



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



December 2019 Radio, and CAD Statistics

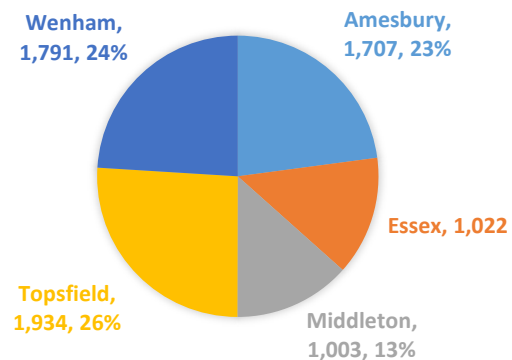
CAD INCIDENTS

Fire Incidents	Count
Amesbury	340
Essex	41
Middleton	180
Topsfield	150
Wenham	65
Total	776

Police Incidents	Count
Amesbury	1,367
Essex	981
Middleton	823
Topsfield	1,784
Wenham	1,726
Total	6,681

Incidents by Town	Count
Amesbury	1,707
Essex	1,022
Middleton	1,003
Topsfield	1,934
Wenham	1,791
Total	7,457

CAD INCIDENTS BY TOWN



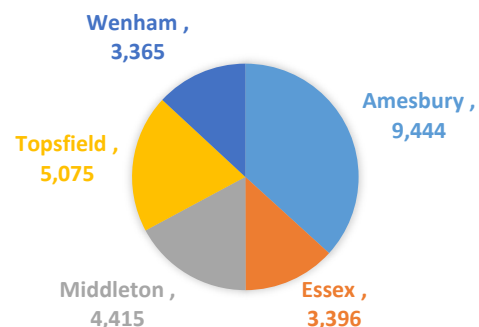
RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	3,450
Essex Fire	487
Middleton Fire	1,608
Topsfield Fire	1,355
Wenham Fire	708
Total	7,608

Police Radio Transmissions	Count
Amesbury Police	5,994
Essex Police	2,909
Middleton Police	2,807
Topsfield Police	3,720
Wenham Police	2,657
Total	18,087

Transmissions by Community	Count
Amesbury	9,444
Essex	3,396
Middleton	4,415
Topsfield	5,075
Wenham	3,365
Total	25,695

RADIO TRANSMISSIONS BY TOWN





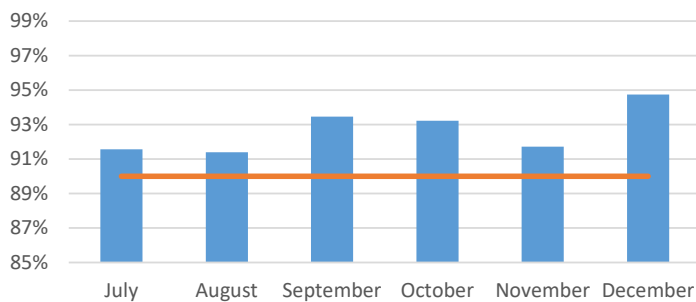
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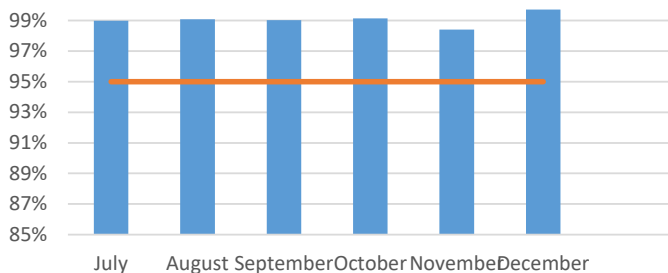
December 2019 Regional 911 Center Ring to Pick Up Time

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



Percentage of calls meeting standard Standard

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



Percentage of calls meeting standard Standard

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	666	703	94.74%	90.00%

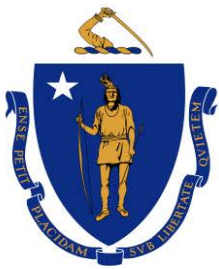
Key Performance Indicator

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.

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	701	703	99.72%	95.00%



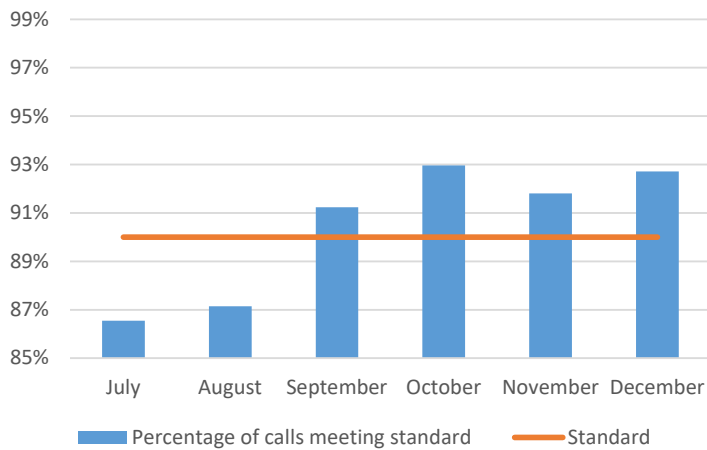
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December 2019 Wireless 911 Center Ring to Pick Up Time

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	19,422	20,947	92.72%	90.00%

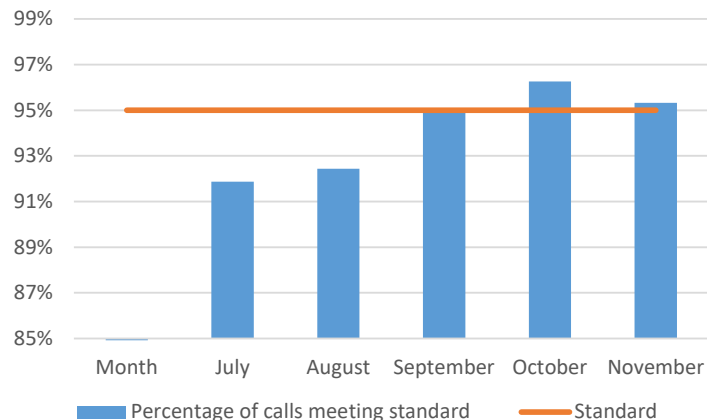
Key Performance Indicator

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.

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	20,096	20,947	95.94%	95.00%



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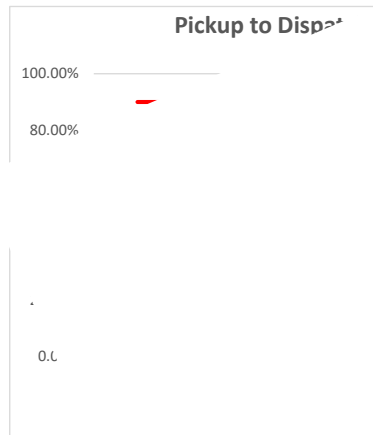
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Pick Up to Dispatch Times December 2016

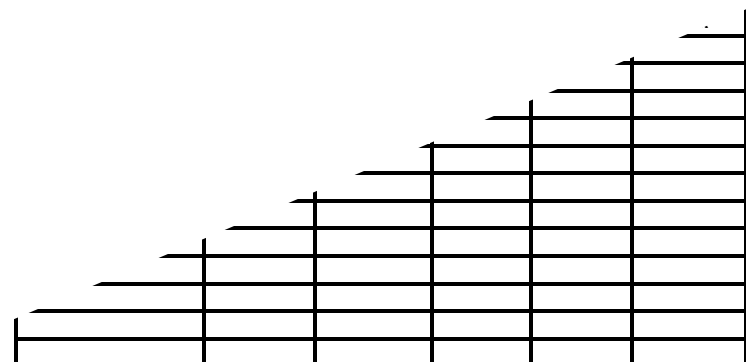
City	Total	Below 60	Below 90	Below 120	Greater 90	Greater 120	Greater 150
Everyone							
AME							
ESS							
MID							
TOP							
WEN							

90 %	Goal 95%
100%	95.00%
100%	95.00%
100%	95.00%
100%	95.00%
100%	95.00%
100%	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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December 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	340	0.29%
AMESBURY PD	4		1		1	6	1,367	0.44%
ESSEX FD						0	41	0.00%
ESSEX PD	1					1	981	0.10%
MIDDLETON FD						0	180	0.00%
MIDDLETON PD						0	823	0.00%
TOPSFIELD FD	4					4	150	2.67%
TOPSFIELD PD	3					3	1,784	0.17%
WENHAM FD			1			1	65	1.54%
WENHAM PD	1				2	3	1,726	0.17%
OTHER								
Total	13	0	3	0	3	19	7,457	5.38%

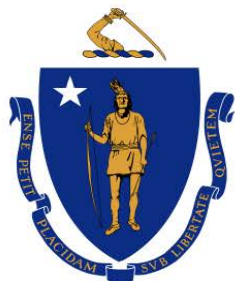
**Please note that this reflects the month that the concern was reported, the concern may have occurred in a different month.*

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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December 2019 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned
00:00 - 01:00	62	60	2	3.3%
01:00 - 02:00	33	32	1	3.1%
02:00 - 03:00	35	35	0	0.0%
03:00 - 04:00	22	21	1	4.8%
04:00 - 05:00	42	41	1	2.4%
05:00 - 06:00	38	38	0	0.0%
06:00 - 07:00	76	71	5	7.0%
07:00 - 08:00	103	103	0	0.0%
08:00 - 09:00	168	164	4	2.4%
09:00 - 10:00	124	120	4	3.3%
10:00 - 11:00	162	156	6	3.8%
11:00 - 12:00	193	184	9	4.9%
12:00 - 13:00	147	140	7	5.0%
13:00 - 14:00	145	141	4	2.8%
14:00 - 15:00	186	180	6	3.3%
15:00 - 16:00	138	137	1	0.7%
16:00 - 17:00	151	144	7	4.9%
17:00 - 18:00	173	166	7	4.2%
18:00 - 19:00	167	162	5	3.1%
19:00 - 20:00	105	101	4	4.0%
20:00 - 21:00	110	107	3	2.8%
21:00 - 22:00	75	74	1	1.4%
22:00 - 23:00	66	64	2	3.1%
23:00 - 24:00	66	64	2	3.1%
Total	2587	2505	82	3.3%
Average Answer Time:		00:05.4	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.



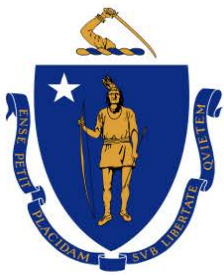
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December 2019 Wireless 911 Center KPI Call Statistics

Key Performance Indicators:		Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned	Average Calls per WRLS TC
Ring-to-Pickup Time:		00:00 - 01:00	661	590	71	12.0%	8
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	567	517	50	9.7%	7
Objective: To answer all 911 calls within ten (10) seconds or less.		02:00 - 03:00	403	377	26	6.9%	5
Average Number of Calls Per Agent Per Hour:		03:00 - 04:00	318	293	25	8.5%	4
Metric: This measurement utilizes the Call Statistics per Hour – Average Count divided by 15 calls per each hourly employee.		04:00 - 05:00	363	332	31	9.3%	4
Objective: Each wireless telecommunicator should handle 15 calls or less per hour of each shift.		05:00 - 06:00	468	407	61	15.0%	5
Call Abandonment Rate:		06:00 - 07:00	582	508	74	14.6%	7
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	790	697	93	13.3%	9
Objective: To have an average abandonment rate of 6% or less.		08:00 - 09:00	1,035	932	103	11.1%	9
Call Handling Time:		09:00 - 10:00	1,149	991	158	15.9%	9
Metric: Average call handling time.		10:00 - 11:00	1,282	1,130	152	13.5%	11
Objective: To spend less than 2 minutes 25 seconds per call on average		11:00 - 12:00	1,405	1,238	167	13.5%	12
		12:00 - 13:00	1,452	1,258	194	15.4%	12
		13:00 - 14:00	1,376	1,209	167	13.8%	12
		14:00 - 15:00	1,480	1,303	177	13.6%	12
		15:00 - 16:00	1,380	1,253	127	10.1%	12
		16:00 - 17:00	1,637	1,449	188	13.0%	14
		17:00 - 18:00	1,636	1,418	218	15.4%	14
		18:00 - 19:00	1,520	1,319	201	15.2%	13
		19:00 - 20:00	1,349	1,211	138	11.4%	12
		20:00 - 21:00	1,218	1,066	152	14.3%	10
		21:00 - 22:00	1,102	982	120	12.2%	9
		22:00 - 23:00	913	824	89	10.8%	8
		23:00 - 24:00	746	662	84	12.7%	6
		Total	24,832	21,966	2,866	13.0%	
		Average Answer Time:		00:05.8		MM:SS.s	
		Average Call Duration:		02:22.3		MM:SS.s	



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December 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	729
Answered 9-1-1 Calls	703
Answered 9-1-1 Calls within 10 seconds	666
Answered 9-1-1 Calls within 20 seconds	701
Answered 9-1-1 Text Calls	4
Abandoned 9-1-1 Calls	26
7-Digit Emergency Calls	1,802
Answered 7-Digit Emergency Calls	1,747
Abandoned 7-Digit Emergency Calls	55
Outbound Calls	2,575
Total Calls Received	229
Total % 911 Calls Reviewed	32.57%

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	90.41%	99.56%	91
Regional Call Taking QA	51.22%	96.39%	63
Regional EMD QA	69.41%	95.31%	71
Text-to-911 QA	65.82%	77.37%	4
Regional 911 Center Total QAs	69.22%	92.16%	229

Wireless 911 Center

9-1-1 Calls answered and abandoned	23,611
Answered 9-1-1 Calls	20,947
Answered 9-1-1 Calls within 10 seconds	19,422
Answered 9-1-1 Calls within 20 seconds	20,096
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	2,664
7-Digit Emergency Calls	598
Answered 7-Digit Emergency Calls	462
Abandoned 7-Digit Emergency Calls	136
Outbound Calls	7,107
Total Calls Received	944
Total % 911 Calls Reviewed	4.51%

Call Type Reviewed	LOW	AVERAGE	COUNT
Wireless 911 Center Total QAs	59.46%	99.29%	944