



The Commonwealth of Massachusetts
STATE 911 DEPARTMENT
NORTH SHORE REGIONAL 911 CENTER

18 MANNING AVENUE • MIDDLETON, MASSACHUSETTS 01949
 (978) 801.4911 • office@ecrecc.org • www.ecrecc.org



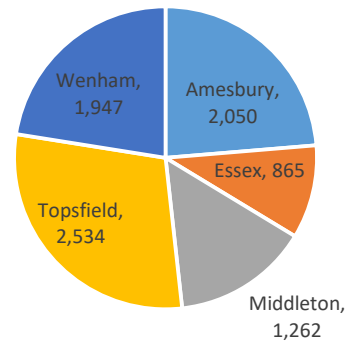
July 2019 Call, Radio, and CAD Statistics*
 CAD INCIDENTS

Fire Incidents	Count
Amesbury	429
Essex	61
Middleton	248
Topsfield	250
Wenham	90
Total	1,078

Police Incidents	Count
Amesbury	1,621
Essex	804
Middleton	1,014
Topsfield	2,284
Wenham	1,857
Total	7,580

Incidents by Town	Count
Amesbury	2,050
Essex	865
Middleton	1,262
Topsfield	2,534
Wenham	1,947
Total	8,658

CAD Incidents by Town



* Statistics July 1 -22 Spillman CAD, July 22-31 IMC CAD

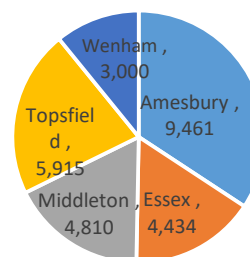
RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	3,334
Essex Fire	783
Middleton Fire	1,867
Topsfield Fire	1,364
Wenham Fire	554
Total	7,902

Police Radio Transmissions	Count
Amesbury Police	6,127
Essex Police	3,651
Middleton Police	2,943
Topsfield Police	4,551
Wenham Police	2,446
Total	19,718

Transmissions by Community	Count
Amesbury	9,461
Essex	4,434
Middleton	4,810
Topsfield	5,915
Wenham	3,000
Total	27,620

Radio Transmissions by Town





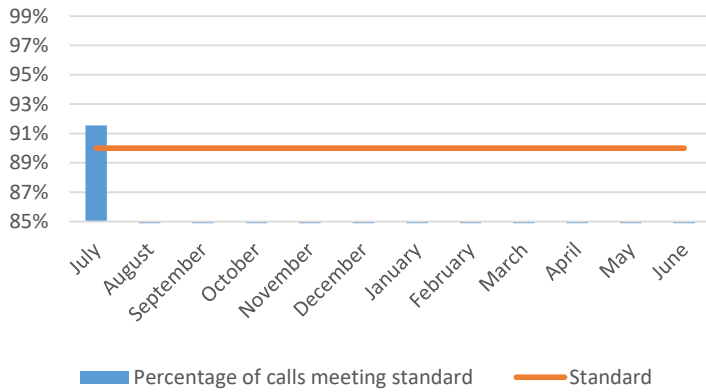
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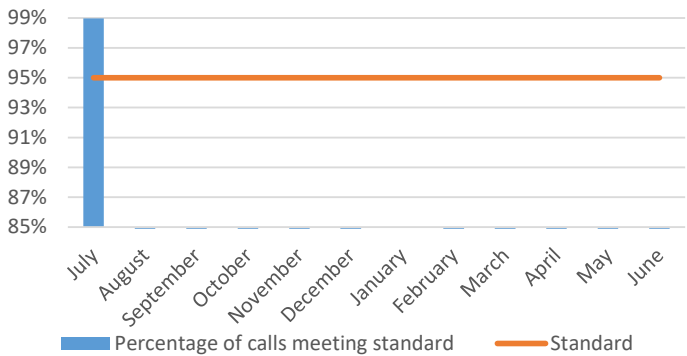
July 2019 Regional 911 Center Ring to Pick Up Time

**Regional 911 Center Ring-to-Pickup
(90% within 10 seconds)**



Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
July	629	687	91.56%	90.00%
August				90.00%
September				90.00%
October				90.00%
November				90.00%
December				90.00%
January				90.00%
February				90.00%
March				90.00%
April				90.00%
May				90.00%
June				90.00%

**Regional 911 Center Ring-to-Pickup
(95% within 20 seconds)**



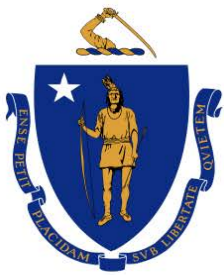
Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
July	680	687	98.98%	95.00%
August				95.00%
September				95.00%
October				95.00%
November				95.00%
December				95.00%
January				95.00%
February				95.00%
March				95.00%
April				95.00%
May				95.00%
June				95.00%

Key Performance Indicator

Ring-to-Pickup Time:

Metric: The amount of time it takes to answer a 911 call. The time begins when a 911 call enters our system and the time ends when a telecommunicator answers the call.

Objective: To answer all 911 calls within ten (10) seconds or less.



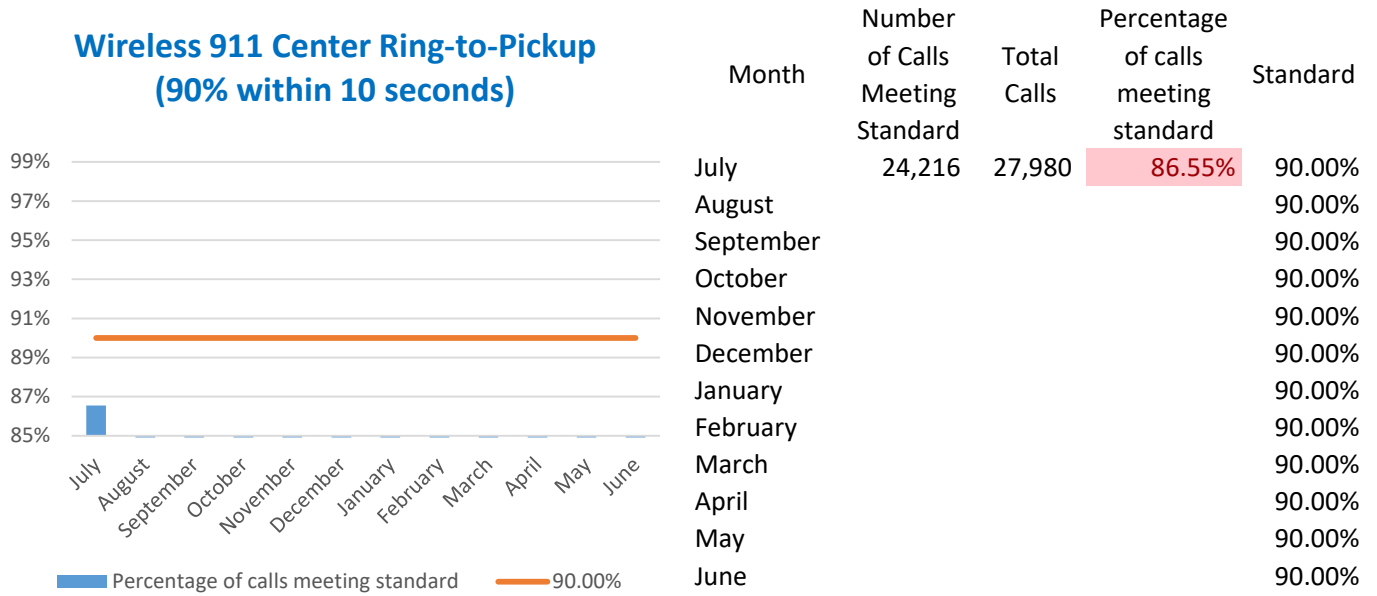
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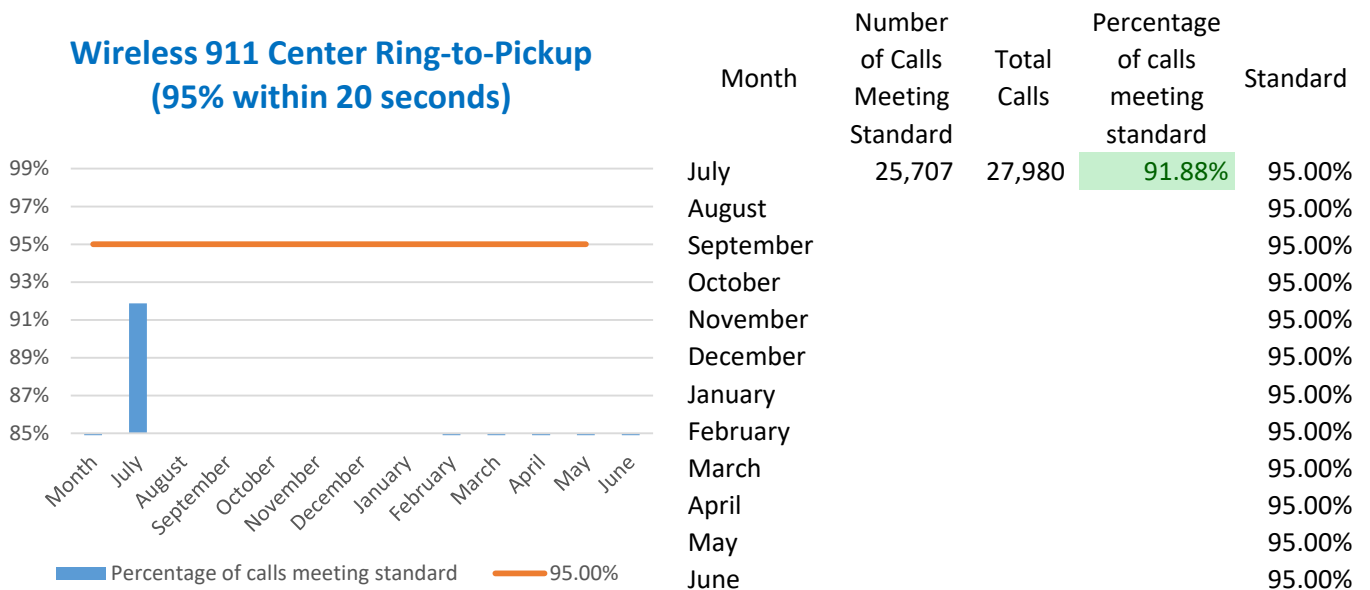


July 2019 Wireless 911 Center Ring to Pick Up Time

Wireless 911 Center Ring-to-Pickup (90% within 10 seconds)



Wireless 911 Center Ring-to-Pickup (95% within 20 seconds)



Key Performance Indicator

Ring-to-Pickup Time:

Metric: The amount of time it takes to answer a 911 call. The time begins when a 911 call enters our system and the time ends when a telecommunicator answers the call.



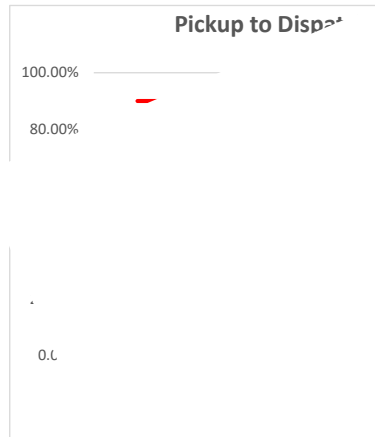
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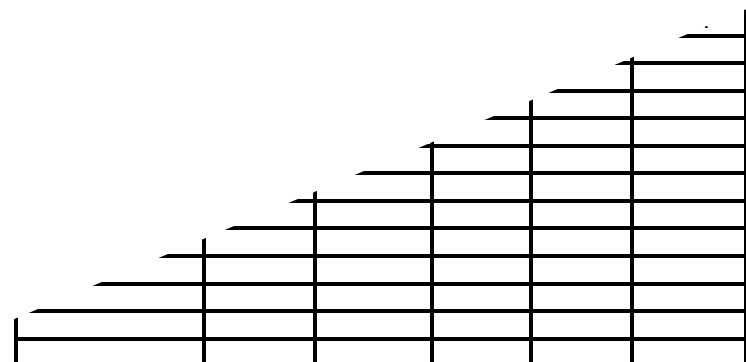
Pick Up to Dispatch Times July 2019

City	Total	Below 60	Below 90	Below 120	Greater 90	Greater 120	Greater 150	90 %	Goal 95%
Everyone								70%	95.00%
AME								71%	95.00%
ESS								72%	95.00%
MID								73%	95.00%
TOP								74%	95.00%
WEN								75%	95.00%



Pick Up to Dispatch Times Report
 Not Yet Available
 IMC Reports are still being built.

Month
January
February
March
April
June
June
July
August
September
October
November
December





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July 2019 Agency Concerns**

Agency	Sustained (Partially or Fully)	Mitigating Circumstances Exist	Cleared	Not sustained/ unresolved	Unfounded	Total	Count of CAD Calls	Complaint as Percent
AMESBURY FD						0	429	0.00%
AMESBURY PD						0	1,621	0.00%
ESSEX FD						0	61	0.00%
ESSEX PD						0	804	0.00%
MIDDLETON FD						0	248	0.00%
MIDDLETON PD						0	1,014	0.00%
TOPSFIELD FD						0	250	0.00%
TOPSFIELD PD						0	2,284	0.00%
WENHAM FD						0	90	0.00%
WENHAM PD						0	1,857	0.00%
OTHER								

* Statistics July 1 -22 Spillman CAD, July 22-31 IMC CAD

**Please note that this reflects the month that the concern was reported, the concern may have occurred in a different month.

Key Performance Indicator:

Number of Complaints Per Year as a Percent of Total Calls:

A measurement of the total number of complaints in a given period, divided by the total number of calls (CAD calls for Regional Operations or Wireless Calls for Wireless Operations) in that same period, expressed as a percentage.

Objective: The percent of complaints should be less than 0.05% of the total calls.



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July 2019 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned
00:00 - 01:00	56	56	0	0.0%
01:00 - 02:00	43	43	0	0.0%
02:00 - 03:00	36	34	2	5.9%
03:00 - 04:00	34	33	1	3.0%
04:00 - 05:00	40	40	0	0.0%
05:00 - 06:00	47	47	0	0.0%
06:00 - 07:00	87	86	1	1.2%
07:00 - 08:00	121	118	3	2.5%
08:00 - 09:00	146	144	2	1.4%
09:00 - 10:00	158	152	6	3.9%
10:00 - 11:00	200	191	9	4.7%
11:00 - 12:00	180	174	6	3.4%
12:00 - 13:00	164	160	4	2.5%
13:00 - 14:00	162	156	6	3.8%
14:00 - 15:00	161	159	2	1.3%
15:00 - 16:00	177	169	8	4.7%
16:00 - 17:00	221	213	8	3.8%
17:00 - 18:00	155	147	8	5.4%
18:00 - 19:00	139	136	3	2.2%
19:00 - 20:00	122	116	6	5.2%
20:00 - 21:00	109	102	7	6.9%
21:00 - 22:00	111	111	0	0.0%
22:00 - 23:00	96	93	3	3.2%
23:00 - 24:00	69	68	1	1.5%
Total	2834	2748	86	3.1%
Average Answer Time:		00:06.4	MM:SS.s	

Key Performance Indicators:

1. Ring-to-Pickup Time:

Metric: The amount of time it takes to answer a 911 call. The time begins when a 911 call enters our system and the time ends when a telecommunicator answers the call.

Objective: To answer all 911 calls within ten (10) seconds or less.

2. Call Abandonment Rate:

Metric: The number of incoming 911 calls in a given period where the caller hangs up before the call is answered, divided by the total number of calls in that same period, expressed as a percentage.

Objective: To have an average abandonment rate of 6% or less.



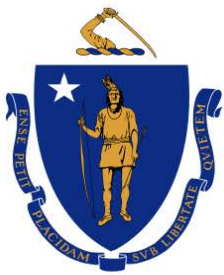
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July 2019 Wireless 911 Center KPI Call Statistics

Key Performance Indicators:	Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned	Average Calls per WRLS TC
	Ring-to-Pickup Time:	00:00 - 01:00	909	803	106	13.2%
Metric: The amount of time it takes to answer a 911 call. The time begins when a 911 call enters our system and the time ends when a telecommunicator answers the call.	01:00 - 02:00	695	614	81	13.2%	8
	02:00 - 03:00	515	480	35	7.3%	6
Objective: To answer all 911 calls within ten (10) seconds or less.	03:00 - 04:00	406	364	42	11.5%	5
	04:00 - 05:00	369	331	38	11.5%	4
Average Number of Calls Per Agent Per Hour:	05:00 - 06:00	468	422	46	10.9%	5
	06:00 - 07:00	716	613	103	16.8%	8
Metric: This measurement utilizes the Call Statistics per Hour – Average Count divided by 15 calls per each hourly employee.	07:00 - 08:00	970	823	147	17.9%	11
	08:00 - 09:00	1,276	1,120	156	13.9%	10
Objective: Each wireless telecommunicator should handle 15 calls or less per hour of each shift.	09:00 - 10:00	1,422	1,256	166	13.2%	12
	10:00 - 11:00	1,694	1,441	253	17.6%	13
Call Abandonment Rate:	11:00 - 12:00	1,920	1,636	284	17.4%	15
	12:00 - 13:00	2,136	1,715	421	24.5%	16
Metric: The number of incoming 911 calls in a given period where the caller hangs up before the call is answered, divided by the total number of calls in that same period, expressed as a percentage.	13:00 - 14:00	2,025	1,664	361	21.7%	15
	14:00 - 15:00	2,071	1,780	291	16.3%	16
Objective: To have an average abandonment rate of 6% or less.	15:00 - 16:00	2,116	1,764	352	20.0%	16
	16:00 - 17:00	2,209	1,829	380	20.8%	17
Call Handling Time:	17:00 - 18:00	2,412	2,007	405	20.2%	18
	18:00 - 19:00	2,195	1,833	362	19.7%	17
Metric: Average call handling time.	19:00 - 20:00	1,936	1,627	309	19.0%	15
	20:00 - 21:00	1,882	1,581	301	19.0%	15
	21:00 - 22:00	1,808	1,569	239	15.2%	14
	22:00 - 23:00	1,422	1,229	193	15.7%	11
	23:00 - 24:00	1,227	1,069	158	14.8%	10
	Total	34,799	29,570	5,229	17.7%	
Average Answer Time:		00:08.1		MM:SS.s		
Average Call Duration:		02:15.7		MM:SS.s		



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July 2019 Quality Assurance & Quality Improvement Statistics

Key Performance Indicators

1. Percent of Calls Reviewed:

Metric:

The number of calls (regional or wireless) reviewed in a given period divided by the number of calls received in that same period, expressed as a percentage.

Objective:

To review at least 3% of all regional room voice and radio calls. To review at least 7% of all Emergency Medical Dispatch (EMD) calls. To review at least 2% of all calls received in the wireless operation center.

2. Average Score of Calls Reviewed:

Metric:

A measurement of actual points received on a call review divided by the total number of possible points. Possible points are objectively defined by the agency on applicable call review forms (e.g., Dispatching, Call Taking, Emergency Medical Dispatch, etc.).

Objective:

The average score of calls reviewed should be equal to or greater than 90%.

Regional 911 Center

9-1-1 Calls answered and abandoned	716
Answered 9-1-1 Calls	687
Answered 9-1-1 Calls within 10 seconds	629
Answered 9-1-1 Calls within 20 seconds	680
Answered 9-1-1 Text Calls (*2 test calls)	2
Abandoned 9-1-1 Calls	29
7-Digit Emergency Calls	2,019
Answered 7-Digit Emergency Calls	1,963
Abandoned 7-Digit Emergency Calls	56
Outbound Calls	1664
Total Calls Received	161
Total % 911 Calls Reviewed	23.44%

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	94.10%	99.62%	96
Regional Call Taking QA	85.45%	95.72%	15
Regional EMD QA	73.68%	95.82%	50
Text-to-911 QA	n/a	n/a	2*
Regional 911 Center Total QAs	84.41%	97.05%	161

Wireless 911 Center

9-1-1 Calls answered and abandoned	32,776
Answered 9-1-1 Calls	27,980
Answered 9-1-1 Calls within 10 seconds	24,216
Answered 9-1-1 Calls within 20 seconds	25,707
Answered 9-1-1 Text Calls (*2 test calls)	0
Abandoned 9-1-1 Calls	4,796
7-Digit Emergency Calls	983
Answered 7-Digit Emergency Calls	705
Abandoned 7-Digit Emergency Calls	278
Outbound Calls	10,937
Total Calls Received	862
Total % 911 Calls Reviewed	3.08%

Call Type Reviewed	LOW	AVERAGE	COUNT
Wireless 911 Center Total QAs	38.61%	99.31%	862