

Call Reason Breakdown

Call Reason	Self	Disp	Total	%	Avg. Arrive	Avg. Time @ Scene
ABANDONED 911 CALL	0	3	3	1.5	0	0
Action: Call Given to an Officer = 3						
911 CALL	0	13	13	6.5	16.27	5.27
Action: CONFIRMED MIS-DIAL = 1						
Call Given to an Officer = 2						
Dispatch Handled = 4						
Investigated = 1						
No Action Required = 1						
TRANSFERRED TO STATE POLICE = 4						
911 HANG UP	0	3	3	1.5	28.88	1.42
Action: CONFIRMED MIS-DIAL = 1						
Dispatch Handled = 1						
Investigated = 1						
911 MIS DIAL	0	2	2	1.0	0	0
Action: TRANSFERRED TO STATE POLICE = 2						
ABANDONED MV	0	1	1	< 1	0	0
Action: TRANSFERRED TO STATE POLICE = 1						
ALARM BURGLAR OR HOLDUP	0	15	15	7.5	6.63	5.84
Action: Building Checked/Secured = 2						
Call Cancelled = 5						
False Alarm = 1						
TRANSFERRED TO STATE POLICE = 7						
EMS ALARM - LIFELINE ACTIVATED	0	2	2	1.0	0	0
Action: Call Cancelled = 1						
False Alarm = 1						
FIRE ALARM	0	8	8	4.0	0	0
Action: ACCIDENTAL = 1						
Call Cancelled = 1						
False Alarm = 2						
Services Rendered = 4						
ANIMAL COMPLAINT	0	9	9	4.5	0	0
Action: Call Cancelled = 1						
Call Given to an Officer = 5						
Dispatch Handled = 1						
Taken/Referred to Other Agency = 1						
TRANSFERRED TO STATE POLICE = 1						
ASSIST OTHER AGENCY	0	2	2	1.0	0	0
Action: Services Rendered = 1						
TRANSFERRED TO STATE POLICE = 1						
BREAKING & ENTERING PAST	0	2	2	1.0	0	0
Action: Faxed To Station = 1						
TRANSFERRED TO STATE POLICE = 1						
CHIMNEY FIRE	0	3	3	1.5	0	0
Action: Extinguished = 1						
Report Taken = 1						
Services Rendered = 1						
CHECK WELFARE	0	8	8	4.0	53.62	0.07
Action: Peace Restored = 1						
Services Rendered = 1						

TRANSFERRED TO STATE POLICE = 6

CARBON MONOXIDE HAZARD	0	1	1	< 1	0	0
Action: Services Rendered = 1						
COMPLAINT	0	3	3	1.5	0	0
Action: Referred to Animal Control = 1						
Transferred/Ref to Highway = 1						
TRANSFERRED TO STATE POLICE = 1						
DISTURBANCE	0	1	1	< 1	1.05	53.55
Action: Peace Restored = 1						
DISABLED MV	0	5	5	2.5	20.60	32.23
Action: Notification = 1						
Taken/Referred to Other Agency = 1						
Services Rendered = 1						
TRANSFERRED TO STATE POLICE = 1						
Vehicle Towed = 1						
DRUNK	1	0	1	< 1	0	10.33
Action: Services Rendered = 1						
FIRE, OTHER NON-SPECIFIC	0	4	4	2.0	0	0
Action: Investigated = 1						
Services Rendered = 3						
FIRE WORKS	0	1	1	< 1	0	0
Action: Could Not Locate = 1						
FRAUD/SCAM	0	1	1	< 1	0	0
Action: Call Given to an Officer = 1						
HARASSMENT	0	3	3	1.5	0	0
Action: Call Given to an Officer = 1						
TRANSFERRED TO STATE POLICE = 2						
ILLEGAL BURN	0	2	2	1.0	0	0
Action: Extinguished = 2						
LARCENY	0	2	2	1.0	0	0
Action: Call Given to an Officer = 2						
LINE DOWN, POWER,PHONE OR CABL	1	1	2	1.0	0	0
Action: Transferred/Ref to Utility = 2						
LOCKOUT	0	2	2	1.0	0	0
Action: Services Rendered = 2						
MEDICAL EMERGENCY	0	33	33	16.6	16.50	38.60
Action: ATHOL MEMORIAL HOSPITAL = 7						
COOLEY DICKINSON HOSPITAL = 2						
Call Given to an Officer = 1						
FRANKLIN MEDICAL CENTER = 15						
Investigated = 1						
No Transport/ Patient Refusal = 3						
Services Rendered = 3						
UMASS MEDICAL CTR = 1						
MISSING PERSON	0	1	1	< 1	0	0
Action: Investigated = 1						
MISCELLANEOUS	1	1	2	1.0	0	4.45
Action: Could Not Locate = 1						
Taken/Referred to Other Agency = 1						

MOTOR VEHICLE ACCIDENT NO INJURY	1	17	18	9.0	12.94	77.29
Action: ATHOL MEMORIAL HOSPITAL = 2						
Investigated = 5						
No Transport/ Patient Refusal = 1						
Report Taken = 2						
Services Rendered = 1						
TRANSFERRED TO STATE POLICE = 3						
Vehicle Towed = 4						
MOTOR VEHICLE COMPLAINT	0	4	4	2.0	60.17	0.10
Action: Call Given to an Officer = 2						
Faxed To Station = 1						
TRANSFERRED TO STATE POLICE = 1						
MOTOR VEHICLE ACCIDENT W/INJURY	0	2	2	1.0	12.25	23.02
Action: Vehicle Towed = 2						
MOTOR VEHICLE VIOLATION	1	1	2	1.0	0	277.22
Action: Arrest(s) Made = 1						
No Action Required = 1						
NOTIFICATION	0	2	2	1.0	0	0
Action: Notification = 2						
OFFICER WANTED	0	6	6	3.0	15.95	0.18
Action: Call Given to an Officer = 2						
Investigated = 1						
No Action Required = 1						
TRANSFERRED TO STATE POLICE = 2						
PAPERWORK SERVICE	0	1	1	< 1	0	0
Action: Call Given to an Officer = 1						
RUNAWAY	0	1	1	< 1	0	0
Action: Call Cancelled = 1						
SAFETY HAZARD	0	7	7	3.5	11.25	351.38
Action: Taken/Referred to Other Agency = 2						
Services Rendered = 3						
Transferred/Ref to Highway = 1						
TRANSFERRED TO STATE POLICE = 1						
SERVICE CALL	0	2	2	1.0	0	0
Action: Services Rendered = 2						
SHOTS FIRED	0	1	1	< 1	0	0
Action: Call Given to an Officer = 1						
SMOKE INVESTIGATION	0	1	1	< 1	2.23	17.13
Action: Unfounded = 1						
SUSPICIOUS PERSON	0	2	2	1.0	0	0
Action: Call Given to an Officer = 2						
SUSPICIOUS ACTIVITY	0	2	2	1.0	0	0
Action: Building Checked/Secured = 1						
TRANSFERRED TO STATE POLICE = 1						
SUICIDE THREAT	0	2	2	1.0	2.48	16.20
Action: No Transport/ Patient Refusal = 1						
Services Rendered = 1						
SUSPICIOUS VEHICLE	0	3	3	1.5	0	0
Action: Call Given to an Officer = 1						

Dispatch Analysis

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Faxed To Station = 1

TRANSFERRED TO STATE POLICE = 1

THREAT	0	2	2	1.0	0	0
Action: Call Given to an Officer = 1						
Faxed To Station = 1						
TRAFFIC HAZARD	0	5	5	2.5	706.82	102.43
Action: Investigated = 1						
Removed Hazard = 1						
Taken/Referred to Other Agency = 1						
Services Rendered = 2						
VANDALISM	0	1	1	< 1	0	0
Action: TRANSFERRED TO STATE POLICE = 1						
TOTAL	5	194	199	100	62.72	58.30

Call Action Breakdown

<u>Call Action</u>	<u>Self Init</u>	<u>Dispatched</u>	<u>Total</u>	<u>%</u>
ACCIDENTAL	0	1	1	< 1
ATHOL MEMORIAL HOSPITAL	1	8	9	4.5
Arrest(s) Made	1	0	1	< 1
Building Checked/Secured	0	3	3	1.5
Call Cancelled	0	9	9	4.5
COOLEY DICKINSON HOSPITAL	0	2	2	1.0
CONFIRMED MIS-DIAL	0	2	2	1.0
Call Given to an Officer	0	25	25	12.6
Could Not Locate	1	1	2	1.0
Dispatch Handled	0	6	6	3.0
Referred to Animal Control	0	1	1	< 1
Extinguished	0	3	3	1.5
False Alarm	0	4	4	2.0
FRANKLIN MEDICAL CENTER	0	15	15	7.5
Faxed To Station	0	4	4	2.0
Investigated	0	12	12	6.0
No Action Required	0	3	3	1.5
Notification	0	3	3	1.5
No Transport/ Patient Refusal	0	5	5	2.5
Removed Hazard	0	1	1	< 1
Taken/Referred to Other Agency	0	6	6	3.0
Report Taken	0	3	3	1.5
Peace Restored	0	2	2	1.0
Services Rendered	1	26	27	13.6
Transferred/Ref to Highway	0	2	2	1.0
TRANSFERRED TO STATE POLICE	0	37	37	18.6
Transferred/Ref to Utility	1	1	2	1.0
UMASS MEDICAL CTR	0	1	1	< 1
Unfounded	0	1	1	< 1
Vehicle Towed	0	7	7	3.5
TOTAL	5	194	199	100

Operator Race And Sex Breakdown

<u>Sex</u>	<u>Total</u>	<u>%</u>
Not Specified	8	36.4
Male	7	31.8
Female	7	31.8
Unknown	0	0.0

Non-Binary	0	0.0
TOTAL	22	100

<u>Race</u>	<u>Total</u>	<u>%</u>
Not Specified	17	77.3
Asian/Pacific Islander	0	0.0
Black	0	0.0
American Indian/Alaskan Native	0	0.0
White	3	13.6
Unknown	2	9.1
TOTAL	22	100

<u>Ethnicity</u>	<u>Total</u>	<u>%</u>
Not Specified	18	81.8
Hispanic	0	0.0
Not Hispanic	2	9.1
Unknown	2	9.1
TOTAL	22	100