



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



February 2020 Radio, and CAD Statistics

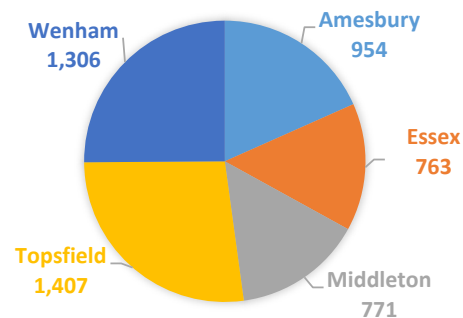
CAD INCIDENTS

Fire Incidents	Count
Amesbury	212
Essex	24
Middleton	118
Topsfield	95
Wenham	42
Total	491

Police Incidents	Count
Amesbury	742
Essex	739
Middleton	653
Topsfield	1,312
Wenham	1,264
Total	4,710

Incidents by Town	Count
Amesbury	954
Essex	763
Middleton	771
Topsfield	1,407
Wenham	1,306
Total	5,201

CAD INCIDENTS BY TOWN



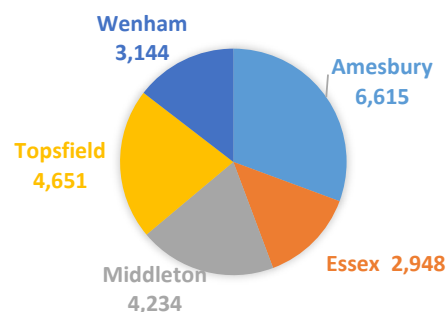
RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	2,658
Essex Fire	514
Middleton Fire	1,623
Topsfield Fire	1,271
Wenham Fire	699
Total	6,765

Police Radio Transmissions	Count
Amesbury Police	3,957
Essex Police	2,434
Middleton Police	2,611
Topsfield Police	3,380
Wenham Police	2,445
Total	14,827

Transmissions by Community	Count
Amesbury	6,615
Essex	2,948
Middleton	4,234
Topsfield	4,651
Wenham	3,144
Total	21,592

RADIO TRANSMISSIONS BY TOWN





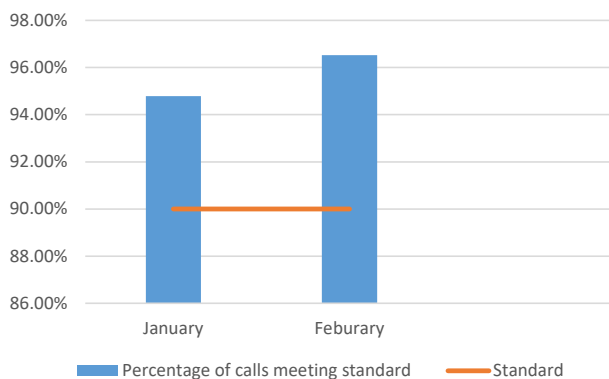
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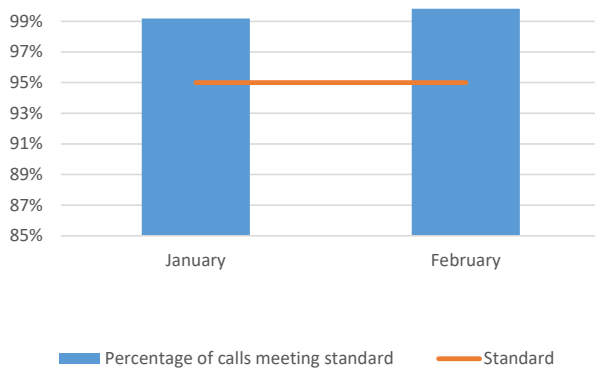
February 2020 Regional 911 Center Ring to Pick Up Time

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%
February	555	575	96.52%	90.00%
March				
April				
May				
June				
July				
August				
September				
November				
December				

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%
February	574	575	99.83%	95.00%
March				
April				
May				
June				
July				
August				
September				
November				
December				

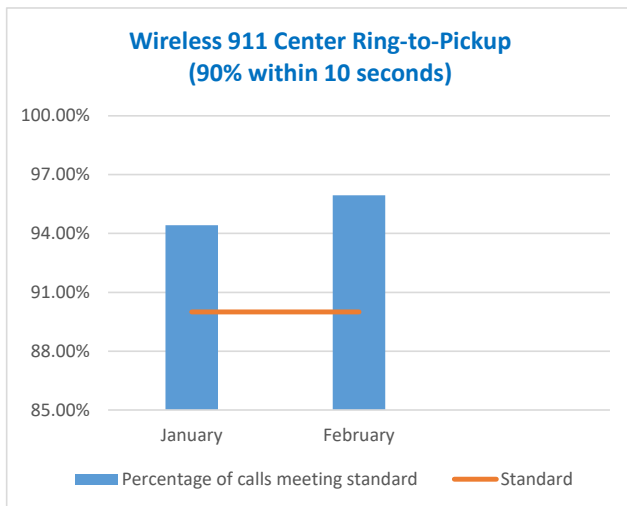
Key Performance Indicator - Ring-to-Pickup Time

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.

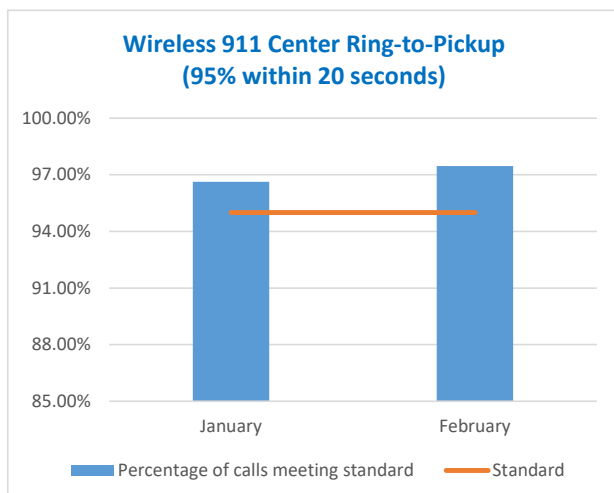
Objective: To answer all 911 calls within ten (10) seconds or less.



February 2020 Wireless 911 Center Ring to Pick Up Time



Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
January	16,137	17,091	94.42%	90.00%
February	14,373	14,981	95.94%	90.00%
March				
April				
May				
June				
July				
August				
September				
November				
December				



Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
January	16,515	17,091	96.63%	95.00%
February	14,603	14,984	97.46%	95.00%
March				
April				
May				
June				
July				
August				
September				
November				
December				

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.



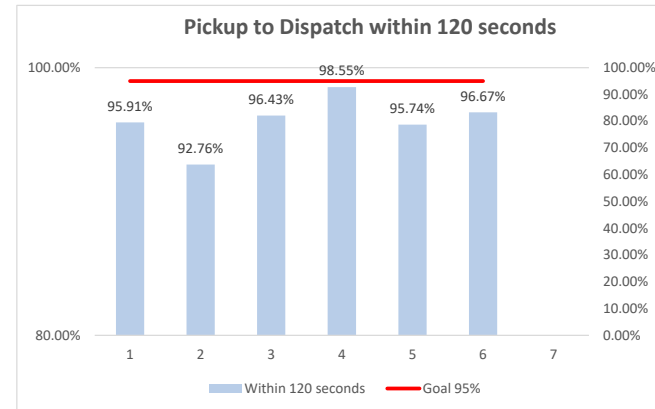
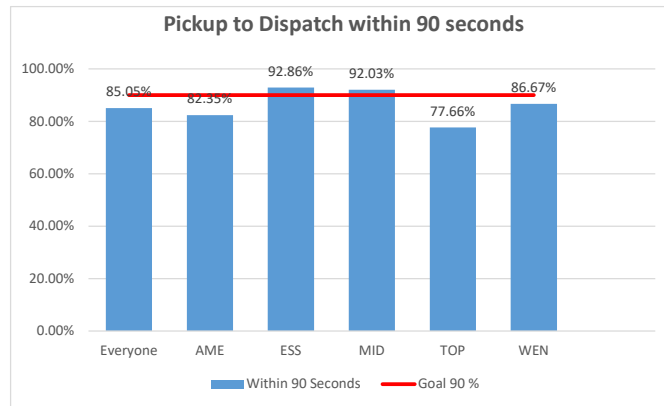
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February 2020 Pick Up to Dispatch Times

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	562	37.19%	85.05%	95.91%	84		1	1	69	24	66	90.00%	95.00%
AME	221	30.32%	82.35%	92.76%	39		0	72	25	67	6	90.00%	95.00%
ESS	28	46.43%	92.86%	96.43%	2		1	66	33	61	28	90.00%	95.00%
MID	138	40.58%	92.03%	98.55%	11		0	65	18	63	20	90.00%	95.00%
TOP	94	32.98%	77.66%	95.74%	21		0	73	24	68	21	90.00%	95.00%
WEN	60	56.67%	86.67%	96.67%	8		0	60	27	58	0	90.00%	95.00%



Priority 1 by Month 2020

Month	Count	Mean	StdDev	Min	Max
January	578	73	30	0	343
February	562	69	24	0	215
March					
April					
June					
June					
July					
August					
September					
October					
November					
December					



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February 2020 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
FIRE ALARM	169	62	23.02	6	163
M-FALL	157	68	19.28	24	129
M-SICK/ OTHER	100	81	24.49	0	153
M-BREATHING DIFFICULTY	75	68	23.23	6	148
DISTURBANCE	74	73	24.89	6	147
M-UNKNOWN MEDICAL PROBLEM	70	68	30.21	17	192
M-CHEST PAIN/ CARDIAC PROBLEM	60	70	19.37	37	123
MVA NO PI	56	79	27.14	0	169
FIRE OTHER	50	72	29.87	3	146
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	50	75	30.67	0	146
DOMESTIC	33	62	18.11	3	100
M-UNCONSCIOUS/UNRESPONSIVE/FAI	32	69	21.28	32	112
FIRE MUTUAL AID AMESBURY	31	88	42.31	25	246
M-MVA WITH INJURY	29	77	33.2	48	215
M-SEIZURE	27	66	21.22	16	125
M-ABDOMINAL PAIN	20	72	22.56	21	124
FIRE MUTUAL AID MIDDLETON	17	68	20.38	31	118
M-STROKE/ CVA	13	69	14.58	51	98
M-BLEEDING (NON-TRAUMATIC)	12	82	22.8	54	128
FIRE STRUCTURE	11	54	19.16	6	74
M-BACK PAIN	11	74	25.7	49	141
M-OVERDOSE	11	64	22.46	40	125
M-DIABETIC	7	67	28.77	27	113
M-ALTERED MENTAL STATUS	6	84	15.55	64	104
M-HEAD INJURY	6	74	25.44	53	121
M-TRAUMA WITH INJURY	6	67	16.59	47	88
BREAKING & ENTERING	5	50	17.98	33	78
FIRE BRUSH	5	56	22.17	39	90
M-ALLERGIC REACTION	5	69	15.17	46	87
M-EXTREMITY INJURY	5	84	17.3	66	112
FIRE MUTUAL AID TOPSFIELD	4	51	26.78	13	74
M-CHOKING	4	66	25.29	50	104
M-HEADACHE	4	91	23.77	70	117
ASSAULT & BATTERY	3	106	12.66	97	121
M-ANIMAL BITE	3	72	13.65	58	85
MISSING PERSON	3	58	53.03	0	104
FIRE MUTUAL AID WENHAM	2	58	17.68	46	71
KIDNAPPING/ATTEMPT	1	69		69	69
M-ASSAULT	1	49		49	49
M-HEAT/ COLD EMERGENCY	1	61		61	61
M-POISONING/ CO	1	79		79	79

February 2020 Priority 1 By Town

[illegible]

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



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February 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							212	0.00%
AMESBURY PD	4	1	1			6	742	0.81%
ESSEX FD						0	24	0.00%
ESSEX PD						0	739	0.00%
MIDDLETON FD						0	118	0.00%
MIDDLETON PD	1				1	2	653	0.31%
TOPSFIELD FD	1					1	95	1.05%
TOPSFIELD PD						0	1,312	0.00%
WENHAM FD						0	42	0.00%
WENHAM PD						0	1,264	0.00%
OTHER								
Total	6	1	1	0	1	9	5,201	2.17%

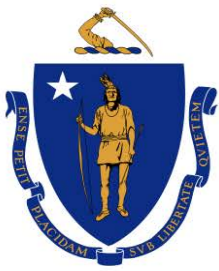
**Please note that this reflects the month that the concern was reported, the concern may have occurred in a different month.*

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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February 2020 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	601
Answered 9-1-1 Calls	575
Answered 9-1-1 Calls within 10 seconds	555
Answered 9-1-1 Calls within 20 seconds	574
Answered 9-1-1 Text Calls	3
Abandoned 9-1-1 Calls	26
7-Digit Emergency Calls	1,490
Answered 7-Digit Emergency Calls	1,390
Abandoned 7-Digit Emergency Calls	100
Outbound Calls	1,244
Total Calls Received	198
Total % 911 Calls Reviewed	34.43%

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	77.86%	98.79%	66
Regional Call Taking QA	83.73%	96.80%	43
Regional EMD QA	65.79%	97.52%	86
Text-to-911 QA	88.61%	91.14%	3
Regional 911 Center Total QAs	79.00%	96.06%	198

Wireless 911 Center

9-1-1 Calls answered and abandoned	16,618
Answered 9-1-1 Calls	14,981
Answered 9-1-1 Calls within 10 seconds	14,373
Answered 9-1-1 Calls within 20 seconds	14,603
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	1,637
7-Digit Emergency Calls	417
Answered 7-Digit Emergency Calls	350
Abandoned 7-Digit Emergency Calls	67
Outbound Calls	5,060
Total Calls Received	623
Total % 911 Calls Reviewed	4.16%

Call Type Reviewed	LOW	AVERAGE	COUNT
Wireless 911 Center Total QAs	56.08%	99.54%	623



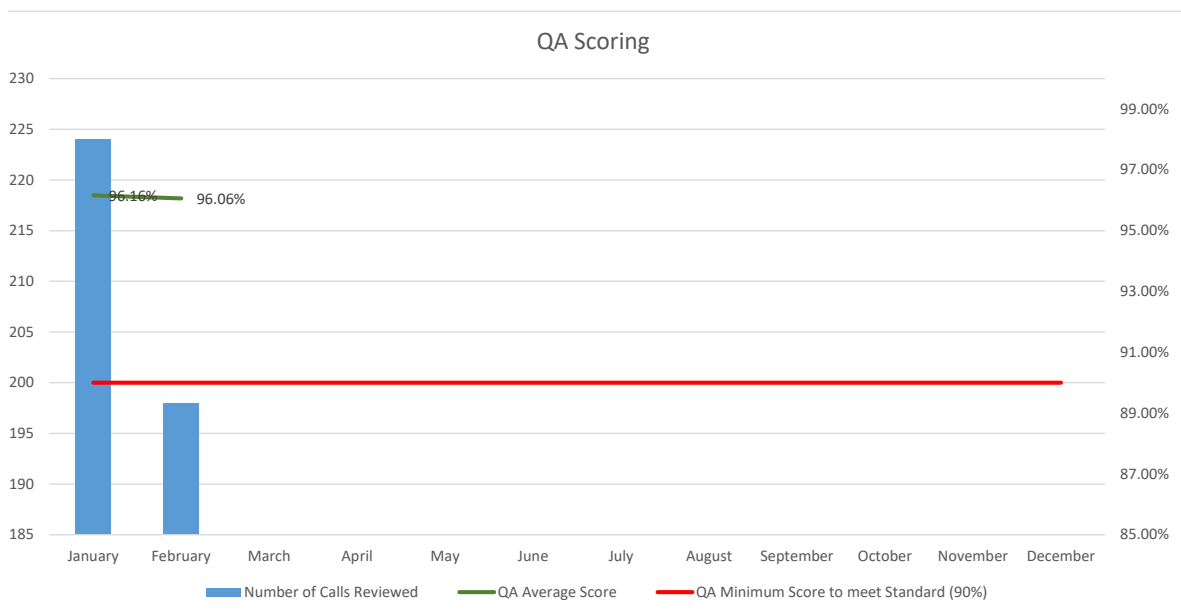
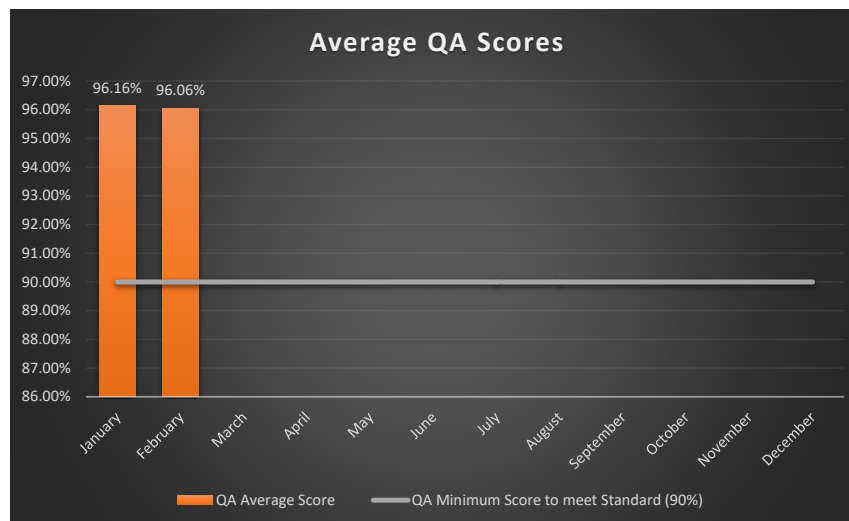
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2020 Calendar Year QA Scores

	Number of Calls Reviewed	QA Average Score	QA Minimum Score to meet Standard (90%)
January	224	96.16%	90.00%
February	198	96.06%	90.00%
March			90.00%
April			90.00%
May			90.00%
June			90.00%
July			90.00%
August			90.00%
September			90.00%
October			90.00%
November			90.00%
December			90.00%





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February 2020 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	40	39	1	2.6%
02:00 - 03:00	26	24	2	8.3%
03:00 - 04:00	25	25	0	0.0%
04:00 - 05:00	26	26	0	0.0%
05:00 - 06:00	39	39	0	0.0%
06:00 - 07:00	78	78	0	0.0%
07:00 - 08:00	90	89	1	1.1%
08:00 - 09:00	167	163	4	2.5%
09:00 - 10:00	131	126	5	4.0%
10:00 - 11:00	156	145	11	7.6%
11:00 - 12:00	134	129	5	3.9%
12:00 - 13:00	129	122	7	5.7%
13:00 - 14:00	118	108	10	9.3%
14:00 - 15:00	109	107	2	1.9%
15:00 - 16:00	131	122	9	7.4%
16:00 - 17:00	127	123	4	3.3%
17:00 - 18:00	141	141	0	0.0%
18:00 - 19:00	98	96	2	2.1%
19:00 - 20:00	65	63	2	3.2%
20:00 - 21:00	68	67	1	1.5%
21:00 - 22:00	75	73	2	2.7%
22:00 - 23:00	67	65	2	3.1%
23:00 - 24:00	71	70	1	1.4%
Total	2151	2080	71	3.4%
Average Answer Time:		00:05:00	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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February 2020 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	423	391	32	8.2%	5
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	364	337	27	8.0%	5
Objective: To answer all 911 calls within ten (10) seconds or less.		02:00 - 03:00	277	247	30	12.1%	3
Average Number of Calls Per Agent Per Hour:		03:00 - 04:00	230	207	23	11.1%	3
Metric: This measurement utilizes the Call Statistics per Hour – Average Count divided by 15 calls per each hourly employee.		04:00 - 05:00	228	214	14	6.5%	3
Objective: Each wireless telecommunicator should handle 15 calls or less per hour of each shift.		05:00 - 06:00	342	301	41	13.6%	4
Call Abandonment Rate:		06:00 - 07:00	476	418	58	13.9%	6
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	684	615	69	11.2%	8
Objective: To have an average abandonment rate of 6% or less.		08:00 - 09:00	811	732	79	10.8%	7
Call Handling Time:		09:00 - 10:00	784	725	59	8.1%	7
Metric: Average call handling time.		10:00 - 11:00	961	866	95	11.0%	9
Objective: To spend less than 2 minutes 25 seconds per call on average		11:00 - 12:00	1,025	920	105	11.4%	9
		12:00 - 13:00	999	900	99	11.0%	9
		13:00 - 14:00	991	893	98	11.0%	9
		14:00 - 15:00	1,081	969	112	11.6%	10
		15:00 - 16:00	1,124	1,019	105	10.3%	10
		16:00 - 17:00	1,030	918	112	12.2%	9
		17:00 - 18:00	1,111	1,004	107	10.7%	10
		18:00 - 19:00	1,068	963	105	10.9%	9
		19:00 - 20:00	972	873	99	11.3%	9
		20:00 - 21:00	819	738	81	11.0%	7
		21:00 - 22:00	745	654	91	13.9%	6
		22:00 - 23:00	627	557	70	12.6%	5
		23:00 - 24:00	496	456	40	8.8%	4
		Total	17,668	15,917	1,751	11.0%	
		Average Answer Time: 04:08.0					MM:SS.s
		Average Call Duration: 02:18.5					MM:SS.s