



January 2020 Radio, and CAD Statistics

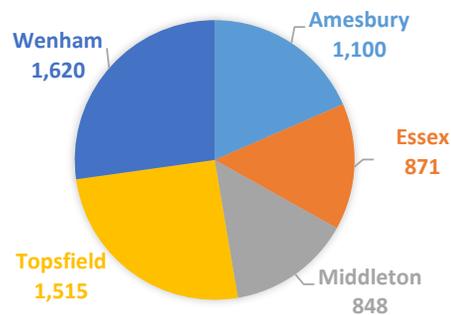
CAD INCIDENTS

Fire Incidents	Count
Amesbury	249
Essex	36
Middleton	115
Topsfield	75
Wenham	52
Total	527

Police Incidents	Count
Amesbury	851
Essex	835
Middleton	733
Topsfield	1,440
Wenham	1,568
Total	5,427

Incidents by Town	Count
Amesbury	1,100
Essex	871
Middleton	848
Topsfield	1,515
Wenham	1,620
Total	5,954

CAD INCIDENTS BY TOWN



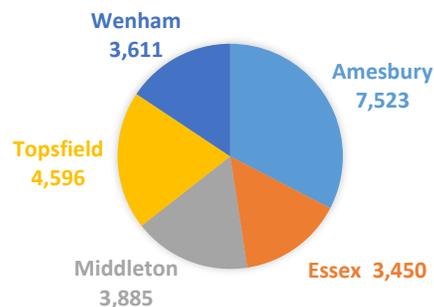
RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	3,063
Essex Fire	632
Middleton Fire	1,386
Topsfield Fire	1,111
Wenham Fire	513
Total	6,705

Police Radio Transmissions	Count
Amesbury Police	4,460
Essex Police	2,818
Middleton Police	2,499
Topsfield Police	3,485
Wenham Police	3,098
Total	16,360

Transmissions by Community	Count
Amesbury	7,523
Essex	3,450
Middleton	3,885
Topsfield	4,596
Wenham	3,611
Total	23,065

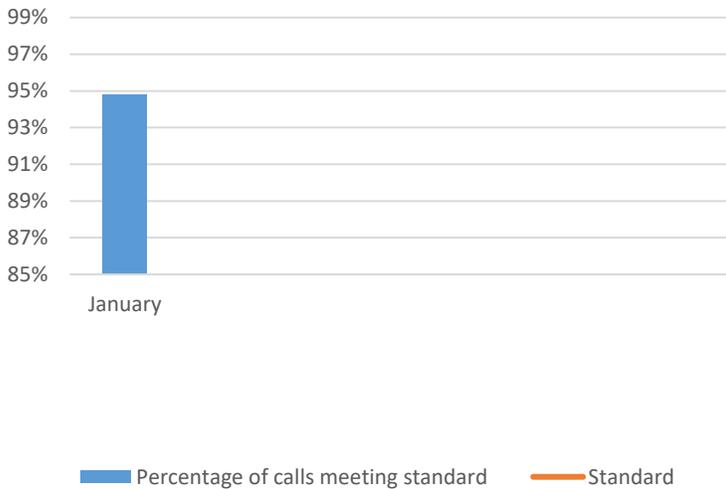
RADIO TRANSMISSIONS BY TOWN





January 2020 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
January	582	614	94.79%	90.00%

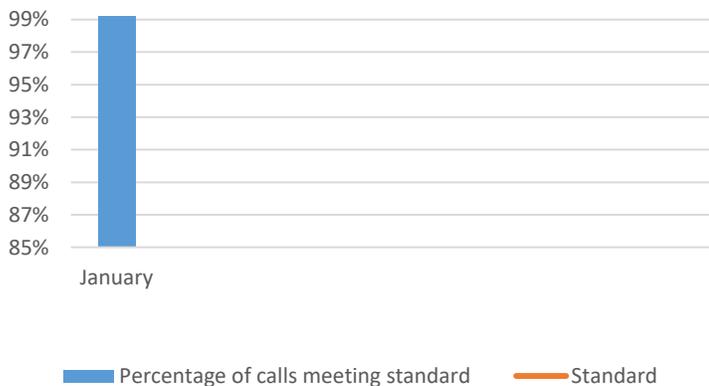
Key Performance Indicator

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.

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

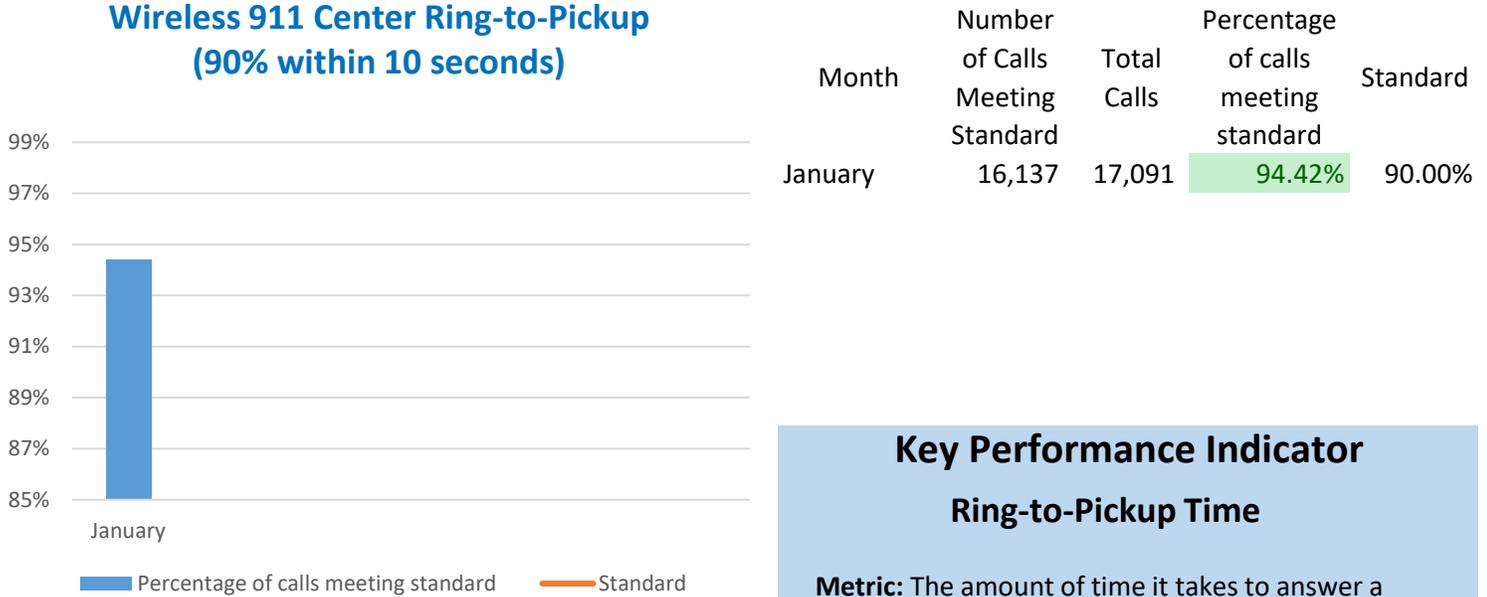


Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
January	609	614	99.19%	95.00%



January 2020 Wireless 911 Center Ring to Pick Up Time

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

Objective: To answer all 911 calls within ten (10) seconds or less.

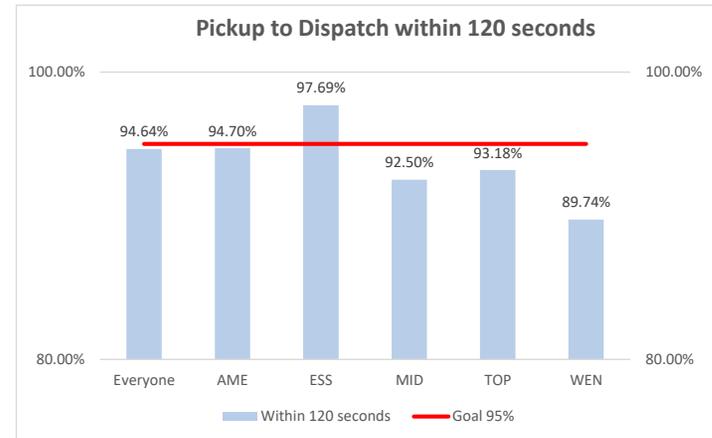
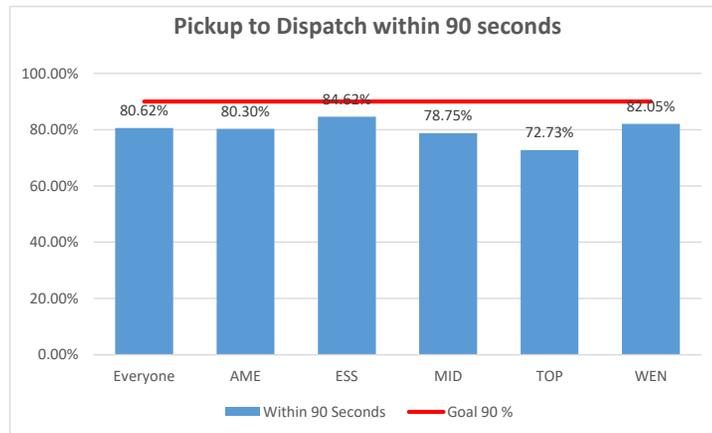
Wireless 911 Center Ring-to-Pickup
 (95% within 20 seconds)





Pick Up to Dispatch Times January 2020

City	Total	Below 60	Below 90	Below 120	Greater 90	Greater 120	Greater 150	Greater 180	AvgTime	StdDevTime	Median Time	Goal 90 %	Goal 95%
Everyone	578	30.45%	80.62%	94.64%	112		10	4	73	30	69	90.00%	95.00%
AME	264	27.27%	80.30%	94.70%	52		4	2	74	31	71	90.00%	95.00%
ESS	130	38.46%	84.62%	97.69%	20		1	0	69	23	65	90.00%	95.00%
MID	80	17.50%	78.75%	92.50%	17		2	1	80	34	72	90.00%	95.00%
TOP	44	34.09%	72.73%	93.18%	12		1	0	74	29	70	90.00%	95.00%
WEN	39	38.46%	82.05%	89.74%	7		1	1	72	36	67	90.00%	95.00%



Priority 1 by Month 2020

Month	Count	Mean	StdDev	Min	Max
January	578	73	30.1200	0	343
February					
March					
April					
June					
June					
July					
August					
September					
October					
November					
December					



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Priority 1 by Nature January 2020

Nature	Total	Avg	StdDev	Min	Max
M-FALL	81	72	21	31	127
FIRE ALARM	66	66	24	24	149
M-SICK/ OTHER	53	82	24	39	180
MVA NO PI	49	81	37	46	285
DISTURBANCE	41	77	37	24	220
M-BREATHING DIFFICULTY	33	66	19	28	107
FIRE OTHER	28	80	34	21	168
M-CHEST PAIN/ CARDIAC PROBLEM	28	68	17	42	113
M-UNKNOWN MEDICAL PROBLEM	25	71	31	1	137
M-UNCONSCIOUS/UNRESPONSIVE/FAI	19	65	17	37	112
M-MVA WITH INJURY	16	75	45	36	232
M-SEIZURE	16	56	21	10	97
DOMESTIC	15	79	40	41	177
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	14	113	75	54	343
M-BLEEDING (NON-TRAUMATIC)	11	69	12	46	92
FIRE MUTUAL AID MIDDLETON	10	59	29	36	132
M-STROKE/ CVA	9	72	16	52	109
FIRE MUTUAL AID AMESBURY	8	63	33	0	105
M-ABDOMINAL PAIN	8	70	14	51	92
FIRE STRUCTURE	6	63	15	37	75
FIRE VEHICLE	5	68	22	38	98
M-ALTERED MENTAL STATUS	5	79	25	43	105
M-OVERDOSE	4	79	10	69	88
M-TRAUMA WITH INJURY	4	66	26	42	101
BREAKING & ENTERING	3	99	17	80	111
M-BACK PAIN	3	71	10	62	81
M-DIABETIC	3	91	42	62	140
M-HEAD INJURY	3	54	18	43	75
ASSAULT & BATTERY	2	88	33	65	111
M-EXTREMITY INJURY	2	69	13	60	79
FIRE BRUSH	1	50		50	50
FIRE HAZMAT	1	46		46	46
FIRE MUTUAL AID ESSEX	1	65		65	65
M-ALLERGIC REACTION	1	45		45	45
M-ASSAULT	1	64		64	64
M-BURNS-THERMAL/ELECTRICAL/CHE	1	69		69	69
M-HEADACHE	1	56		56	56
MISSING PERSON	1	69		69	69



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January 2020 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							249	0.00%
AMESBURY PD			1		3	4	851	0.47%
ESSEX FD						0	36	0.00%
ESSEX PD						0	835	0.00%
MIDDLETON FD						0	115	0.00%
MIDDLETON PD						0	733	0.00%
TOPSFIELD FD						0	75	0.00%
TOPSFIELD PD						0	1,440	0.00%
WENHAM FD						0	52	0.00%
WENHAM PD						0	1,568	0.00%
OTHER								
Total	0	0	1	0	3	4	5,954	0.47%

**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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January 2020 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned
00:00 - 01:00	48	47	1	2.1%
01:00 - 02:00	42	39	3	7.7%
02:00 - 03:00	43	37	6	16.2%
03:00 - 04:00	28	28	0	0.0%
04:00 - 05:00	38	38	0	0.0%
05:00 - 06:00	56	56	0	0.0%
06:00 - 07:00	66	64	2	3.1%
07:00 - 08:00	97	92	5	5.4%
08:00 - 09:00	140	139	1	0.7%
09:00 - 10:00	158	153	5	3.3%
10:00 - 11:00	159	154	5	3.2%
11:00 - 12:00	176	169	7	4.1%
12:00 - 13:00	163	153	10	6.5%
13:00 - 14:00	157	145	12	8.3%
14:00 - 15:00	162	154	8	5.2%
15:00 - 16:00	144	139	5	3.6%
16:00 - 17:00	129	125	4	3.2%
17:00 - 18:00	177	169	8	4.7%
18:00 - 19:00	144	139	5	3.6%
19:00 - 20:00	88	87	1	1.1%
20:00 - 21:00	108	101	7	6.9%
21:00 - 22:00	108	106	2	1.9%
22:00 - 23:00	57	55	2	3.6%
23:00 - 24:00	70	69	1	1.4%
Total	2558	2458	100	4.1%
Average Answer Time:		05:03.0	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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January 2020 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	495	452	43	9.5%	6
	01:00 - 02:00	418	383	35	9.1%	5
	02:00 - 03:00	294	279	15	5.4%	4
	03:00 - 04:00	273	245	28	11.4%	3
	04:00 - 05:00	246	216	30	13.9%	3
	05:00 - 06:00	335	287	48	16.7%	4
	06:00 - 07:00	487	428	59	13.8%	6
	07:00 - 08:00	742	644	98	15.2%	8
	08:00 - 09:00	860	766	94	12.3%	7
	09:00 - 10:00	901	812	89	11.0%	7
	10:00 - 11:00	947	858	89	10.4%	8
	11:00 - 12:00	1,109	993	116	11.7%	9
	12:00 - 13:00	1,171	1,047	124	11.8%	10
	13:00 - 14:00	1,146	1,017	129	12.7%	9
	14:00 - 15:00	1,321	1,168	153	13.1%	11
	15:00 - 16:00	1,178	1,040	138	13.3%	10
	16:00 - 17:00	1,311	1,175	136	11.6%	11
	17:00 - 18:00	1,546	1,355	191	14.1%	12
	18:00 - 19:00	1,272	1,117	155	13.9%	10
	19:00 - 20:00	1,095	968	127	13.1%	9
	20:00 - 21:00	960	851	109	12.8%	8
	21:00 - 22:00	841	761	80	10.5%	7
	22:00 - 23:00	659	588	71	12.1%	5
	23:00 - 24:00	607	543	64	11.8%	5
Total	20,214	17,993	2,221	12.3%		
Average Answer Time:		05:04.0		MM:SS.s		
Average Call Duration:		02:15.7		MM:SS.s		