

## Call Reason Breakdown

Call Reason	<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	2	3	< 1	18.03	20.00
Action: SERVED IN HAND = 3						
<b>209A VIOLATION</b>	0	1	1	< 1	0	0
Action: Report Taken = 1						
<b>ABANDONED 911 CALL</b>	0	3	3	< 1	0.05	3.13
Action: ACCIDENTAL = 1						
Call Given to an Officer = 1						
TRANSFERRED TO STATE POLICE = 1						
<b>911 CALL</b>	0	10	10	1.1	18.58	4.03
Action: Checks Okay = 2						
CONFIRMED MIS-DIAL = 1						
Dispatch Handled = 3						
Investigated = 1						
NOBODY HOME = 1						
Services Rendered = 1						
TRANSFERRED TO STATE POLICE = 1						
<b>911 HANG UP</b>	0	2	2	< 1	28.38	0.03
Action: TRANSFERRED TO STATE POLICE = 2						
<b>911 MIS DIAL</b>	0	5	5	< 1	20.51	3.28
Action: CONFIRMED MIS-DIAL = 2						
Call Given to an Officer = 2						
Services Rendered = 1						
<b>ABANDONED MV</b>	2	2	4	< 1	0	16.31
Action: No Action Required = 1						
Report Taken = 1						
Services Rendered = 1						
Vehicle Towed = 1						
<b>ADMINISTRATIVE</b>	3	0	3	< 1	0	91.28
Action: Services Rendered = 3						
<b>ALARM BURGLAR OR HOLDUP</b>	0	9	9	< 1	24.48	6.25
Action: Building Checked/Secured = 1						
Checks Okay = 3						
Investigated = 2						
TRANSFERRED TO STATE POLICE = 3						
<b>EMS ALARM - LIFELINE ACTIVATED</b>	0	6	6	< 1	9.97	30.71
Action: ACCIDENTAL = 1						
ATHOL MEMORIAL HOSPITAL = 2						
FRANKLIN MEDICAL CENTER = 2						
Services Rendered = 1						
<b>FIRE ALARM</b>	0	8	8	< 1	15.06	16.40
Action: False Alarm = 2						
Investigated = 5						
Services Rendered = 1						
<b>ANIMAL COMPLAINT</b>	1	32	33	3.6	18.05	12.67
Action: Could Not Locate = 1						
Referred to Animal Control = 12						
Gone On Arrival = 1						
Investigated = 3						
Negative Contact = 1						
Taken/Referred to Other Agency = 3						

<b>ASSIST CITIZEN</b>	8	9	17	1.9	19.36	8.66
Action: Call Given to an Officer = 1						
Good Intent = 3						
Notification = 1						
Report Taken = 4						
Services Rendered = 8						
<b>ASSIST OTHER AGENCY</b>	5	7	12	1.3	25.73	7.41
Action: Call Given to an Officer = 1						
Investigated = 1						
Notification = 1						
Services Rendered = 9						
<b>ASSAULT</b>	0	2	2	< 1	0	0
Action: Report Taken = 2						
<b>ARTICLES LOST</b>	1	0	1	< 1	0	10.30
Action: Services Rendered = 1						
<b>ARTICLES RECOVERED</b>	1	1	2	< 1	0	0.83
Action: Faxed To Station = 1						
Services Rendered = 1						
<b>BREAKING AND ENTERING</b>	0	1	1	< 1	5.89	19.59
Action: Report Taken = 1						
<b>BURN/AGRI PERMIT</b>	0	1	1	< 1	0	0
Action: Dispatch Handled = 1						
<b>BUILDING/LOCATION CHECK</b>	324	0	324	35.4	0	3.35
Action: Building Checked/Secured = 13						
CHESHIRE MEDICAL CENTER = 1						
Checks Okay = 304						
Good Intent = 1						
Investigated = 2						
Services Rendered = 3						
<b>CHECK WELFARE</b>	6	19	25	2.7	15.12	27.06
Action: Arrest(s) Made = 1						
Checks Okay = 1						
Call Given to an Officer = 1						
Could Not Locate = 1						
FRANKLIN MEDICAL CENTER = 2						
Investigated = 2						
Negative Contact = 2						
NOBODY HOME = 1						
Patient Refusal = 1						
Report Taken = 1						
Services Rendered = 7						
Taken to Family/Guardian/Other = 1						
TRANSFERRED TO STATE POLICE = 4						
<b>Civil Issue</b>	0	1	1	< 1	0	0
Action: Dispatch Handled = 1						
<b>CARBON MONOXIDE HAZARD</b>	0	1	1	< 1	0	0
Action: Services Rendered = 1						
<b>COMMUNITY POLICING</b>	29	2	31	3.4	0	25.71
Action: Good Intent = 19						
Services Rendered = 12						

<b>COMPLAINT</b>	0	1	1	< 1	0	0
Action: Services Rendered = 1						
<b>CSO FOLLOW UP</b>	3	0	3	< 1	3333333E-02	48.36
Action: Services Rendered = 3						
<b>Car vs. Deer</b>	0	3	3	< 1	23.27	13.15
Action: Report Taken = 1						
TRANSFERRED TO STATE POLICE = 2						
<b>DISTURBANCE</b>	0	2	2	< 1	11.90	51.62
Action: Peace Restored = 1						
TRANSFERRED TO STATE POLICE = 1						
<b>DISABLED MV</b>	2	9	11	1.2	13.58	48.52
Action: Checks Okay = 1						
Could Not Locate = 2						
No Action Required = 2						
Services Rendered = 5						
Vehicle Towed = 1						
<b>DOMESTIC</b>	1	1	2	< 1	15.49	153.65
Action: Arrest(s) Made = 2						
<b>DRUG OFFENSE</b>	0	1	1	< 1	0	0
Action: Call Given to an Officer = 1						
<b>DETAIL REQUEST</b>	0	2	2	< 1	0	0
Action: Call Given to an Officer = 1						
Notification = 1						
<b>FIREARMS LICENSING</b>	12	4	16	1.8	7.95	3.25
Action: Negative Contact = 2						
NOBODY HOME = 1						
Notification = 1						
SERVED IN HAND = 3						
Services Rendered = 9						
<b>BRUSH FIRE</b>	0	5	5	< 1	0	0
Action: Extinguished = 4						
Investigated = 1						
<b>FIRE, OTHER NON-SPECIFIC</b>	0	2	2	< 1	0	0
Action: Extinguished = 2						
<b>VEHICLE FIRE</b>	0	1	1	< 1	21.15	3.80
Action: Extinguished = 1						
<b>FOLLOW UP INVESTIGATION</b>	18	7	25	2.7	3.43	17.35
Action: Investigated = 7						
No Action Required = 1						
Negative Contact = 2						
Notification = 2						
Report Taken = 7						
Services Rendered = 6						
<b>FRAUD/SCAM</b>	1	0	1	< 1	0	0
Action: Report Taken = 1						
<b>GENERAL INFO</b>	1	12	13	1.4	0	0
Action: Call Given to an Officer = 12						
Notification = 1						
<b>HARASSMENT</b>	0	3	3	< 1	25.63	46.57

Action: Report Taken = 1 Services Rendered = 1 TRANSFERRED TO STATE POLICE = 1						
<b>ILLEGAL DUMPING</b>	0	3	3	< 1	9.95	13.06
Action: Report Taken = 3						
<b>INVESTIGATION</b>	4	0	4	< 1	0.03	29.34
Action: Investigated = 4						
<b>LARCENY</b>	1	2	3	< 1	22.19	27.47
Action: Report Taken = 3						
<b>LINE DOWN, POWER, PHONE OR CABL</b>	0	6	6	< 1	13.19	101.87
Action: Removed Hazard = 1 Services Rendered = 4 Transferred/Ref to Utility = 1						
<b>LOCKOUT</b>	0	1	1	< 1	0	0
Action: Call Cancelled = 1						
<b>MEDICAL EMERGENCY</b>	0	61	61	6.7	14.56	28.78
Action: ATHOL MEMORIAL HOSPITAL = 22 FRANKLIN MEDICAL CENTER = 30 Investigated = 1 No Transport/ Patient Refusal = 2 Patient Refusal = 3 Taken/Referred to Other Agency = 1 Services Rendered = 2						
<b>MISSING PERSON</b>	0	2	2	< 1	18.91	108.98
Action: Investigated = 1 Patient Refusal = 1						
<b>MISCELLANEOUS</b>	0	2	2	< 1	0	0
Action: Dispatch Handled = 1 No Action Required = 1						
<b>MOTOR VEHICLE ACCIDENT NO INJU</b>	0	12	12	1.3	12.74	41.99
Action: Arrest(s) Made = 1 Citation/Warning Issued = 1 FRANKLIN MEDICAL CENTER = 1 Investigated = 1 Report Taken = 1 UMASS MEDICAL CTR = 1 Unfounded = 1 Vehicle Towed = 5						
<b>MOTOR VEHICLE COMPLAINT</b>	4	8	12	1.3	16.82	14.25
Action: Gone On Arrival = 1 Investigated = 2 Negative Contact = 1 Report Taken = 6 Services Rendered = 1 TRANSFERRED TO STATE POLICE = 1						
<b>MOTOR VEHICLE ACCIDE W/INJURY</b>	0	1	1	< 1	12.53	5.47
Action: Vehicle Towed = 1						
<b>MOTOR VEHICLE VIOLATION</b>	12	1	13	1.4	0	6.11
Action: Citation/Warning Issued = 4 Investigated = 1 Verbal Warning = 8						
<b>NOISE COMPLAINT</b>	0	3	3	< 1	0	0

Action: Faxed To Station = 1 Services Rendered = 1 TRANSFERRED TO STATE POLICE = 1						
<b>NOTIFICATION</b>	1	9	10	1.1	46.17	13.47
Action: Call Cancelled = 1 Call Given to an Officer = 4 Investigated = 1 No Action Required = 1 Notification = 1 Report Taken = 1 Services Rendered = 1						
<b>OFFICER WANTED</b>	1	15	16	1.8	17.95	53.73
Action: Investigated = 1 Negative Contact = 2 Report Taken = 4 Services Rendered = 5 Taken to Family/Guardian/Other = 1 TRANSFERRED TO STATE POLICE = 3						
<b>PAPERWORK SERVICE</b>	20	1	21	2.3	16.88	5.62
Action: Good Intent = 1 Investigated = 1 Negative Contact = 8 SERVED IN HAND = 8 Services Rendered = 3						
<b>PATROL AREA</b>	34	0	34	3.7	0	41.20
Action: Checks Okay = 5 Investigated = 1 No Action Required = 7 Services Rendered = 21						
<b>RADAR/TRAFFIC ENFORCEMENT</b>	59	1	60	6.6	0.22	36.15
Action: Citation/Warning Issued = 1 No Action Required = 27 Services Rendered = 30 Verbal Warning = 2						
<b>RESCUE CALL</b>	0	1	1	< 1	1.30	94.92
Action: No Transport/ Patient Refusal = 1						
<b>SAFETY HAZARD</b>	0	5	5	< 1	28.98	12.07
Action: Investigated = 1 Services Rendered = 1 Transferred/Ref to Highway = 1 Transferred/Ref to Utility = 2						
<b>SEARCH</b>	0	1	1	< 1	2.38	8.06
Action: Services Rendered = 1						
<b>Section 12</b>	0	1	1	< 1	1.21	13.43
Action: FRANKLIN MEDICAL CENTER = 1						
<b>SERVICE CALL</b>	0	2	2	< 1	16.03	18.68
Action: Services Rendered = 2						
<b>SMOKE INVESTIGATION</b>	0	1	1	< 1	3.73	21.45
Action: Services Rendered = 1						
<b>SOLICITING</b>	0	1	1	< 1	1.05	0.70
Action: Services Rendered = 1						
<b>SUMMONS SERVICE</b>	0	1	1	< 1	17.68	5.85

## Dispatch Analysis

Printed: 03/31/2023

Action: Negative Contact = 1						
<b>SUSPICIOUS PERSON</b>	0	2	2	< 1	16.97	10.68
Action: Investigated = 1						
Services Rendered = 1						
<b>SUSPICIOUS PACKAGE</b>	1	0	1	< 1	0	0
Action: Checks Okay = 1						
<b>SUSPICIOUS ACTIVITY</b>	0	6	6	< 1	18.44	12.08
Action: Investigated = 2						
Report Taken = 3						
Services Rendered = 1						
<b>SUICIDE THREAT</b>	0	2	2	< 1	28.96	91.67
Action: Could Not Locate = 1						
Investigated = 1						
<b>SUSPICIOUS VEHICLE</b>	5	3	8	< 1	21.16	3.64
Action: Checks Okay = 1						
Gone On Arrival = 1						
Investigated = 4						
No Action Required = 1						
TRANSFERRED TO STATE POLICE = 1						
<b>TRAFFIC HAZARD</b>	5	10	15	1.6	12.25	15.05
Action: Investigated = 1						
No Action Required = 1						
Negative Contact = 1						
Removed Hazard = 5						
Services Rendered = 4						
Transferred/Ref to Highway = 1						
Transferred/Ref to Utility = 1						
Unfounded = 1						
<b>TRAFFIC CONTROL</b>	1	0	1	< 1	0	56.28
Action: Services Rendered = 1						
<b>TRESPASS</b>	0	2	2	< 1	5.87	15.02
Action: Report Taken = 2						
<b>UNWANTED PERSON</b>	0	1	1	< 1	28.72	78.38
Action: Services Rendered = 1						
<b>SERVE WARRANT</b>	2	1	3	< 1	38.83	3.76
Action: Negative Contact = 2						
NOBODY HOME = 1						
<b>TOTAL</b>	569	345	914	100	15.53	16.40

## Call Action Breakdown

<u>Call Action</u>	<u>Self Init</u>	<u>Dispatched</u>	<u>Total</u>	<u>%</u>
ACCIDENTAL	0	2	2	< 1
ATHOL MEMORIAL HOSPITAL	0	24	24	2.6
Arrest(s) Made	1	3	4	< 1
Building Checked/Secured	13	1	14	1.5
Call Cancelled	0	2	2	< 1
CHESHIRE MEDICAL CENTER	1	0	1	< 1
Citation/Warning Issued	5	1	6	< 1
Checks Okay	312	6	318	34.8
CONFIRMED MIS-DIAL	0	3	3	< 1

## Dispatch Analysis

Printed: 03/31/2023

Call Given to an Officer	2	22	24	2.6
Could Not Locate	0	5	5	< 1
Dispatch Handled	0	6	6	< 1
Referred to Animal Control	0	12	12	1.3
Extinguished	0	7	7	< 1
False Alarm	0	2	2	< 1
FRANKLIN MEDICAL CENTER	0	36	36	3.9
Faxed To Station	0	2	2	< 1
Good Intent	21	3	24	2.6
Gone On Arrival	0	3	3	< 1
Investigated	21	27	48	5.3
No Action Required	36	6	42	4.6
Negative Contact	16	6	22	2.4
NOBODY HOME	1	3	4	< 1
Notification	2	6	8	< 1
No Transport/ Patient Refusal	0	3	3	< 1
Patient Refusal	0	5	5	< 1
Removed Hazard	3	3	6	< 1
Taken/Referred to Other Agency	0	4	4	< 1
Report Taken	13	34	47	5.1
Peace Restored	0	1	1	< 1
SERVED IN HAND	12	2	14	1.5
Services Rendered	100	64	164	17.9
Transferred/Ref to Highway	0	2	2	< 1
Taken to Family/Guardian/Other	0	3	3	< 1
TRANSFERRED TO STATE POLICE	0	21	21	2.3
Transferred/Ref to Utility	0	4	4	< 1
UMASS MEDICAL CTR	0	1	1	< 1
Unfounded	0	2	2	< 1
Vehicle Towed	1	7	8	< 1
Verbal Warning	9	1	10	1.1
<b>TOTAL</b>	<b>569</b>	<b>345</b>	<b>914</b>	<b>100</b>

## Operator Race And Sex Breakdown

<u>Sex</u>	<u>Total</u>	<u>%</u>
Not Specified	27	33.3
Male	29	35.8
Female	23	28.4
Unknown	2	2.5
Non-Binary	0	0.0
<b>TOTAL</b>	<b>81</b>	<b>100</b>

<u>Race</u>	<u>Total</u>	<u>%</u>
Not Specified	27	33.3
Asian/Pacific Islander	0	0.0
Black	0	0.0
American Indian/Alaskan Native	0	0.0
White	29	35.8
Unknown	25	30.9
<b>TOTAL</b>	<b>81</b>	<b>100</b>

<u>Ethnicity</u>	<u>Total</u>	<u>%</u>
Not Specified	27	33.3
Hispanic	1	1.2
Not Hispanic	10	12.3
Unknown	43	53.1
<b>TOTAL</b>	<b>81</b>	<b>100</b>