer = 3						
Could Not Locate = 3						
Referred to Animal Control = 5						
Faxed To Station = 1						
Good Intent = 2						
Gone On Arrival = 1						
Investigated = 11						
No Action Required = 1						
Negative Contact = 2						
Protective Custody = 1						
Patient Refusal = 1						
Taken/Referred to Other Agency = 4						
Report Taken = 3						
Services Rendered = 19						
Taken to Family/Guardian/Other = 2						
TRANSFERRED TO STATE POLICE = 1						
Unfounded = 3						
<b>ASSIST CITIZEN</b>	25	16	41	1.3	3.01	18.85
Action: Dispatch Handled = 1						
Good Intent = 3						
Investigated = 2						
No Action Required = 1						
Negative Contact = 1						
Removed Hazard = 1						
Report Taken = 3						
Services Rendered = 29						
<b>ASSIST OTHER AGENCY</b>	8	8	16	< 1	3.12	21.77
Action: Investigated = 4						
No Action Required = 1						
Notification = 1						
Services Rendered = 9						
TRANSFERRED TO STATE POLICE = 1						
<b>ARTICLES LOST</b>	1	0	1	< 1	0	5.27
Action: Investigated = 1						
<b>ARTICLES RECOVERED</b>	4	2	6	< 1	0	10.47
Action: Could Not Locate = 1						
Good Intent = 1						
Investigated = 1						
No Action Required = 1						
Services Rendered = 2						
<b>BUILDING/LOCATION CHECK</b>	536	7	543	17.6	0	2.79
Action: Building Checked/Secured = 28						
Checks Okay = 476						
Could Not Locate = 1						
Faxed To Station = 2						
Good Intent = 2						
Investigated = 3						
No Action Required = 2						
Report Taken = 2						
Services Rendered = 27						

<b>CHECK WELFARE</b>	5	15	20	< 1	10.43	21.46
Action: Building Checked/Secured = 1						
COOLEY DICKINSON HOSPITAL = 1						
Checks Okay = 2						
Good Intent = 1						
Investigated = 5						
Notification = 2						
Services Rendered = 5						
TRANSFERRED TO STATE POLICE = 1						
Unfounded = 2						
<b>Civil Issue</b>	1	1	2	< 1	0	32.30
Action: Report Taken = 1						
Services Rendered = 1						
<b>CRUISER MAINTENANCE</b>	146	4	150	4.9	0	12.57
Action: Checks Okay = 17						
No Action Required = 28						
Services Rendered = 105						
<b>CARBON MONOXIDE HAZARD</b>	0	4	4	< 1	5.26	32.29
Action: Investigated = 2						
Services Rendered = 2						
<b>COMMUNITY POLICING</b>	65	3	68	2.2	0.14	19.14
Action: Checks Okay = 2						
Could Not Locate = 1						
Good Intent = 5						
No Action Required = 27						
Services Rendered = 33						
<b>COMPLAINT</b>	2	13	15	< 1	17.00	24.49
Action: Could Not Locate = 1						
Investigated = 2						
Report Taken = 2						
Peace Restored = 1						
Services Rendered = 9						
<b>COURT</b>	3	0	3	< 1	0	45.43
Action: ACCIDENTAL = 1						
No Action Required = 2						
<b>Car vs. Deer</b>	1	10	11	< 1	7.03	14.31
Action: Could Not Locate = 1						
Investigated = 1						
Negative Contact = 1						
Report Taken = 2						
Services Rendered = 2						
Transferred/Ref to Highway = 1						
TRANSFERRED TO STATE POLICE = 1						
Vehicle Towed = 2						
<b>DISTURBANCE</b>	1	1	2	< 1	11.20	55.55
Action: No Action Required = 1						
Services Rendered = 1						
<b>DISABLED MV</b>	12	2	14	< 1	0.96	33.96
Action: Good Intent = 2						
No Action Required = 1						
Notification = 1						
Services Rendered = 9						
Transferred/Ref to Highway = 1						
<b>DOMESTIC</b>	0	1	1	< 1	11.63	126.92

Action: TRANSFERRED TO STATE POLICE = 1						
<b>DETAIL REQUEST</b>	0	5	5	< 1	2.75	41.48
Action: Call Given to an Officer = 3						
Notification = 1						
Services Rendered = 1						
<b>ESCORT/TRANSPORT</b>	2	1	3	< 1	0	31.66
Action: Services Rendered = 3						
<b>FIREARMS LICENSING</b>	33	4	37	1.2	0	37.62
Action: Call Given to an Officer = 2						
Services Rendered = 35						
<b>BRUSH FIRE</b>	0	1	1	< 1	9.73	178.70
Action: Services Rendered = 1						
<b>STRUCTURE FIRE</b>	0	1	1	< 1	8.07	235.46
Action: Extinguished = 1						
<b>FIRE, OTHER NON-SPECIFIC</b>	1	3	4	< 1	0.58	77.83
Action: Call Cancelled = 1						
Checks Okay = 1						
Services Rendered = 1						
Transferred/Ref to Utility = 1						
<b>VEHICLE FIRE</b>	0	1	1	< 1	0	0
Action: Extinguished = 1						
<b>FIRE WORKS</b>	0	3	3	< 1	5.93	7.72
Action: Investigated = 1						
Unfounded = 2						
<b>FOLLOW UP INVESTIGATION</b>	17	1	18	< 1	0	30.55
Action: Investigated = 6						
No Action Required = 1						
Negative Contact = 1						
NOBODY HOME = 1						
Report Taken = 2						
Services Rendered = 7						
<b>FRAUD/SCAM</b>	6	15	21	< 1	19.61	13.78
Action: Call Given to an Officer = 2						
Dispatch Handled = 1						
Investigated = 3						
Taken/Referred to Other Agency = 1						
Report Taken = 11						
Services Rendered = 3						
<b>GAS LEAK</b>	0	2	2	< 1	6.30	25.33
Action: Investigated = 1						
Services Rendered = 1						
<b>GENERAL INFO</b>	1	21	22	< 1	0	0
Action: Call Given to an Officer = 13						
Faxed To Station = 1						
Gone On Arrival = 1						
Report Taken = 3						
Services Rendered = 4						
<b>HARASSMENT</b>	0	3	3	< 1	7.41	19.33
Action: Investigated = 1						
Report Taken = 2						
<b>INVESTIGATION</b>	8	5	13	< 1	3.41	22.75

Action: COOLEY DICKINSON HOSPITAL = 1 Checks Okay = 2 Investigated = 3 Negative Contact = 1 Notification = 1 Report Taken = 1 Services Rendered = 2 Transferred/Ref to Highway = 1 Transferred/Ref to Utility = 1						
<b>KEEP THE PEACE</b>	3	1	4	< 1	5.14	29.19
Action: Investigated = 1 Peace Restored = 1 Services Rendered = 2						
<b>LARCENY</b>	3	3	6	< 1	9.61	19.36
Action: Report Taken = 5 Services Rendered = 1						
<b>LINE DOWN, POWER,PHONE OR CABL</b>	2	30	32	1.0	5.55	36.73
Action: Extinguished = 2 Investigated = 4 Removed Hazard = 3 SERVED IN HAND = 1 Services Rendered = 7 Transferred/Ref to Utility = 15						
<b>LOCKOUT</b>	0	1	1	< 1	19.18	0.75
Action: Services Rendered = 1						
<b>MEDICAL EMERGENCY</b>	2	67	69	2.2	5.04	27.76
Action: BAYSTATE SPRINGFIELD MED CTR = 1 COOLEY DICKINSON HOSPITAL = 29 FRANKLIN MEDICAL CENTER = 19 Investigated = 2 No Transport/ Patient Refusal = 5 Patient Refusal = 10 Services Rendered = 3						
<b>MISSING PERSON</b>	1	0	1	< 1	0	36.15
Action: Taken/Referred to Other Agency = 1						
<b>MISCELLANEOUS</b>	42	6	48	1.6	8.08	7.59
Action: Checks Okay = 4 Call Given to an Officer = 3 Good Intent = 4 Gone On Arrival = 1 No Action Required = 4 Notification = 1 Report Taken = 1 Services Rendered = 30						
<b>MOTOR VEHICLE ACCIDENT NO INJU</b>	2	17	19	< 1	7.61	56.23
Action: Unknown = 1 Investigated = 3 Other Hospital = 1 Removed Hazard = 1 Report Taken = 7 TRANSFERRED TO STATE POLICE = 1 Unfounded = 1 Vehicle Towed = 4						
<b>MOTOR VEHICLE COMPLAINT</b>	3	14	17	< 1	7.82	61.62
Action: Arrest(s) Made = 1 Could Not Locate = 3 Investigated = 3						

Taken/Referred to Other Agency = 1  
Report Taken = 3  
Services Rendered = 4  
TRANSFERRED TO STATE POLICE = 1  
Unfounded = 1

<b>MOTOR VEHICLE ACCIDE W/INJURY</b>	0	5	5	< 1	11.25	60.97
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Action: Arrest(s) Made = 1  
BAYSTATE SPRINGFIELD MED CTR = 1  
Services Rendered = 1  
TRANSFERRED TO STATE POLICE = 1  
Vehicle Towed = 1

<b>MOTOR VEHICLE VIOLATION</b>	732	8	740	24.0	3.61	8.04
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Action: Unknown = 1  
ACCIDENTAL = 2  
Arrest(s) Made = 4  
Call Cancelled = 1  
Citation/Warning Issued = 359  
Checks Okay = 2  
CRIMINAL APPLICATION = 16  
Good Intent = 1  
Investigated = 18  
No Action Required = 4  
Negative Contact = 1  
Services Rendered = 9  
Vehicle Towed = 9  
Verbal Warning = 313

<b>NOISE COMPLAINT</b>	3	3	6	< 1	4.35	15.48
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Action: Could Not Locate = 1  
Investigated = 2  
Peace Restored = 1  
TRANSFERRED TO STATE POLICE = 1  
Unfounded = 1

<b>NOTIFICATION</b>	0	3	3	< 1	9.52	5.83
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Action: Call Given to an Officer = 2  
Good Intent = 1

<b>ODOR INVESTIGATION</b>	0	4	4	< 1	11.22	33.02
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Action: Could Not Locate = 1  
Investigated = 1  
Taken/Referred to Other Agency = 1  
Services Rendered = 1

<b>OFFICER WANTED</b>	1	13	14	< 1	10.17	38.94
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Action: Arrest(s) Made = 1  
Investigated = 2  
Negative Contact = 2  
Report Taken = 3  
Peace Restored = 2  
Services Rendered = 2  
Taken to Family/Guardian/Other = 1  
TRANSFERRED TO STATE POLICE = 1

<b>PAPERWORK SERVICE</b>	60	3	63	2.0	0.05	5.51
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Action: Call Given to an Officer = 1  
Could Not Locate = 1  
No Action Required = 2  
Negative Contact = 6  
SERVED IN HAND = 16  
Services Rendered = 37

<b>PATROL AREA</b>	157	0	157	5.1	1.23	3.51
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Action: Checks Okay = 125

Could Not Locate = 1  
Investigated = 1  
No Action Required = 5  
Services Rendered = 25

<b>RADAR/TRAFFIC ENFORCEMENT</b>	435	2	437	14.2	0.79	32.29
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Action: Citation/Warning Issued = 18  
Investigated = 7  
No Action Required = 118  
Negative Contact = 1  
Services Rendered = 286  
Verbal Warning = 7

<b>REPOSSESSION</b>	0	1	1	< 1	0	0
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Action: Vehicle Towed = 1

<b>RESCUE CALL</b>	0	1	1	< 1	1.83	99.33
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Action: Services Rendered = 1

<b>ROLLING 9</b>	3	1	4	< 1	0	8.07
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Action: Investigated = 3  
No Action Required = 1

<b>SAFETY HAZARD</b>	2	12	14	< 1	7.99	46.72
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Action: Call Given to an Officer = 1  
Investigated = 3  
Removed Hazard = 3  
Taken/Referred to Other Agency = 2  
Services Rendered = 2  
Transferred/Ref to Highway = 1  
Transferred/Ref to Utility = 2

<b>SERVICE CALL</b>	0	8	8	< 1	7.29	44.44
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Action: Investigated = 2  
Services Rendered = 6

<b>SHOTS FIRED</b>	0	6	6	< 1	5.25	26.20
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Action: Could Not Locate = 1  
Investigated = 4  
Unfounded = 1

<b>SMOKE INVESTIGATION</b>	0	3	3	< 1	4.52	34.51
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Action: Could Not Locate = 1  
Investigated = 1  
Services Rendered = 1

<b>SEX OFFENDER REGISTRATION</b>	1	0	1	< 1	0	10.63
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Action: Services Rendered = 1

<b>SUSPICIOUS PERSON</b>	0	1	1	< 1	3.80	38.04
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Action: COOLEY DICKINSON HOSPITAL = 1

<b>SUSPICIOUS PACKAGE</b>	2	0	2	< 1	9.08	48.91
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Action: Checks Okay = 1  
Investigated = 1

<b>SUSPICIOUS ACTIVITY</b>	5	3	8	< 1	17.92	10.72
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Action: Checks Okay = 3  
Investigated = 2  
Report Taken = 1  
Services Rendered = 2

<b>SUSPICIOUS VEHICLE</b>	14	5	19	< 1	5.55	19.31
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Action: Checks Okay = 8  
Investigated = 6

No Action Required = 1  
Report Taken = 1  
Services Rendered = 1  
TRANSFERRED TO STATE POLICE = 1  
Vehicle Towed = 1

<b>THREAT</b>	1	2	3	< 1	8.83	24.13
Action: Report Taken = 3						
<b>TRAFFIC HAZARD</b>	21	12	33	1.1	6.85	8.28
Action: Investigated = 1						
No Action Required = 1						
Removed Hazard = 13						
Services Rendered = 13						
Transferred/Ref to Highway = 3						
Taken to Family/Guardian/Other = 1						
Transferred/Ref to Utility = 1						
<b>TRAFFIC CONTROL</b>	77	1	78	2.5	0.50	37.43
Action: Citation/Warning Issued = 3						
No Action Required = 24						
Services Rendered = 51						
<b>TRESPASS</b>	1	0	1	< 1	0	9.52
Action: Investigated = 1						
<b>UNWANTED PERSON</b>	0	3	3	< 1	6.57	106.38
Action: Investigated = 1						
Report Taken = 1						
TRANSFERRED TO STATE POLICE = 1						
<b>VANDALISM</b>	3	2	5	< 1	35.55	24.84
Action: Investigated = 2						
Report Taken = 3						
<b>TOTAL</b>	2560	523	3083	100	6.43	17.32

## Call Action Breakdown

<u>Call Action</u>	<u>Self Init</u>	<u>Dispatched</u>	<u>Total</u>	<u>%</u>
Unknown	1	1	2	< 1
ACCIDENTAL	3	7	10	< 1
Arrest(s) Made	4	3	7	< 1
Building Checked/Secured	29	7	36	1.2
BAYSTATE SPRINGFIELD MED CTR	0	2	2	< 1
Call Cancelled	1	4	5	< 1
COOLEY DICKINSON HOSPITAL	0	34	34	1.1
Citation/Warning Issued	374	6	380	12.3
Checks Okay	642	4	646	21.0
CONFIRMED MIS-DIAL	0	12	12	< 1
Call Given to an Officer	1	31	32	1.0
CRIMINAL APPLICATION	16	0	16	< 1
Could Not Locate	9	10	19	< 1
Dispatch Handled	1	4	5	< 1
Referred to Animal Control	1	4	5	< 1
Extinguished	0	4	4	< 1
False Alarm	0	4	4	< 1
FRANKLIN MEDICAL CENTER	0	19	19	< 1
Faxed To Station	1	4	5	< 1
Good Intent	16	7	23	< 1
Gone On Arrival	2	1	3	< 1
Investigated	61	72	133	4.3



## Dispatch Analysis

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No Action Required	244	13	257	8.3
Negative Contact	8	10	18	< 1
NOBODY HOME	1	0	1	< 1
Notification	2	5	7	< 1
No Transport/ Patient Refusal	1	6	7	< 1
Other Hospital	0	1	1	< 1
Protective Custody	1	0	1	< 1
Patient Refusal	2	9	11	< 1
Removed Hazard	11	10	21	< 1
Taken/Referred to Other Agency	2	8	10	< 1
Report Taken	18	45	63	2.0
Peace Restored	2	3	5	< 1
SERVED IN HAND	15	2	17	< 1
Services Rendered	755	104	859	27.9
Transferred/Ref to Highway	3	4	7	< 1
Taken to Family/Guardian/Other	1	3	4	< 1
TRANSFERRED TO STATE POLICE	0	21	21	< 1
Transferred/Ref to Utility	2	18	20	< 1
Unfounded	1	12	13	< 1
Vehicle Towed	10	8	18	< 1
Verbal Warning	319	1	320	10.4
<b>TOTAL</b>	<b>2560</b>	<b>523</b>	<b>3083</b>	<b>100</b>

## Operator Race And Sex Breakdown

<u>Sex</u>	<u>Total</u>	<u>%</u>
Not Specified	100	12.1
Male	422	51.2
Female	286	34.7
Unknown	14	1.7
Non-Binary	2	0.2
<b>TOTAL</b>	<b>824</b>	<b>100</b>

<u>Race</u>	<u>Total</u>	<u>%</u>
Not Specified	101	12.3
Asian/Pacific Islander	5	0.6
Black	24	2.9
American Indian/Alaskan Native	0	0.0
White	463	56.2
Unknown	231	28.0
<b>TOTAL</b>	<b>824</b>	<b>100</b>

<u>Ethnicity</u>	<u>Total</u>	<u>%</u>
Not Specified	104	12.6
Hispanic	28	3.4
Not Hispanic	414	50.2
Unknown	278	33.7
<b>TOTAL</b>	<b>824</b>	<b>100</b>