



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



November 2019 Radio and CAD Statistics

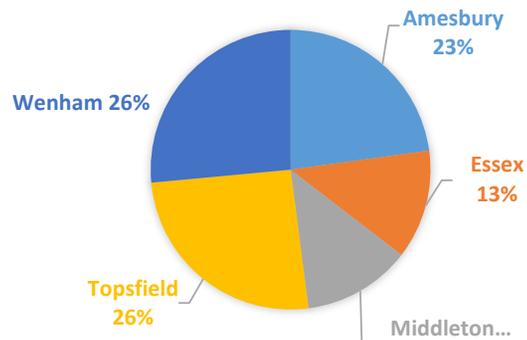
CAD INCIDENTS

Fire Incidents	Count
Amesbury	370
Essex	72
Middleton	168
Topsfield	116
Wenham	55
Total	781

Police Incidents	Count
Amesbury	1,395
Essex	905
Middleton	800
Topsfield	1,862
Wenham	1,994
Total	6,956

Incidents by Town	Count
Amesbury	1,765
Essex	977
Middleton	968
Topsfield	1,978
Wenham	2,049
Total	7,737

CAD INCIDENTS BY TOWN



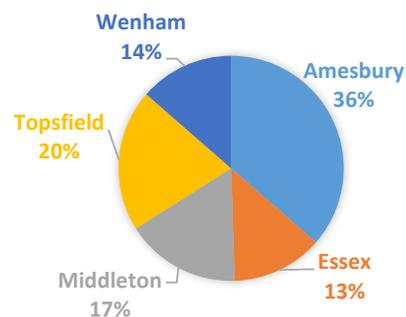
RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	3,300
Essex Fire	598
Middleton Fire	1,495
Topsfield Fire	1,281
Wenham Fire	511
Total	7,185

Police Radio Transmissions	Count
Amesbury Police	5,902
Essex Police	2,700
Middleton Police	2,682
Topsfield Police	3,877
Wenham Police	2,917
Total	18,078

Transmissions by Community	Count
Amesbury	9,202
Essex	3,298
Middleton	4,177
Topsfield	5,158
Wenham	3,428
Total	25,263

RADIO TRANSMISSIONS BY TOWN





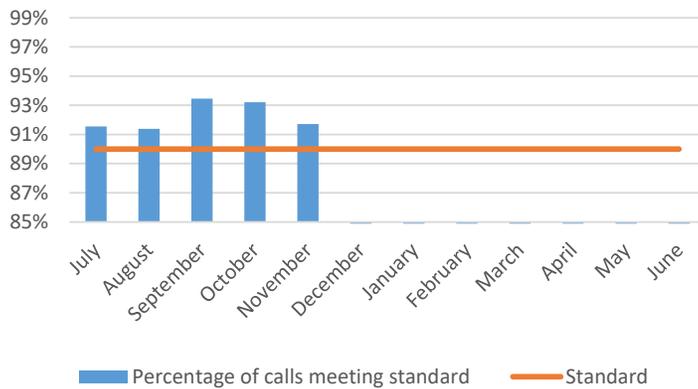
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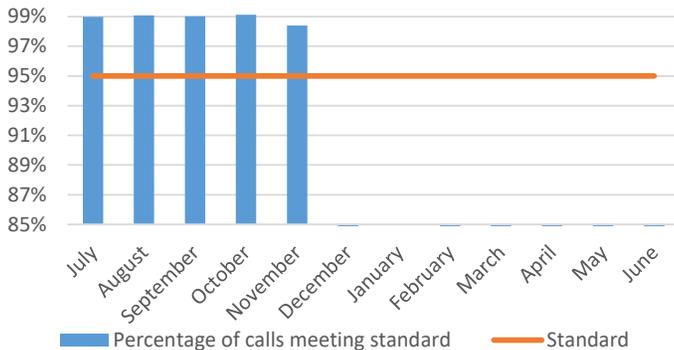
November 2019 Regional 911 Center Ring to Pick Up Time

**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	576	628	91.72%	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)**



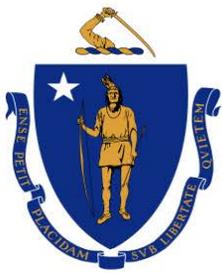
Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
July	680	687	98.98%	95.00%
August	645	651	99.08%	95.00%
September	605	611	99.02%	95.00%
October	687	693	99.13%	95.00%
November	618	628	98.41%	95.00%
December				95.00%
January				95.00%
February				95.00%
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.



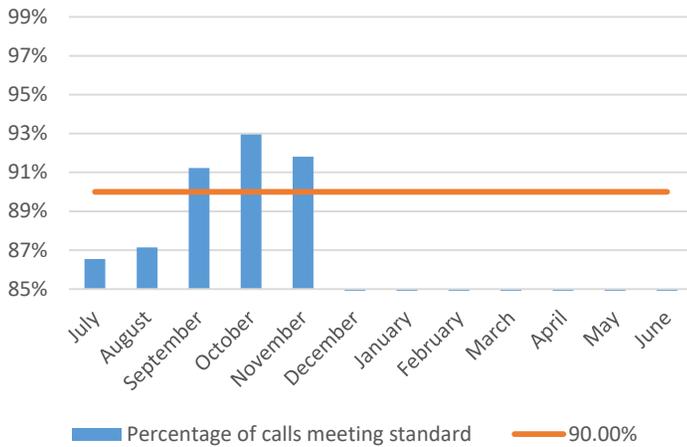
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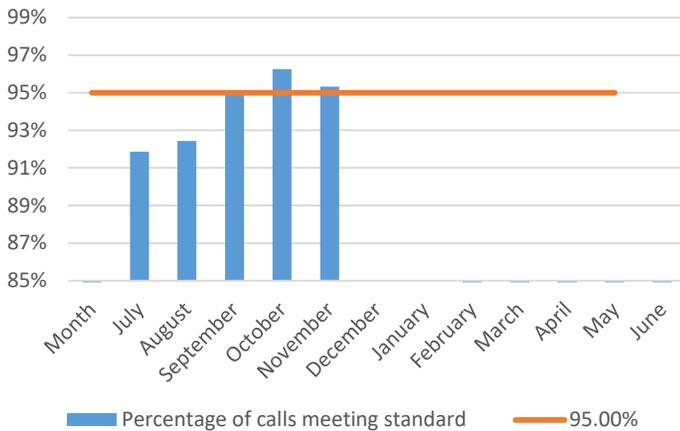
November 2019 Wireless 911 Center Ring to Pick Up Time

**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	19,642	21,394	91.81%	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	20,395	21,394	95.33%	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.



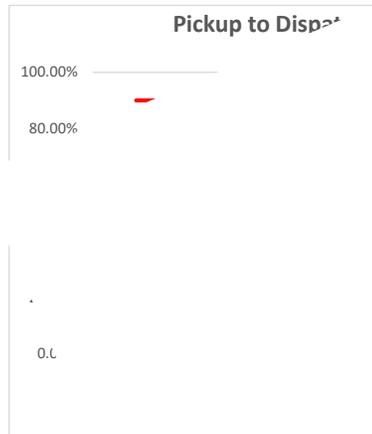
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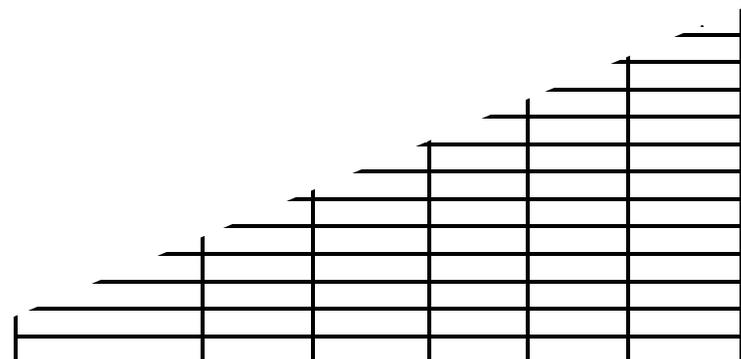
Pick Up to Dispatch Times November 2016

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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November 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	370	0.27%
AMESBURY PD						0	1,395	0.00%
ESSEX FD						0	72	0.00%
ESSEX PD						0	905	0.00%
MIDDLETON FD						0	168	0.00%
MIDDLETON PD						0	800	0.00%
TOPSFIELD FD	1					1	116	0.86%
TOPSFIELD PD	1				4	5	1,862	0.27%
WENHAM FD						0	55	0.00%
WENHAM PD						0	1,994	0.00%
OTHER								

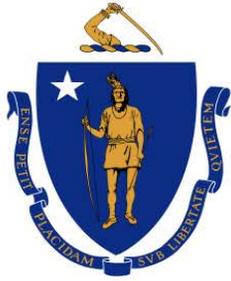
**Please note that this reflects the month that the concern was reported, the concern may have occurred in a different month.*

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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November 2019 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned
00:00 - 01:00	49	49	0	0.0%
01:00 - 02:00	45	45	0	0.0%
02:00 - 03:00	36	35	1	2.9%
03:00 - 04:00	15	15	0	0.0%
04:00 - 05:00	27	26	1	3.8%
05:00 - 06:00	54	54	0	0.0%
06:00 - 07:00	105	104	1	1.0%
07:00 - 08:00	116	109	7	6.4%
08:00 - 09:00	162	151	11	7.3%
09:00 - 10:00	162	155	7	4.5%
10:00 - 11:00	140	137	3	2.2%
11:00 - 12:00	164	161	3	1.9%
12:00 - 13:00	143	138	5	3.6%
13:00 - 14:00	156	150	6	4.0%
14:00 - 15:00	164	160	4	2.5%
15:00 - 16:00	152	139	13	9.4%
16:00 - 17:00	165	163	2	1.2%
17:00 - 18:00	148	144	4	2.8%
18:00 - 19:00	167	166	1	0.6%
19:00 - 20:00	96	94	2	2.1%
20:00 - 21:00	101	92	9	9.8%
21:00 - 22:00	81	78	3	3.8%
22:00 - 23:00	75	74	1	1.4%
23:00 - 24:00	59	54	5	9.3%
Total	2582	2493	89	3.6%
Average Answer Time:		00:06.2		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.



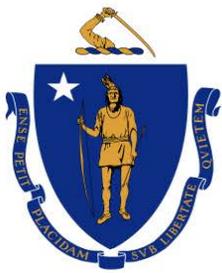
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November 2019 Wireless 911 Center KPI Call Statistics

Key Performance Indicators:	Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned	Average Calls per WRLS TC
	<p>Ring-to-Pickup Time:</p> <p>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.</p> <p>Objective: To answer all 911 calls within ten (10) seconds or less.</p> <p>Average Number of Calls Per Agent Per Hour:</p> <p>Metric: This measurement utilizes the Call Statistics per Hour – Average Count divided by 15 calls per each hourly employee.</p> <p>Objective: Each wireless telecommunicator should handle 15 calls or less per hour of each shift.</p> <p>Call Abandonment Rate:</p> <p>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.</p> <p>Objective: To have an average abandonment rate of 6% or less.</p> <p>Call Handling Time:</p> <p>Metric: Average call handling time.</p> <p>Objective: To spend less than 2 minutes 25 seconds per call on average</p>	00:00 - 01:00	633	566	67	11.8%
	01:00 - 02:00	614	525	89	17.0%	7
	02:00 - 03:00	396	371	25	6.7%	5
	03:00 - 04:00	300	283	17	6.0%	4
	04:00 - 05:00	291	256	35	13.7%	3
	05:00 - 06:00	474	408	66	16.2%	5
	06:00 - 07:00	626	541	85	15.7%	7
	07:00 - 08:00	974	848	126	14.9%	11
	08:00 - 09:00	1,005	890	115	12.9%	8
	09:00 - 10:00	1,105	991	114	11.5%	9
	10:00 - 11:00	1,177	1,042	135	13.0%	10
	11:00 - 12:00	1,338	1,197	141	11.8%	11
	12:00 - 13:00	1,469	1,289	180	14.0%	12
	13:00 - 14:00	1,521	1,331	190	14.3%	13
	14:00 - 15:00	1,479	1,313	166	12.6%	13
	15:00 - 16:00	1,643	1,436	207	14.4%	14
	16:00 - 17:00	1,649	1,461	188	12.9%	14
	17:00 - 18:00	1,884	1,657	227	13.7%	16
	18:00 - 19:00	1,642	1,437	205	14.3%	14
	19:00 - 20:00	1,447	1,263	184	14.6%	12
	20:00 - 21:00	1,233	1,078	155	14.4%	10
	21:00 - 22:00	1,110	977	133	13.6%	9
	22:00 - 23:00	988	888	100	11.3%	8
	23:00 - 24:00	801	715	86	12.0%	7
	Total	25,799	22,763	3,036	13.3%	
	Average Answer Time:		06:02.0		MM:SS.s	
	Average Call Duration:		02:18.6		MM:SS.s	



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November 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	665
Answered 9-1-1 Calls	628
Answered 9-1-1 Calls within 10 seconds	576
Answered 9-1-1 Calls within 20 seconds	618
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	37
7-Digit Emergency Calls	1,844
Answered 7-Digit Emergency Calls	1,793
Abandoned 7-Digit Emergency Calls	51
Outbound Calls	1,303
Total Calls Received	244
Total % 911 Calls Reviewed	38.85%

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	76.65%	97.75%	59
Regional Call Taking QA	67.07%	96.74%	62
Regional EMD QA	72.37%	94.65%	122
Text-to-911 QA	100.00%	100.00%	1
Regional 911 Center Total QAs	79.02%	97.29%	244

Wireless 911 Center

9-1-1 Calls answered and abandoned	24,201
Answered 9-1-1 Calls	21,394
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	24,201
7-Digit Emergency Calls	621
Answered 7-Digit Emergency Calls	478
Abandoned 7-Digit Emergency Calls	143
Outbound Calls	8,535
Total Calls Received	882
Total % 911 Calls Reviewed	4.12%

Call Type Reviewed	LOW	AVERAGE	COUNT
Wireless 911 Center Total QAs	25.00%	99.25%	882