



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



October 2019 Call, Radio, and CAD Statistics

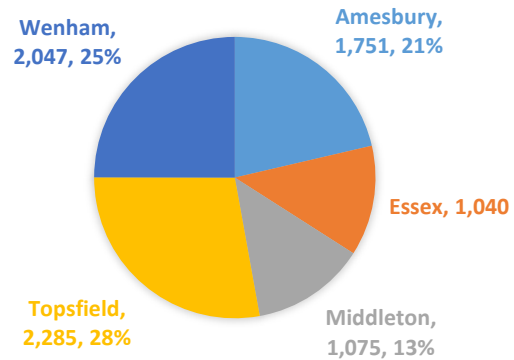
CAD INCIDENTS

Fire Incidents	Count
Amesbury	353
Essex	67
Middleton	211
Topsfield	198
Wenham	69
Total	898

Police Incidents	Count
Amesbury	1,398
Essex	973
Middleton	864
Topsfield	2,087
Wenham	1,978
Total	7,300

Incidents by Town	Count
Amesbury	1,751
Essex	1,040
Middleton	1,075
Topsfield	2,285
Wenham	2,047
Total	8,198

CAD INCIDENTS BY TOWN



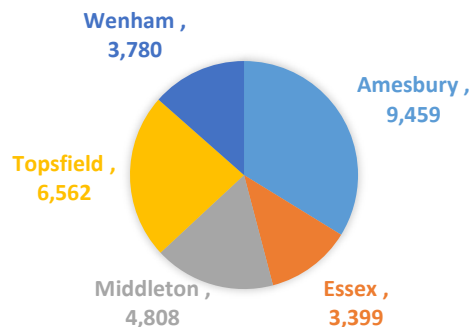
RADIO TRANSMISSIONS

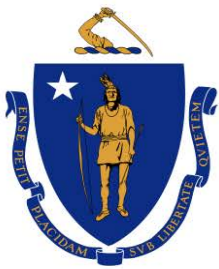
Fire Radio Transmissions	Count
Amesbury Fire	3,345
Essex Fire	722
Middleton Fire	1,915
Topsfield Fire	1,554
Wenham Fire	708
Total	8,244

Police Radio Transmissions	Count
Amesbury Police	6,114
Essex Police	2,677
Middleton Police	2,893
Topsfield Police	5,008
Wenham Police	3,072
Total	19,764

Transmissions by Community	Count
Amesbury	9,459
Essex	3,399
Middleton	4,808
Topsfield	6,562
Wenham	3,780
Total	28,008

RADIO TRANSMISSIONS BY TOWN





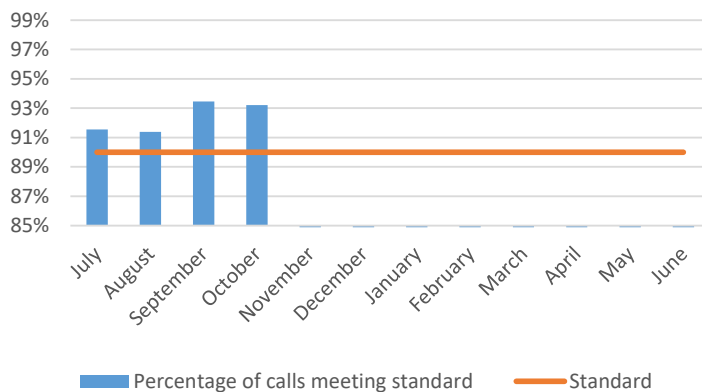
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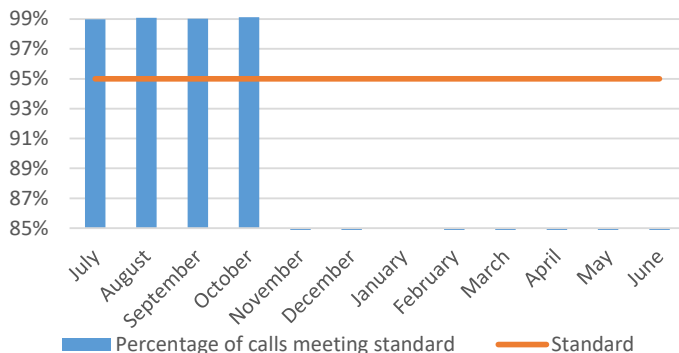
October 2019 Regional 911 Center Ring to Pick Up Time

**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	646	693	93.22%	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)**



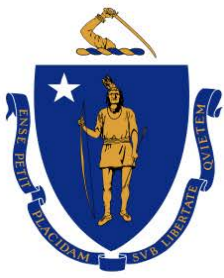
Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
July	680	687	98.98%	95.00%
August	645	651	99.08%	95.00%
September	605	611	99.02%	95.00%
October	687	693	99.13%	95.00%
November				95.00%
December				95.00%
January				95.00%
February				95.00%
March				95.00%
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.



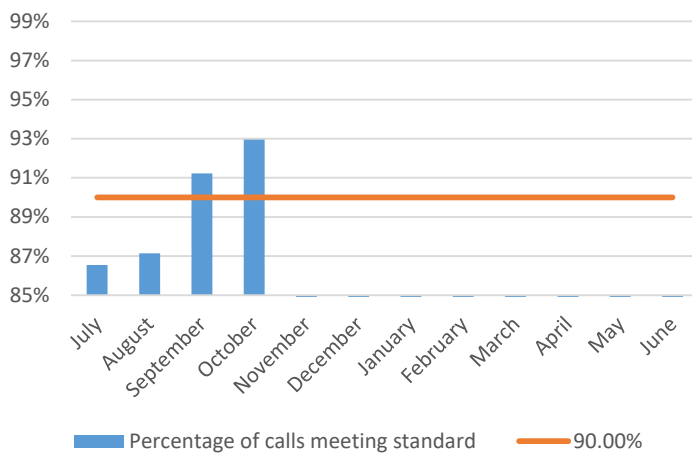
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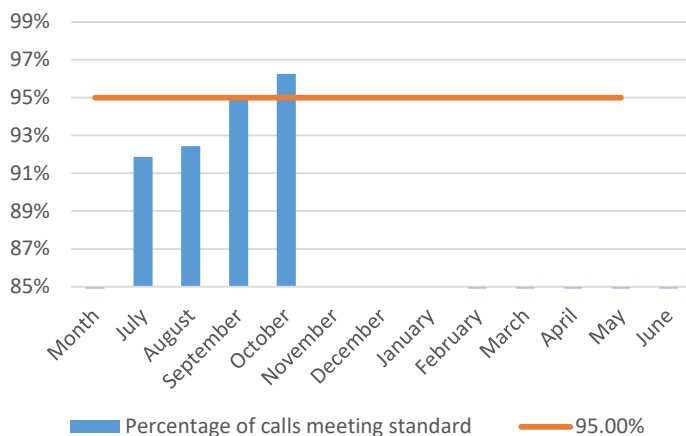
October 2019 Wireless 911 Center Ring to Pick Up Time

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	21,978	23,643	92.96%	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	22,759	23,643	96.26%	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.



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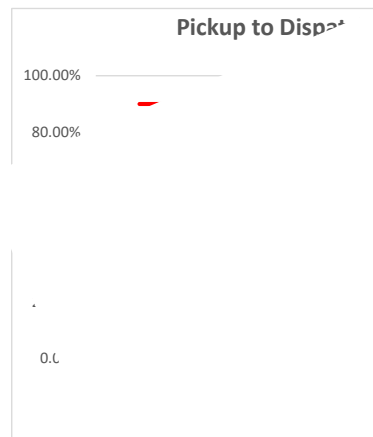
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Pick Up to Dispatch Times October 2010

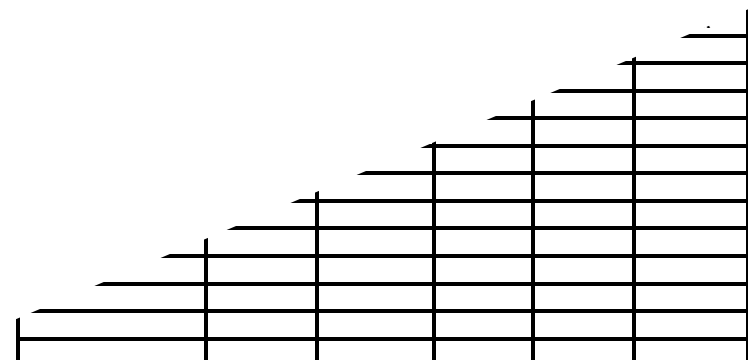
City	Total	Below 60	Below 90	Below 120	Greater 90	Greater 120	Greater 150
Everyone							
AME							
ESS							
MID							
TOP							
WEN							

90 %	Goal 95%
100%	95.00%
7%	95.00%
1%	95.00%
	95.00%
	95.00%
	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



October 2019 Priority 1 By Town

[illegible]

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



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October 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	1					1	353	0.28%
AMESBURY PD						0	1,398	0.00%
ESSEX FD						0	67	0.00%
ESSEX PD						0	973	0.00%
MIDDLETON FD						0	211	0.00%
MIDDLETON PD	1					1	864	0.12%
TOPSFIELD FD						0	198	0.00%
TOPSFIELD PD						0	2,087	0.00%
WENHAM FD						0	69	0.00%
WENHAM PD						0	1,978	0.00%
OTHER								

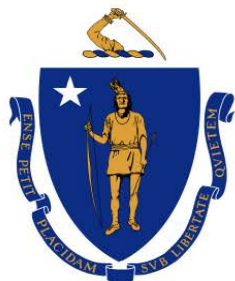
**Please note that this reflects the month that the concern was reported, the concern may have occurred in a different month.*

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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October 2019 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned
00:00 - 01:00	75	75	0	0.0%
01:00 - 02:00	33	32	1	3.1%
02:00 - 03:00	60	56	4	7.1%
03:00 - 04:00	67	65	2	3.1%
04:00 - 05:00	39	39	0	0.0%
05:00 - 06:00	42	42	0	0.0%
06:00 - 07:00	89	89	0	0.0%
07:00 - 08:00	134	127	7	5.5%
08:00 - 09:00	149	142	7	4.9%
09:00 - 10:00	142	124	18	14.5%
10:00 - 11:00	179	169	10	5.9%
11:00 - 12:00	154	146	8	5.5%
12:00 - 13:00	166	157	9	5.7%
13:00 - 14:00	182	175	7	4.0%
14:00 - 15:00	211	198	13	6.6%
15:00 - 16:00	199	190	9	4.7%
16:00 - 17:00	180	175	5	2.9%
17:00 - 18:00	152	145	7	4.8%
18:00 - 19:00	170	165	5	3.0%
19:00 - 20:00	116	112	4	3.6%
20:00 - 21:00	103	100	3	3.0%
21:00 - 22:00	106	103	3	2.9%
22:00 - 23:00	73	71	2	2.8%
23:00 - 24:00	86	83	3	3.6%
Total	2907	2780	127	4.6%
Average Answer Time:		00:06.0	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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October 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	747	675	72	10.7%	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	563	488	75	15.4%	7
Objective: To answer all 911 calls within ten (10) seconds or less.		02:00 - 03:00	434	402	32	8.0%	5
Average Number of Calls Per Agent Per Hour:		03:00 - 04:00	438	401	37	9.2%	5
Metric: This measurement utilizes the Call Statistics per Hour – Average Count divided by 15 calls per each hourly employee.		04:00 - 05:00	349	313	36	11.5%	4
Objective: Each wireless telecommunicator should handle 15 calls or less per hour of each shift.		05:00 - 06:00	516	457	59	12.9%	6
Call Abandonment Rate:		06:00 - 07:00	752	665	87	13.1%	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	1,012	882	130	14.7%	12
Objective: To have an average abandonment rate of 6% or less.		08:00 - 09:00	1,234	1,125	109	9.7%	11
Call Handling Time:		09:00 - 10:00	1,246	1,123	123	11.0%	11
Metric: Average call handling time.		10:00 - 11:00	1,290	1,165	125	10.7%	11
Objective: To spend less than 2 minutes 25 seconds per call on average		11:00 - 12:00	1,482	1,354	128	9.5%	13
		12:00 - 13:00	1,461	1,307	154	11.8%	12
		13:00 - 14:00	1,609	1,390	219	15.8%	13
		14:00 - 15:00	1,691	1,514	177	11.7%	14
		15:00 - 16:00	1,814	1,634	180	11.0%	16
		16:00 - 17:00	1,779	1,551	228	14.7%	15
		17:00 - 18:00	1,834	1,584	250	15.8%	15
		18:00 - 19:00	1,773	1,543	230	14.9%	15
		19:00 - 20:00	1,685	1,451	234	16.1%	14
		20:00 - 21:00	1,429	1,259	170	13.5%	12
		21:00 - 22:00	1,215	1,082	133	12.3%	10
		22:00 - 23:00	1,019	917	102	11.1%	9
		23:00 - 24:00	949	845	104	12.3%	8
		Total	28,321	25,127	3,194	12.7%	
		Average Answer Time:		06:00.0		MM:SS.s	
		Average Call Duration:		02:14.5		MM:SS.s	



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October 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	731
Answered 9-1-1 Calls	693
Answered 9-1-1 Calls within 10 seconds	646
Answered 9-1-1 Calls within 20 seconds	687
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	38
7-Digit Emergency Calls	2,039
Answered 7-Digit Emergency Calls	1,957
Abandoned 7-Digit Emergency Calls	82
Outbound Calls	1,635
Total Calls Reveiwed	272
Total % 911 Calls Reviewed	39.25%

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	75.75%	96.80%	49
Regional Call Taking QA	96.31%	99.70%	94
Regional EMD QA	26.32%	95.19%	128
Text-to-911 QA	80.25%	80.25%	1
Regional 911 Center Total QAs	69.66%	92.99%	272

Wireless 911 Center

9-1-1 Calls answered and abandoned	26,563
Answered 9-1-1 Calls	23,643
Answered 9-1-1 Calls within 10 seconds	21,978
Answered 9-1-1 Calls within 20 seconds	22,759
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	2,920
7-Digit Emergency Calls	736
Answered 7-Digit Emergency Calls	581
Abandoned 7-Digit Emergency Calls	155
Outbound Calls	8,535
Total Calls Reveiwed	1,053
Total % 911 Calls Reviewed	4.45%

Call Type Reviewed	LOW	AVERAGE	COUNT
Wireless 911 Center Total QAs	22.22%	99.40%	1053