

<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>	0	1	1	< 1	2.26	4.17
Action: SERVED IN HAND = 1						
<b>ABANDONED 911 CALL</b>	0	3	3	< 1	10.79	8.06
Action: COOLEY DICKINSON HOSPITAL = 1						
CONFIRMED MIS-DIAL = 1						
TRANSFERRED TO STATE POLICE = 1						
<b>911 CALL</b>	0	24	24	< 1	10.78	6.58
Action: ACCIDENTAL = 1						
CONFIRMED MIS-DIAL = 6						
Could Not Locate = 1						
Dispatch Handled = 1						
Investigated = 3						
No Action Required = 3						
NOBODY HOME = 1						
Taken/Referred to Other Agency = 3						
Services Rendered = 1						
TRANSFERRED TO STATE POLICE = 3						
Unfounded = 1						
<b>911 HANG UP</b>	0	6	6	< 1	13.52	11.94
Action: Checks Okay = 1						
CONFIRMED MIS-DIAL = 3						
Call Given to an Officer = 2						
<b>911 MIS DIAL</b>	0	3	3	< 1	6.81	4.90
Action: CONFIRMED MIS-DIAL = 2						
Investigated = 1						
<b>911 Text to 911</b>	0	1	1	< 1	0	0
Action: TRANSFERRED TO STATE POLICE = 1						
<b>ADMINISTRATIVE</b>	296	0	296	7.5	1.51	57.20
Action: ACCIDENTAL = 1						
Checks Okay = 2						
Call Given to an Officer = 1						
Investigated = 5						
No Action Required = 99						
NOBODY HOME = 1						
Services Rendered = 187						
<b>ALARM BURGLAR OR HOLDUP</b>	0	63	63	1.6	6.33	9.86
Action: ACCIDENTAL = 1						
Building Checked/Secured = 26						
Call Cancelled = 21						
Checks Okay = 1						
False Alarm = 6						
Investigated = 2						
No Action Required = 1						
TRANSFERRED TO STATE POLICE = 5						
<b>EMS ALARM - LIFELINE ACTIVATED</b>	0	4	4	< 1	6.55	11.97
Action: COOLEY DICKINSON HOSPITAL = 3						
False Alarm = 1						
<b>FIRE ALARM</b>	0	13	13	< 1	4.03	15.49
Action: Call Cancelled = 1						
False Alarm = 2						
Investigated = 9						
Services Rendered = 1						

<b>ANIMAL COMPLAINT</b>	10	21	31	< 1	10.88	12.97
Action: Call Cancelled = 1						
Could Not Locate = 2						
Referred to Animal Control = 1						
Gone On Arrival = 1						
Investigated = 1						
No Action Required = 1						
Negative Contact = 2						
Notification = 1						
Protective Custody = 1						
Taken/Referred to Other Agency = 1						
Report Taken = 2						
Services Rendered = 9						
Transferred/Ref to Highway = 1						
Taken to Family/Guardian/Other = 2						
TRANSFERRED TO STATE POLICE = 2						
Unfounded = 3						
<b>ASSIST CITIZEN</b>	18	4	22	< 1	4.58	8.82
Action: Investigated = 4						
No Action Required = 3						
Services Rendered = 15						
<b>ASSIST OTHER AGENCY</b>	5	5	10	< 1	2.37	27.62
Action: Negative Contact = 1						
Services Rendered = 7						
TRANSFERRED TO STATE POLICE = 2						
<b>ARTICLES LOST</b>	1	3	4	< 1	0	3.38
Action: Could Not Locate = 1						
Report Taken = 1						
Services Rendered = 1						
Taken to Family/Guardian/Other = 1						
<b>ARTICLES RECOVERED</b>	10	1	11	< 1	12.53	8.32
Action: Negative Contact = 2						
Notification = 1						
Report Taken = 1						
SERVED IN HAND = 1						
Services Rendered = 6						
<b>BREAKING &amp; ENTERING PAST</b>	1	1	2	< 1	2.72	31.51
Action: Investigated = 1						
Report Taken = 1						
<b>BE ON THE LOOK OUT</b>	1	0	1	< 1	0.10	3.47
Action: Could Not Locate = 1						
<b>BUILDING/LOCATION CHECK</b>	595	7	602	15.2	8.17	3.47
Action: Unknown = 1						
ACCIDENTAL = 2						
Building Checked/Secured = 68						
Citation/Warning Issued = 2						
Checks Okay = 355						
Faxed To Station = 4						
Investigated = 2						
No Action Required = 93						
Negative Contact = 1						
Notification = 2						
Services Rendered = 72						
<b>CHIMNEY FIRE</b>	0	2	2	< 1	3.97	20.78
Action: Services Rendered = 2						
<b>CHECK WELFARE</b>	3	21	24	< 1	9.66	15.74

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Action: Call Cancelled = 1
        COOLEY DICKINSON HOSPITAL = 1
        Checks Okay = 1
        FRANKLIN MEDICAL CENTER = 1
        Investigated = 7
        Negative Contact = 3
        No Transport/ Patient Refusal = 1
        Taken/Referred to Other Agency = 1
        Services Rendered = 3
        TRANSFERRED TO STATE POLICE = 4
        Unfounded = 1

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CRUISER MAINTENANCE	74	2	76	1.9	0	29.51
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Action: ACCIDENTAL = 1
      Checks Okay = 5
      Investigated = 2
      No Action Required = 15
      Notification = 1
      Report Taken = 1
      Services Rendered = 50
      Vehicle Towed = 1
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CARBON MONOXIDE HAZARD	0	7	7	< 1	3.07	15.41
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Action: COOLEY DICKINSON HOSPITAL = 1  
False Alarm = 2  
Investigated = 1  
Patient Refusal = 1  
Services Rendered = 2

COMMUNITY POLICING	39	0	39	< 1	0	28.77
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Action: Checks Okay = 4  
Good Intent = 1  
No Action Required = 12  
Services Rendered = 22

COMPLAINT	1	5	6	< 1	11.71	2.67
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Action: Call Given to an Officer = 1  
Investigated = 2  
No Action Required = 1  
Transferred/Ref to Highway = 1  
Unfounded = 1

COURT	4	0	4	< 1	0	68.90
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Action: No Action Required = 2  
Services Rendered = 2

Car vs. Deer	2	9	11	< 1	5.08	16.04
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Action: Call Given to an Officer = 1  
Investigated = 2  
Report Taken = 3  
Services Rendered = 1  
Transferred/Ref to Highway = 1  
TRANSFERRED TO STATE POLICE = 3

DEATH	1	0	1	< 1	0	5.97
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Action: Services Rendered = 1

<b>DISTURBANCE</b>	0	6	6	< 1	12.59	20.73
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Action: Could Not Locate = 1  
Gone On Arrival = 1  
Taken/Referred to Other Agency = 1  
Report Taken = 1  
TRANSFERRED TO STATE POLICE = 2

DISABLED MV	14	9	23	< 1	9.36	22.71
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Action: Unknown = 1

Investigated = 3  
No Action Required = 3  
Removed Hazard = 1  
Services Rendered = 10  
TRANSFERRED TO STATE POLICE = 2  
Vehicle Towed = 3

<b>DOMESTIC</b>	0	1	1	< 1	9.26	239.20
Action: BAYSTATE SPRINGFIELD MED CTR = 1						
<b>Drill/Testing</b>	5	1	6	< 1	0	68.10
Action: Investigated = 1						
No Action Required = 1						
Services Rendered = 4						
<b>DETAIL REQUEST</b>	0	2	2	< 1	0	0
Action: Call Given to an Officer = 2						
<b>FIREARMS LICENSING</b>	60	0	60	1.5	0	29.80
Action: Investigated = 1						
No Action Required = 4						
Negative Contact = 1						
NOBODY HOME = 2						
SERVED IN HAND = 2						
Services Rendered = 50						
<b>BRUSH FIRE</b>	0	2	2	< 1	1.41	61.48
Action: Extinguished = 2						
<b>FIRE, OTHER NON-SPECIFIC</b>	0	2	2	< 1	4.23	95.27
Action: Services Rendered = 2						
<b>FIRE WORKS</b>	0	1	1	< 1	0	0
Action: ACCIDENTAL = 1						
<b>FOLLOW UP INVESTIGATION</b>	20	1	21	< 1	3.13	12.63
Action: Investigated = 9						
No Action Required = 2						
Negative Contact = 3						
Report Taken = 1						
Services Rendered = 6						
<b>FRAUD/SCAM</b>	1	2	3	< 1	8.20	15.71
Action: Investigated = 1						
Report Taken = 2						
<b>GAS LEAK</b>	0	1	1	< 1	0	0
Action: Call Given to an Officer = 1						
<b>GENERAL INFO</b>	0	10	10	< 1	0	0
Action: Call Given to an Officer = 5						
No Action Required = 1						
Notification = 1						
Report Taken = 1						
Services Rendered = 1						
Transferred/Ref to Highway = 1						
<b>ILLEGAL BURN</b>	0	1	1	< 1	1.57	26.63
Action: Extinguished = 1						
<b>ILLEGAL DUMPING</b>	2	0	2	< 1	0	4.48
Action: Report Taken = 1						
Services Rendered = 1						
<b>INVESTIGATION</b>	1	2	3	< 1	2.16	79.06

Action: Investigated = 3

<b>LARCENY</b>	2	4	6	< 1	7.78	40.37
Action: Investigated = 2						
Report Taken = 2						
TRANSFERRED TO STATE POLICE = 2						

LINE DOWN, POWER,PHONE OR CABL	1	19	20	< 1	8.59	64.17
Action: Investigated = 3						
No Action Required = 1						
Removed Hazard = 2						
Taken/Referred to Other Agency = 1						
Services Rendered = 4						
Transferred/Ref to Highway = 2						
Transferred/Ref to Utility = 7						

<b>LOCKOUT</b>	2	1	3	< 1	0.05	15.76
Action: Services Rendered = 3						

<b>MEDICAL EMERGENCY</b>	0	66	66	1.7	6.67	30.97
Action: BAYSTATE SPRINGFIELD MED CTR = 4						
COOLEY DICKINSON HOSPITAL = 28						
FRANKLIN MEDICAL CENTER = 12						
No Transport/ Patient Refusal = 6						
Other Hospital = 1						
Patient Refusal = 6						
Services Rendered = 9						

MISSING PERSON	0	1	1	< 1	0.88	23.06
Action: Report Taken = 1						

<b>MISCELLANEOUS</b>	24	4	28	< 1	0	7.85
Action: Checks Okay = 1						
Call Given to an Officer = 2						
Dispatch Handled = 1						
False Alarm = 1						
No Action Required = 4						
Report Taken = 1						
Services Rendered = 18						

<b>MOTOR VEHICLE ACCIDENT NO INJU</b>	<b>5</b>	<b>21</b>	<b>26</b>	<b>&lt; 1</b>	<b>6.32</b>	<b>43.04</b>
Action: Arrest(s) Made = 1						
Call Given to an Officer = 1						
Gone On Arrival = 1						
Investigated = 6						
Report Taken = 5						
Services Rendered = 6						
TRANSFERRED TO STATE POLICE = 1						
Unfounded = 2						
Vehicle Towed = 3						

MOTOR VEHICLE COMPLAINT	4	9	13	< 1	2.27	5.60
Action: Checks Okay = 1						
Call Given to an Officer = 2						
Could Not Locate = 1						
Gone On Arrival = 2						
Investigated = 2						
Negative Contact = 2						
Taken/Referred to Other Agency = 1						
Services Rendered = 1						
Verbal Warning = 1						

<b>MOTOR VEHICLE ACCIDE W/INJURY</b>	0	2	2	< 1	8.76	60.64
Action: Investigated = 1						
Patient Refusal = 1						

## Dispatch Analysis

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<b>MOTOR VEHICLE - STOLEN</b>	0	1	1	< 1	0	0
Action: TRANSFERRED TO STATE POLICE = 1						
<b>MOTOR VEHICLE VIOLATION</b>	919	2	921	23.3	5.16	7.75
Action: Unknown = 2						
ACCIDENTAL = 5						
Arrest(s) Made = 6						
Call Cancelled = 5						
Citation/Warning Issued = 487						
CRIMINAL APPLICATION = 3						
FRANKLIN MEDICAL CENTER = 1						
Investigated = 9						
No Action Required = 14						
Report Taken = 1						
Services Rendered = 2						
Vehicle Towed = 23						
Verbal Warning = 363						
<b>NOISE COMPLAINT</b>	0	1	1	< 1	0	0
Action: TRANSFERRED TO STATE POLICE = 1						
<b>NOTIFICATION</b>	2	8	10	< 1	7.43	5.69
Action: Call Given to an Officer = 2						
Investigated = 1						
No Action Required = 2						
Negative Contact = 2						
Notification = 1						
Taken/Referred to Other Agency = 1						
Services Rendered = 1						
<b>ODOR INVESTIGATION</b>	0	1	1	< 1	0	0
Action: Investigated = 1						
<b>OFFICER WANTED</b>	2	17	19	< 1	9.16	21.25
Action: Could Not Locate = 1						
Investigated = 2						
Report Taken = 3						
Peace Restored = 2						
Services Rendered = 6						
TRANSFERRED TO STATE POLICE = 5						
<b>PAPERWORK SERVICE</b>	71	0	71	1.8	0	4.80
Action: Could Not Locate = 1						
Investigated = 1						
No Action Required = 1						
Negative Contact = 13						
NOBODY HOME = 2						
SERVED IN HAND = 40						
Services Rendered = 13						
<b>PATROL AREA</b>	267	0	267	6.8	0	5.06
Action: Citation/Warning Issued = 1						
Checks Okay = 183						
No Action Required = 42						
Negative Contact = 1						
Removed Hazard = 1						
Services Rendered = 37						
Transferred/Ref to Highway = 1						
Unfounded = 1						
<b>POWER OUTAGE/FAILURE</b>	0	1	1	< 1	0	0
Action: Transferred/Ref to Utility = 1						
<b>RADAR/TRAFFIC ENFORCEMENT</b>	920	0	920	23.3	1.87	28.61
Action: ACCIDENTAL = 3						
Building Checked/Secured = 1						

Citation/Warning Issued = 47  
Checks Okay = 3  
CRIMINAL APPLICATION = 2  
Investigated = 7  
No Action Required = 545  
SERVED IN HAND = 1  
Services Rendered = 303  
Vehicle Towed = 1  
Verbal Warning = 7

<b>ROLLING 9</b>	4	1	5	< 1	0	3.10
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Action: Citation/Warning Issued = 1  
Investigated = 2  
No Action Required = 2

<b>SAFETY HAZARD</b>	4	17	21	< 1	12.90	15.57
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Action: Investigated = 1  
Removed Hazard = 5  
Taken/Referred to Other Agency = 3  
Services Rendered = 5  
Transferred/Ref to Highway = 3  
Transferred/Ref to Utility = 4

<b>SERVICE CALL</b>	2	6	8	< 1	5.32	14.91
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Action: Call Given to an Officer = 1  
Investigated = 1  
Negative Contact = 1  
Services Rendered = 5

<b>SHOTS FIRED</b>	0	1	1	< 1	3.07	5.62
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Action: Investigated = 1

<b>SUMMONS SERVICE</b>	1	0	1	< 1	0	6.75
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Action: SERVED IN HAND = 1

<b>SUSPICIOUS PERSON</b>	1	2	3	< 1	0	23.40
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Action: Investigated = 1  
Taken/Referred to Other Agency = 1  
TRANSFERRED TO STATE POLICE = 1

<b>SUSPICIOUS ACTIVITY</b>	2	1	3	< 1	0	9.53
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Action: Checks Okay = 1  
Investigated = 1  
TRANSFERRED TO STATE POLICE = 1

<b>SUSPICIOUS VEHICLE</b>	2	6	8	< 1	8.43	33.37
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Action: Citation/Warning Issued = 1  
Investigated = 1  
Negative Contact = 1  
Services Rendered = 2  
TRANSFERRED TO STATE POLICE = 3

<b>THREAT</b>	0	1	1	< 1	3.62	29.27
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Action: Investigated = 1

<b>TRAFFIC HAZARD</b>	5	24	29	< 1	6.36	19.98
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Action: Investigated = 1  
No Action Required = 1  
Removed Hazard = 7  
Taken/Referred to Other Agency = 3  
Report Taken = 1  
Services Rendered = 7  
Transferred/Ref to Highway = 5  
TRANSFERRED TO STATE POLICE = 2  
Transferred/Ref to Utility = 1  
UMASS MEDICAL CTR = 1

## Dispatch Analysis

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<b>TRAFFIC CONTROL</b>	69	0	69	1.7	0	26.64
Action: Citation/Warning Issued = 1						
No Action Required = 51						
Services Rendered = 17						
<b>TRESPASS</b>	0	3	3	< 1	5.11	11.62
Action: Investigated = 2						
Report Taken = 1						
<b>UNWANTED PERSON</b>	1	4	5	< 1	2.13	54.12
Action: FRANKLIN MEDICAL CENTER = 1						
Investigated = 2						
Peace Restored = 1						
Services Rendered = 1						
<b>SERVE WARRANT</b>	3	0	3	< 1	0	20.86
Action: Arrest(s) Made = 1						
Investigated = 1						
Negative Contact = 1						
<b>TOTAL</b>	3477	471	3948	100	5.24	19.10

## Call Action Breakdown

<u>Call Action</u>	<u>Self Init</u>	<u>Dispatched</u>	<u>Total</u>	<u>%</u>
Unknown	3	1	4	< 1
ACCIDENTAL	12	3	15	< 1
Arrest(s) Made	7	1	8	< 1
Building Checked/Secured	68	27	95	2.4
BAYSTATE SPRINGFIELD MED CTR	0	5	5	< 1
Call Cancelled	5	24	29	< 1
COOLEY DICKINSON HOSPITAL	0	34	34	< 1
Citation/Warning Issued	538	2	540	13.7
Checks Okay	552	6	558	14.1
CONFIRMED MIS-DIAL	0	12	12	< 1
Call Given to an Officer	1	20	21	< 1
CRIMINAL APPLICATION	5	0	5	< 1
Could Not Locate	2	7	9	< 1
Dispatch Handled	0	2	2	< 1
Referred to Animal Control	0	1	1	< 1
Extinguished	0	3	3	< 1
False Alarm	0	12	12	< 1
FRANKLIN MEDICAL CENTER	2	13	15	< 1
Faxed To Station	0	4	4	< 1
Good Intent	1	0	1	< 1
Gone On Arrival	2	3	5	< 1
Investigated	55	55	110	2.8
No Action Required	892	12	904	22.9
Negative Contact	26	8	34	< 1
NOBODY HOME	5	1	6	< 1
Notification	3	4	7	< 1
No Transport/ Patient Refusal	0	7	7	< 1
Other Hospital	0	1	1	< 1
Protective Custody	0	1	1	< 1
Patient Refusal	0	8	8	< 1
Removed Hazard	4	12	16	< 1
Taken/Referred to Other Agency	1	15	16	< 1
Report Taken	13	17	30	< 1
Peace Restored	0	3	3	< 1
SERVED IN HAND	45	1	46	1.2
Services Rendered	833	63	896	22.7
Transferred/Ref to Highway	3	12	15	< 1



## Dispatch Analysis

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Taken to Family/Guardian/Other	0	3	3	< 1
TRANSFERRED TO STATE POLICE	0	42	42	1.1
Transferred/Ref to Utility	0	13	13	< 1
UMASS MEDICAL CTR	0	1	1	< 1
Unfounded	3	6	9	< 1
Vehicle Towed	26	5	31	< 1
Verbal Warning	370	1	371	9.4
<b>TOTAL</b>	<b>3477</b>	<b>471</b>	<b>3948</b>	<b>100</b>

## Operator Race And Sex Breakdown

<u>Sex</u>	<u>Total</u>	<u>%</u>
Not Specified	178	17.1
Male	457	43.9
Female	378	36.3
Unknown	29	2.8
Non-Binary	0	0.0
<b>TOTAL</b>	<b>1042</b>	<b>100</b>

<u>Race</u>	<u>Total</u>	<u>%</u>
Not Specified	182	17.5
Asian/Pacific Islander	6	0.6
Black	29	2.8
American Indian/Alaskan Native	0	0.0
White	493	47.3
Unknown	332	31.9
<b>TOTAL</b>	<b>1042</b>	<b>100</b>

<u>Ethnicity</u>	<u>Total</u>	<u>%</u>
Not Specified	187	17.9
Hispanic	21	2.0
Not Hispanic	450	43.2
Unknown	384	36.9
<b>TOTAL</b>	<b>1042</b>	<b>100</b>