



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



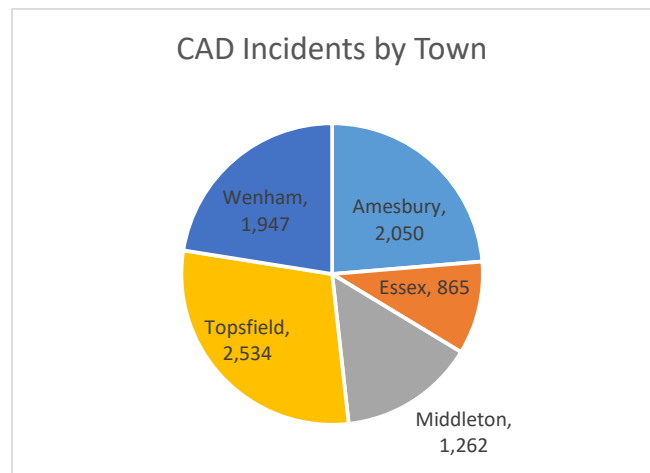
August 2019 Call, Radio, and CAD Statistics

CAD INCIDENTS

Fire Incidents	Count
Amesbury	353
Essex	71
Middleton	205
Topsfield	137
Wenham	53
Total	819

Police Incidents	Count
Amesbury	1,676
Essex	867
Middleton	958
Topsfield	2,045
Wenham	1,927
Total	7,473

Incidents by Town	Count
Amesbury	2,029
Essex	938
Middleton	1,163
Topsfield	2,182
Wenham	1,980
Total	8,292

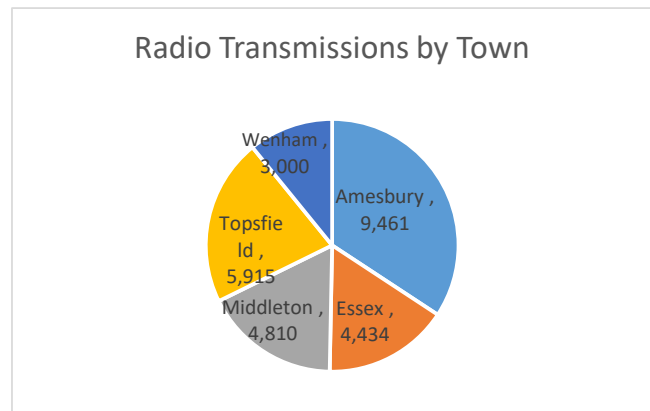


RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	2,978
Essex Fire	887
Middleton Fire	1,693
Topsfield Fire	1,251
Wenham Fire	555
Total	7,364

Police Radio Transmissions	Count
Amesbury Police	6,285
Essex Police	3,078
Middleton Police	3,092
Topsfield Police	4,143
Wenham Police	2,937
Total	19,535

Transmissions by Community	Count
Amesbury	9,263
Essex	3,965
Middleton	4,785
Topsfield	5,394
Wenham	3,492
Total	26,899





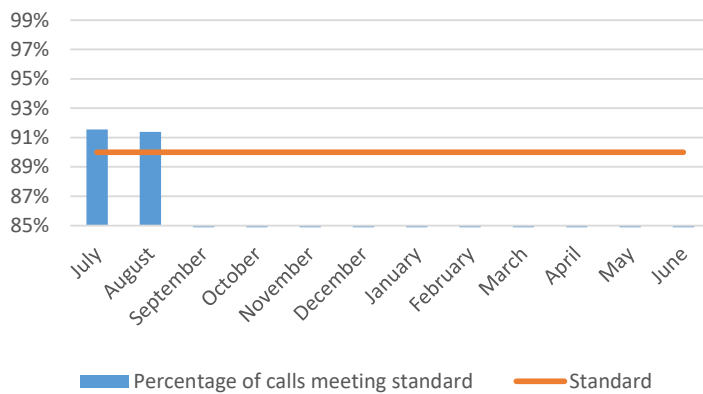
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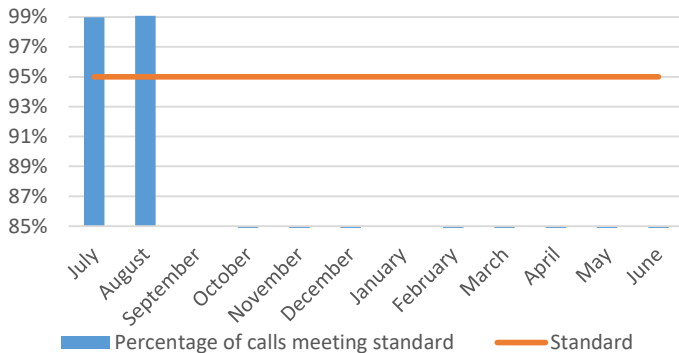
August 2019 Regional 911 Center Ring to Pick Up Time

**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	595	651	91.40%	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	645	651	99.08%	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.



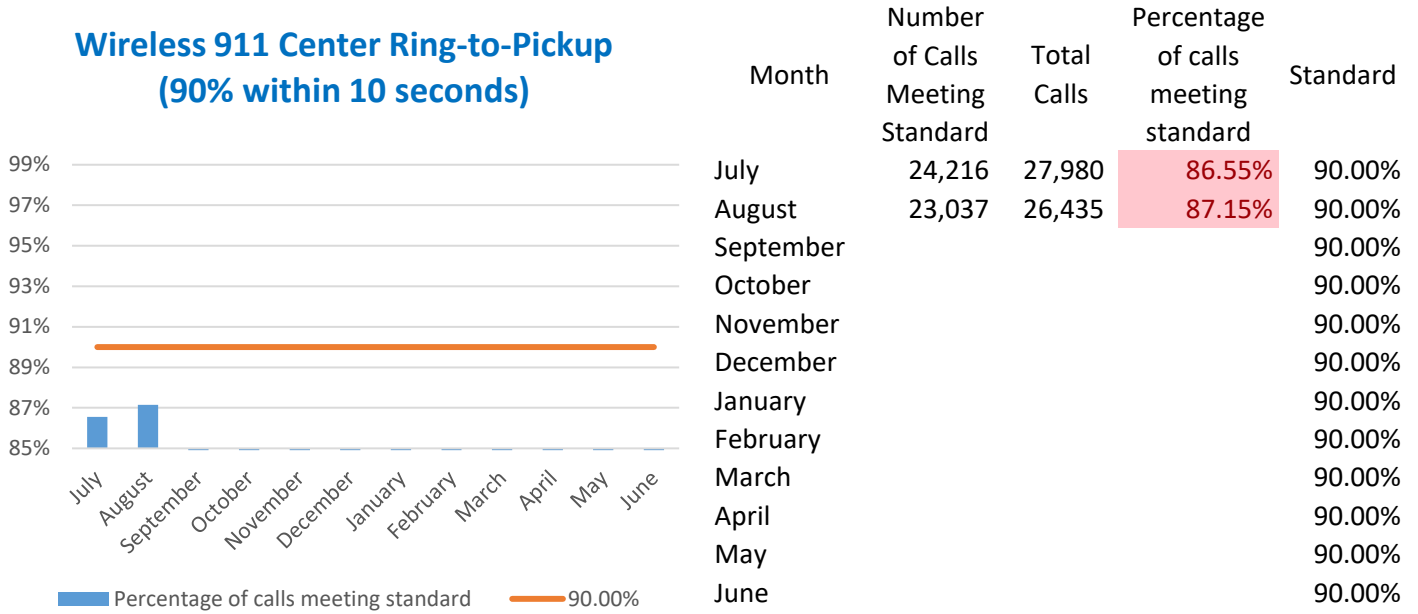
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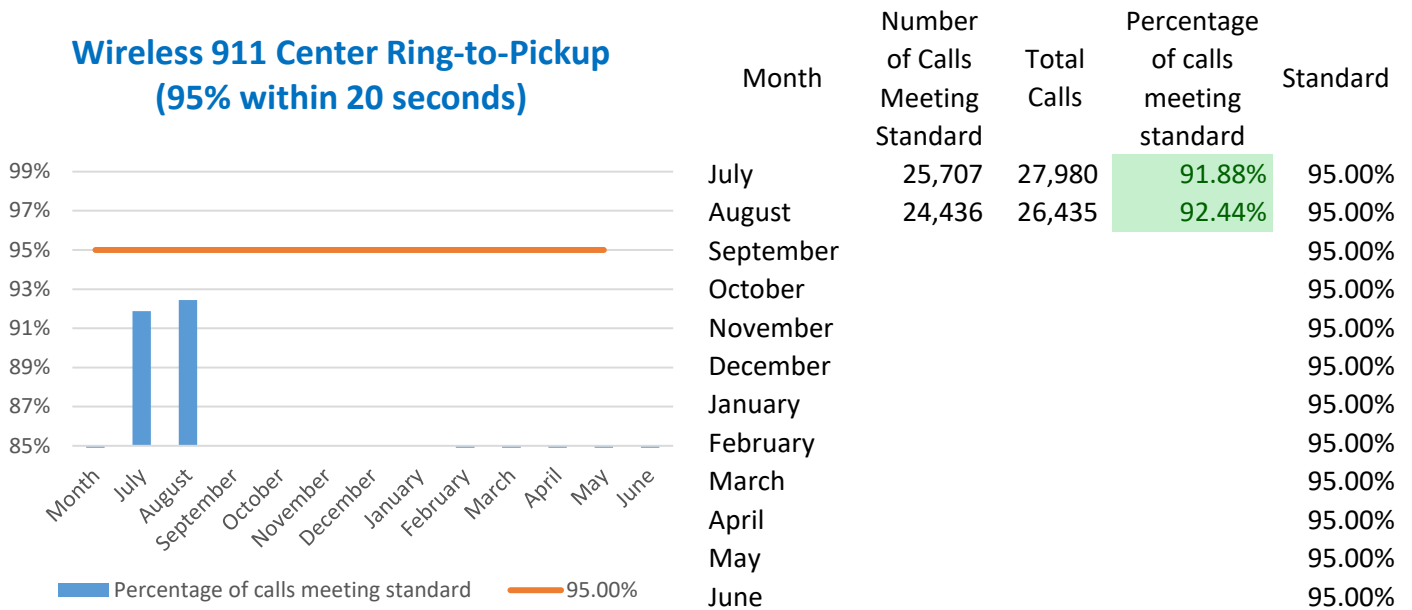


August 2019 Wireless 911 Center Ring to Pick Up Time

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.



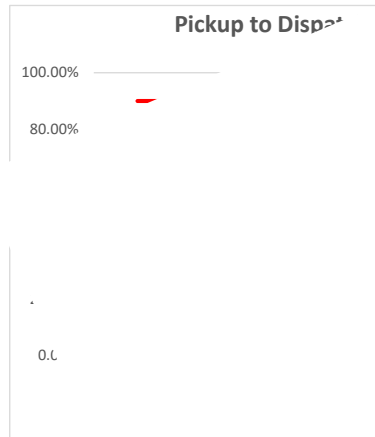
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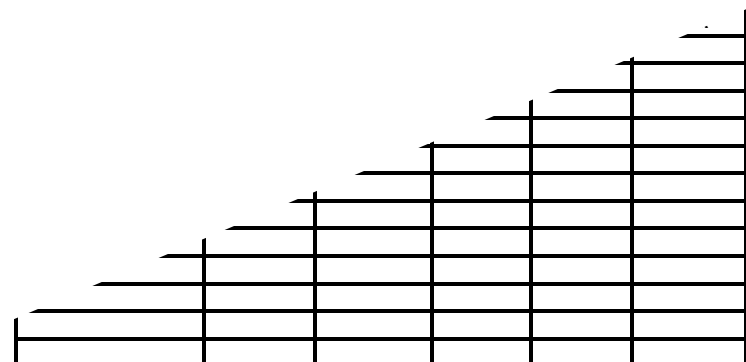
Pick Up to Dispatch Times July 2019

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
May
June
June
July
August
September
October
November
December





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August 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	1					1	2,284	0.04%
WENHAM FD						0	90	0.00%
WENHAM PD						0	1,857	0.00%
OTHER								

**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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August 2019 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned
00:00 - 01:00	59	59	0	0.0%
01:00 - 02:00	39	39	0	0.0%
02:00 - 03:00	32	30	2	6.7%
03:00 - 04:00	23	23	1	4.3%
04:00 - 05:00	28	28	0	0.0%
05:00 - 06:00	33	33	0	0.0%
06:00 - 07:00	86	84	1	1.2%
07:00 - 08:00	107	105	3	2.9%
08:00 - 09:00	154	145	2	1.4%
09:00 - 10:00	136	130	6	4.6%
10:00 - 11:00	152	150	9	6.0%
11:00 - 12:00	164	158	6	3.8%
12:00 - 13:00	158	152	4	2.6%
13:00 - 14:00	165	156	6	3.8%
14:00 - 15:00	175	167	2	1.2%
15:00 - 16:00	166	159	8	5.0%
16:00 - 17:00	149	145	8	5.5%
17:00 - 18:00	152	149	8	5.4%
18:00 - 19:00	164	158	3	1.9%
19:00 - 20:00	129	123	6	4.9%
20:00 - 21:00	129	122	7	5.7%
21:00 - 22:00	109	106	0	0.0%
22:00 - 23:00	85	82	3	3.7%
23:00 - 24:00	69	67	1	1.5%
Total	2663	2570	86	3.3%
Average Answer Time:		00:06.3	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.



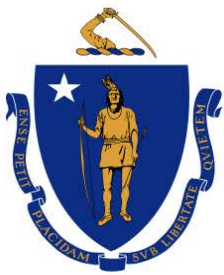
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August 2019 Wireless 911 Center KPI Call Statistics

Key Performance Indicators:	Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned	Average Calls per WRLS TC
	Ring-to-Pickup Time:	00:00 - 01:00	871	765	106	13.9%
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	700	622	78	12.5%	8
	02:00 - 03:00	549	476	73	15.3%	6
Objective: To answer all 911 calls within ten (10) seconds or less.	03:00 - 04:00	380	345	35	10.1%	4
	04:00 - 05:00	358	304	54	17.8%	4
Average Number of Calls Per Agent Per Hour:	05:00 - 06:00	447	390	57	14.6%	5
	06:00 - 07:00	660	550	110	20.0%	7
Metric: This measurement utilizes the Call Statistics per Hour – Average Count divided by 15 calls per each hourly employee.	07:00 - 08:00	957	813	144	17.7%	10
	08:00 - 09:00	1140	1011	129	12.8%	9
Objective: Each wireless telecommunicator should handle 15 calls or less per hour of each shift.	09:00 - 10:00	1399	1230	169	13.7%	11
	10:00 - 11:00	1595	1394	201	14.4%	13
Call Abandonment Rate:	11:00 - 12:00	1763	1499	264	17.6%	14
	12:00 - 13:00	1894	1597	297	18.6%	15
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	2152	1604	548	34.2%	15
	14:00 - 15:00	2129	1811	318	17.6%	17
Objective: To have an average abandonment rate of 6% or less.	15:00 - 16:00	2035	1723	312	18.1%	16
	16:00 - 17:00	2138	1875	263	14.0%	17
Call Handling Time:	17:00 - 18:00	2138	1802	336	18.6%	17
	18:00 - 19:00	2038	1720	318	18.5%	16
Metric: Average call handling time.	19:00 - 20:00	1965	1626	339	20.8%	15
	20:00 - 21:00	1750	1456	294	20.2%	13
Objective: To spend less than 2 minutes 25 seconds per call on average	21:00 - 22:00	1511	1269	242	19.1%	12
	22:00 - 23:00	1351	1159	192	16.6%	11
	23:00 - 24:00	1092	953	139	14.6%	9
	Total	33,012	27,994	5,018	17.9%	
	Average Answer Time:		00:07.9		MM:SS.s	
	Average Call Duration:		02:16.5		MM:SS.s	



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August 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	679
Answered 9-1-1 Calls	651
Answered 9-1-1 Calls within 10 seconds	595
Answered 9-1-1 Calls within 20 seconds	645
Answered 9-1-1 Text Calls	1
Abandoned 9-1-1 Calls	28
7-Digit Emergency Calls	1,901
Answered 7-Digit Emergency Calls	1,840
Abandoned 7-Digit Emergency Calls	61
Outbound Calls	3,018
Total Calls Received	213
Total % 911 Calls Reviewed	32.72%

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	75.65%	98.82%	94
Regional Call Taking QA	83.64%	96.61%	52
Regional EMD QA	60.53%	95.57%	66
Text-to-911 QA		86.42%	1
Regional 911 Center Total QAs	73.27%	94.36%	213

Wireless 911 Center

9-1-1 Calls answered and abandoned	31,105
Answered 9-1-1 Calls	26,435
Answered 9-1-1 Calls within 10 seconds	23,037
Answered 9-1-1 Calls within 20 seconds	24,436
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	4,670
7-Digit Emergency Calls	955
Answered 7-Digit Emergency Calls	705
Abandoned 7-Digit Emergency Calls	250
Outbound Calls	11,580
Total Calls Received	962
Total % 911 Calls Reviewed	3.64%

Call Type Reviewed	LOW	AVERAGE	COUNT
Wireless 911 Center Total QAs	61.11%	96.61%	962