



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



September 2019 Call, Radio, and CAD Statistics

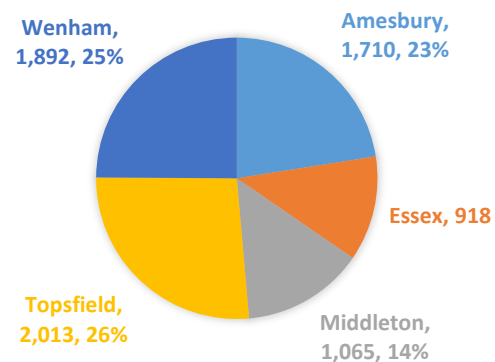
CAD INCIDENTS

Fire Incidents	Count
Amesbury	272
Essex	59
Middleton	212
Topsfield	132
Wenham	63
Total	738

Police Incidents	Count
Amesbury	1,438
Essex	859
Middleton	853
Topsfield	1,881
Wenham	1,829
Total	6,860

Incidents by Town	Count
Amesbury	1,710
Essex	918
Middleton	1,065
Topsfield	2,013
Wenham	1,892
Total	7,598

CAD INCIDENTS BY TOWN



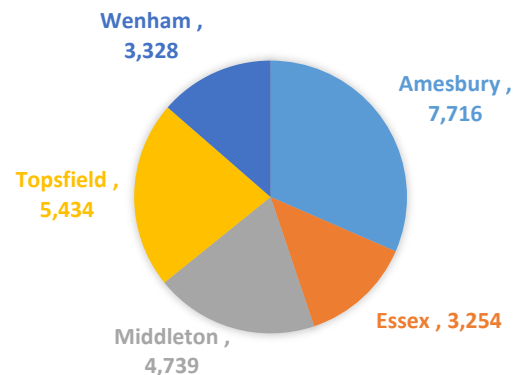
RADIO TRANSMISSIONS

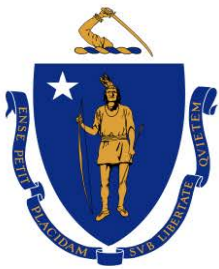
Fire Radio Transmissions	Count
Amesbury Fire	1,909
Essex Fire	684
Middleton Fire	1,771
Topsfield Fire	1,194
Wenham Fire	647
Total	6,205

Police Radio Transmissions	Count
Amesbury Police	5,807
Essex Police	2,570
Middleton Police	2,968
Topsfield Police	4,240
Wenham Police	2,681
Total	18,266

Transmissions by Community	Count
Amesbury	7,716
Essex	3,254
Middleton	4,739
Topsfield	5,434
Wenham	3,328
Total	24,471

RADIO TRANSMISSIONS BY TOWN





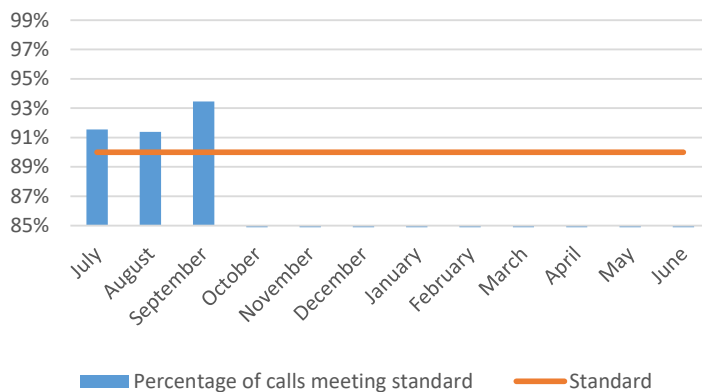
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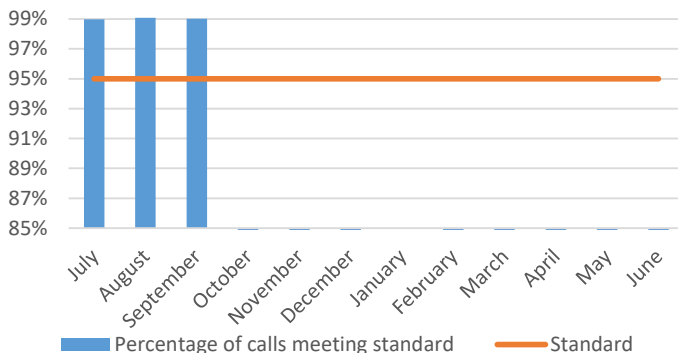
September 2019 Regional 911 Center Ring to Pick Up Time

**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	571	611	93.45%	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)**



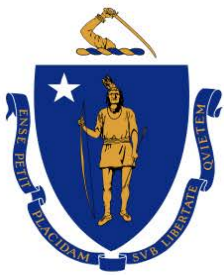
Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
July	680	687	98.98%	95.00%
August	645	651	99.08%	95.00%
September	605	611	99.02%	95.00%
October				95.00%
November				95.00%
December				95.00%
January				95.00%
February				95.00%
March				95.00%
April				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.



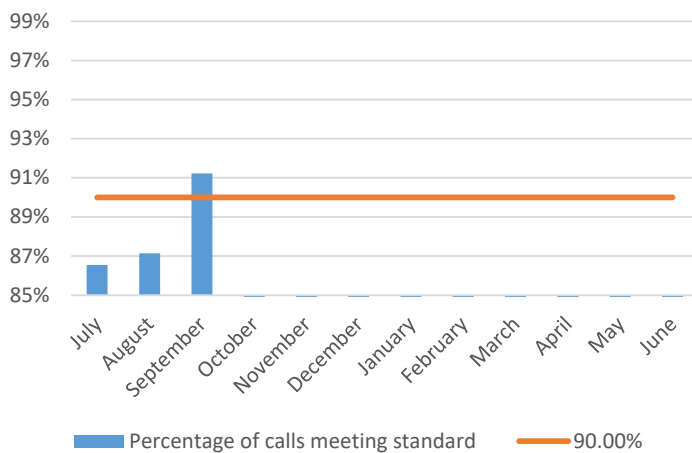
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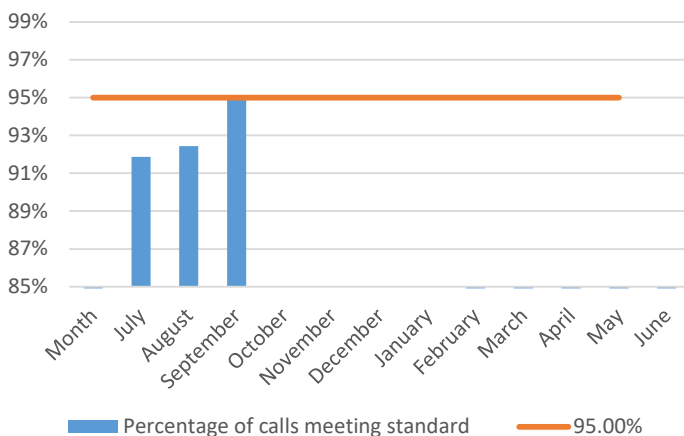
September 2019 Wireless 911 Center Ring to Pick Up Time

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



Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
July	24,216	27,980	86.55%	90.00%
August	23,037	26,435	87.15%	90.00%
September	23,049	25,264	91.23%	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%

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



Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
July	25,707	27,980	91.88%	95.00%
August	24,436	26,435	92.44%	95.00%
September	24,001	25,264	95.00%	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.



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

September 2019 Priority 1 By Town
Priority 1 by Town

[illegible]

Priority 1 By Town Report
Not Yet Available
IMC Reports
are still being built.

The diagram consists of a vertical axis on the left with several horizontal lines extending to the right. A shaded trapezoidal area is on the left, labeled 'DOM' and 'FIRE STRUCT'. A shaded triangular area is on the right, labeled 'Max'.



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September 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	272	0.00%
AMESBURY PD						0	1,438	0.00%
ESSEX FD						0	59	0.00%
ESSEX PD						0	859	0.00%
MIDDLETON FD						0	212	0.00%
MIDDLETON PD						0	853	0.00%
TOPSFIELD FD						0	132	0.00%
TOPSFIELD PD	1					1	1,881	0.05%
WENHAM FD						0	63	0.00%
WENHAM PD						0	1,829	0.00%
OTHER								

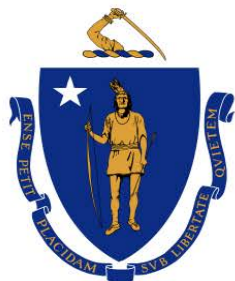
**Please note that this reflects the month that the concern was reported, the concern may have occurred in a different month.*

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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September 2019 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned
00:00 - 01:00	40	40	0	0.0%
01:00 - 02:00	35	34	1	2.9%
02:00 - 03:00	14	12	2	16.7%
03:00 - 04:00	34	34	0	0.0%
04:00 - 05:00	27	26	1	3.8%
05:00 - 06:00	20	20	0	0.0%
06:00 - 07:00	82	81	1	1.2%
07:00 - 08:00	103	101	2	2.0%
08:00 - 09:00	144	141	3	2.1%
09:00 - 10:00	159	156	3	1.9%
10:00 - 11:00	126	122	4	3.3%
11:00 - 12:00	137	132	5	3.8%
12:00 - 13:00	160	150	10	6.7%
13:00 - 14:00	167	152	15	9.9%
14:00 - 15:00	169	165	4	2.4%
15:00 - 16:00	150	142	8	5.6%
16:00 - 17:00	169	158	11	7.0%
17:00 - 18:00	164	155	9	5.8%
18:00 - 19:00	154	146	8	5.5%
19:00 - 20:00	142	139	3	2.2%
20:00 - 21:00	103	103	0	0.0%
21:00 - 22:00	82	80	2	2.5%
22:00 - 23:00	72	72	0	0.0%
23:00 - 24:00	72	70	2	2.9%
Total	2525	2431	94	3.9%
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.



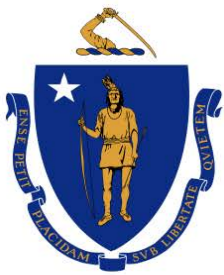
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September 2019 Wireless 911 Center KPI Call Statistics

Key Performance Indicators:		Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned	Average Calls per WRLS TC
Ring-to-Pickup Time:		00:00 - 01:00	767	661	106	16.0%	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	592	537	55	10.2%	7
Objective: To answer all 911 calls within ten (10) seconds or less.		02:00 - 03:00	462	417	45	10.8%	6
Average Number of Calls Per Agent Per Hour:		03:00 - 04:00	381	337	44	13.1%	4
Metric: This measurement utilizes the Call Statistics per Hour – Average Count divided by 15 calls per each hourly employee.		04:00 - 05:00	334	297	37	12.5%	4
Objective: Each wireless telecommunicator should handle 15 calls or less per hour of each shift.		05:00 - 06:00	511	434	77	17.7%	6
Call Abandonment Rate:		06:00 - 07:00	771	668	103	15.4%	9
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.		07:00 - 08:00	1,102	952	150	15.8%	13
Objective: To have an average abandonment rate of 6% or less.		08:00 - 09:00	1,239	1,114	125	11.2%	11
Call Handling Time:		09:00 - 10:00	1,232	1,088	144	13.2%	10
Metric: Average call handling time.		10:00 - 11:00	1,439	1,291	148	11.5%	12
Objective: To spend less than 2 minutes 25 seconds per call on average		11:00 - 12:00	1,600	1,428	172	12.0%	14
		12:00 - 13:00	1,662	1,496	166	11.1%	14
		13:00 - 14:00	1,689	1,485	204	13.7%	14
		14:00 - 15:00	1,962	1,699	263	15.5%	16
		15:00 - 16:00	1,981	1,718	263	15.3%	16
		16:00 - 17:00	2,050	1,784	266	14.9%	17
		17:00 - 18:00	2,078	1,791	287	16.0%	17
		18:00 - 19:00	1,916	1,642	274	16.7%	16
		19:00 - 20:00	1,763	1,531	232	15.2%	15
		20:00 - 21:00	1,525	1,336	189	14.1%	13
		21:00 - 22:00	1,278	1,118	160	14.3%	11
		22:00 - 23:00	1,105	962	143	14.9%	9
		23:00 - 24:00	915	809	106	13.1%	8
		Total	30,354	26,595	3759	14.1%	
		Average Answer Time: 00:06:05					MM:SS.s
		Average Call Duration: 02:14.6					MM:SS.s



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September 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	645
Answered 9-1-1 Calls	611
Answered 9-1-1 Calls within 10 seconds	571
Answered 9-1-1 Calls within 20 seconds	605
Answered 9-1-1 Text Calls	1
Abandoned 9-1-1 Calls	38
7-Digit Emergency Calls	1,780
Answered 7-Digit Emergency Calls	1,732
Abandoned 7-Digit Emergency Calls	48
Outbound Calls	1,290
Total Calls Received	146
Total % 911 Calls Reviewed	23.90%

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	74.91%	98.75%	58
Regional Call Taking QA	77.58%	96.56%	37
Regional EMD QA	73.68%	96.72%	49
Text-to-911 QA	80.25%	80.25%	2
Regional 911 Center Total QAs	76.61%	93.07%	146

Wireless 911 Center

9-1-1 Calls answered and abandoned	28,719
Answered 9-1-1 Calls	25,264
Answered 9-1-1 Calls within 10 seconds	23,049
Answered 9-1-1 Calls within 20 seconds	24,001
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	3,455
7-Digit Emergency Calls	818
Answered 7-Digit Emergency Calls	616
Abandoned 7-Digit Emergency Calls	202
Outbound Calls	10,465
Total Calls Received	879
Total % 911 Calls Reviewed	3.48%

Call Type Reviewed	LOW	AVERAGE	COUNT
Wireless 911 Center Total QAs	43.06%	99.49%	879