



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



March 2020 Radio, and CAD Statistics

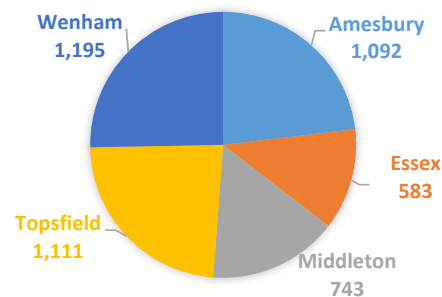
CAD INCIDENTS

Fire Incidents	Count
Amesbury	241
Essex	27
Middleton	111
Topsfield	95
Wenham	42
Total	516

Police Incidents	Count
Amesbury	851
Essex	556
Middleton	632
Topsfield	1,016
Wenham	1,153
Total	4,208

Incidents by Town	Count
Amesbury	1,092
Essex	583
Middleton	743
Topsfield	1,111
Wenham	1,195
Total	4,724

CAD INCIDENTS BY TOWN



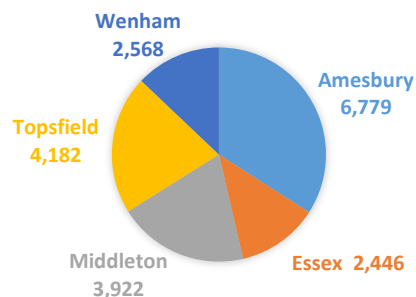
RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	2,880
Essex Fire	568
Middleton Fire	1,410
Topsfield Fire	1,357
Wenham Fire	615
Total	6,830

Police Radio Transmissions	Count
Amesbury Police	3,899
Essex Police	1,878
Middleton Police	2,512
Topsfield Police	2,825
Wenham Police	1,953
Total	13,067

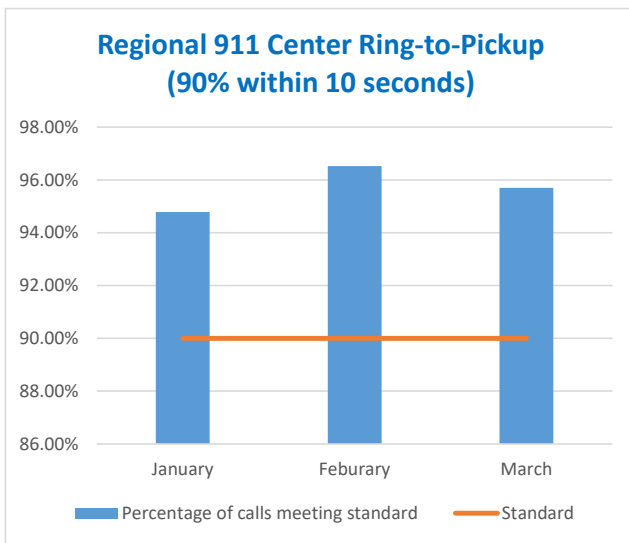
Transmissions by Community	Count
Amesbury	6,779
Essex	2,446
Middleton	3,922
Topsfield	4,182
Wenham	2,568
Total	19,897

RADIO TRANSMISSIONS BY TOWN

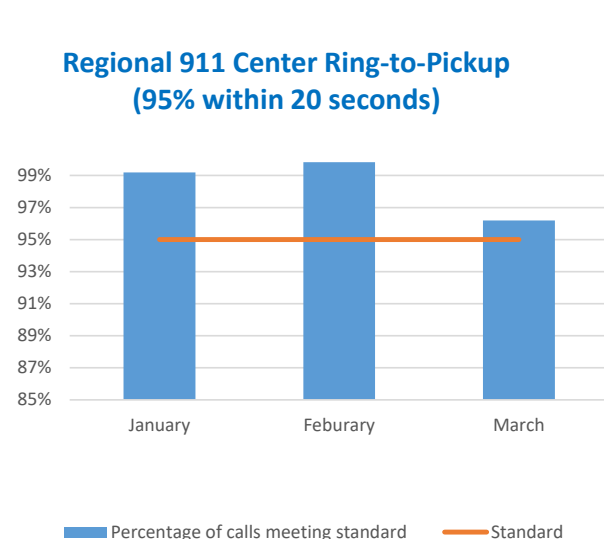




March 2020 Regional 911 Center Ring to Pick Up Time



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	556	581	95.70%	90.00%
April				
May				
June				
July				
August				
September				
October				
November				
December				



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	556	578	96.19%	95.00%
April				
May				
June				
July				
August				
September				
October				
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.



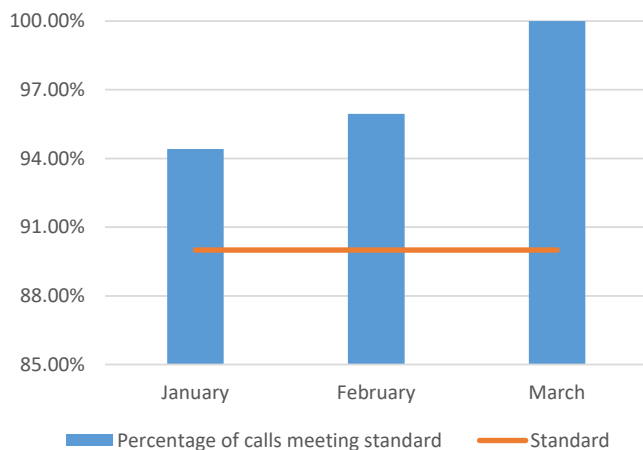
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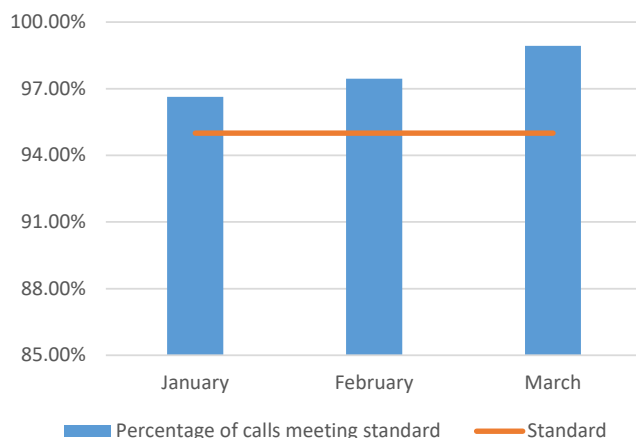
March 2020 Wireless 911 Center Ring to Pick Up Time

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	16,137	17,091	94.42%	90.00%
February	14,373	14,981	95.94%	90.00%
March	14,592	14,592	100.00%	90.00%
April				
May				
June				
July				
August				
September				
October				
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	16,515	17,091	96.63%	95.00%
February	14,603	14,984	97.46%	95.00%
March	14,824	14,984	98.93%	95.00%
April				
May				
June				
July				
August				
September				
October				
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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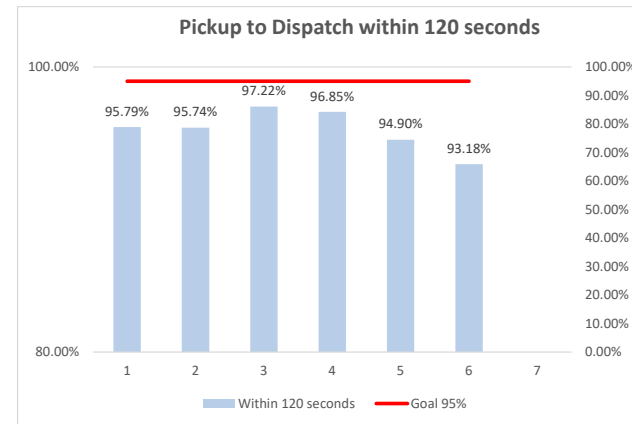
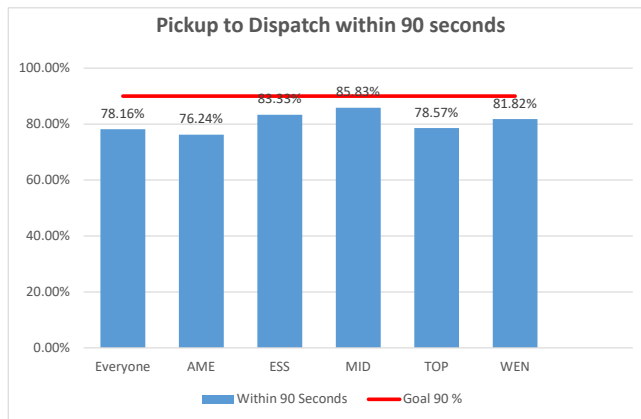
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Pick Up to Dispatch Times March 2020

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	618	32.85%	78.16%	95.79%	135		6	2	72	26	70	90.00%	95.00%
AME	282	31.56%	76.24%	95.74%	67		1	0	73	25	71	90.00%	95.00%
ESS	36	44.44%	83.33%	97.22%	6		0	0	70	25	64	90.00%	95.00%
MID	127	35.43%	85.83%	96.85%	18		2	0	69	24	66	90.00%	95.00%
TOP	98	25.51%	78.57%	94.90%	21		1	1	75	26	73	90.00%	95.00%
WEN	44	43.18%	81.82%	93.18%	8		1	0	68	30	63	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	618	72	26	0	245
April					
June					
June					
July					
August					
September					
October					
November					
December					



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Priority 1 by Nature March 2020

Nature	Total	Avg	StdDev	Min	Max
FIRE ALARM	101	65	22.74	27	163
M-FALL	70	70	17.58	39	129
M-SICK/ OTHER	66	89	22.69	55	153
DISTURBANCE	43	71	21.6	6	114
FIRE OTHER	32	71	27.48	3	131
M-BREATHING DIFFICULTY	32	64	20.13	33	118
M-UNKNOWN MEDICAL PROBLEM	31	70	34.31	29	192
M-CHEST PAIN/ CARDIAC PROBLEM	29	68	21.6	37	123
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	27	77	32.82	0	146
MVA NO PI	24	90	29.88	48	169
FIRE MUTUAL AID AMESBURY	21	96	47.27	25	246
DOMESTIC	20	64	21.46	3	100
M-UNCONSCIOUS/UNRESPONSIVE/FAI	19	68	22.35	32	112
M-MVA WITH INJURY	15	72	21.25	48	113
M-SEIZURE	15	60	19.47	16	105
M-ABDOMINAL PAIN	8	76	14.06	54	93
FIRE MUTUAL AID MIDDLETON	7	74	16.61	54	99
FIRE STRUCTURE	7	53	23.61	6	74
M-BLEEDING (NON-TRAUMATIC)	6	95	26.05	54	128
M-DIABETIC	6	71	29.72	27	113
M-STROKE/ CVA	5	71	21.16	51	98
M-BACK PAIN	4	83	39.59	52	141
FIRE BRUSH	3	41	2.65	39	44
FIRE MUTUAL AID TOPSFIELD	3	48	31.48	13	74
MISSING PERSON	3	58	53.03	0	104
BREAKING & ENTERING	2	57	29.7	36	78
FIRE MUTUAL AID WENHAM	2	58	17.68	46	71
M-ALTERED MENTAL STATUS	2	89	20.51	75	104
M-ANIMAL BITE	2	71	19.09	58	85
M-CHOKING	2	82	30.41	61	104
M-HEAD INJURY	2	59	8.49	53	65
M-HEADACHE	2	90	24.04	73	107
M-OVERDOSE	2	50	14.85	40	61
ASSAULT & BATTERY	1	97		97	97
KIDNAPPING/ATTEMPT	1	69		69	69
M-ALLERGIC REACTION	1	75		75	75
M-ASSAULT	1	49		49	49
M-POISONING/ CO	1	79		79	79

March 2020 Priority 1 By Town

[illegible]

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



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March 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						0	241	0.00%
AMESBURY PD						0	851	0.00%
ESSEX FD						0	27	0.00%
ESSEX PD						0	556	0.00%
MIDDLETON FD						0	111	0.00%
MIDDLETON PD						0	632	0.00%
TOPSFIELD FD	1		1			2	95	2.11%
TOPSFIELD PD						0	1,016	0.00%
WENHAM FD						0	42	0.00%
WENHAM PD						0	1,153	0.00%
OTHER								
Total	1	0	1	0	0	2	4,724	2.11%

**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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March 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	615
Answered 9-1-1 Calls	581
Answered 9-1-1 Calls within 10 seconds	556
Answered 9-1-1 Calls within 20 seconds	578
Answered 9-1-1 Text Calls	3
Abandoned 9-1-1 Calls	34
7-Digit Emergency Calls	1,708
Answered 7-Digit Emergency Calls	1,655
Abandoned 7-Digit Emergency Calls	53
Outbound Calls	1,157
Total Calls Received	304
Total % 911 Calls Reviewed	52.32%

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	77.12%	99.12%	91
Regional Call Taking QA	47.59%	95.49%	98
Regional EMD QA	63.16%	95.60%	112
Text-to-911 QA	79.75%	89.03%	3
Regional 911 Center Total QAs	66.91%	94.81%	304

Wireless 911 Center

9-1-1 Calls answered and abandoned	17,011
Answered 9-1-1 Calls	15,200
Answered 9-1-1 Calls within 10 seconds	14,592
Answered 9-1-1 Calls within 20 seconds	14,824
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	1,811
7-Digit Emergency Calls	409
Answered 7-Digit Emergency Calls	340
Abandoned 7-Digit Emergency Calls	69
Outbound Calls	5,215
Total Calls Received	799
Total % 911 Calls Reviewed	5.26%

Call Type Reviewed	LOW	AVERAGE	COUNT
Wireless 911 Center Total QAs	67.57%	99.58%	799



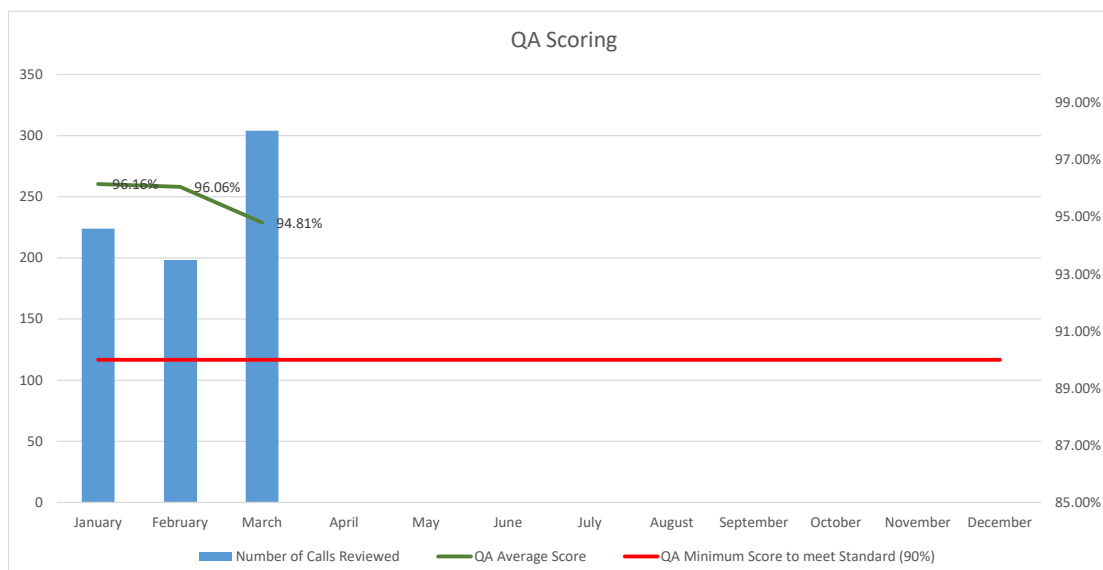
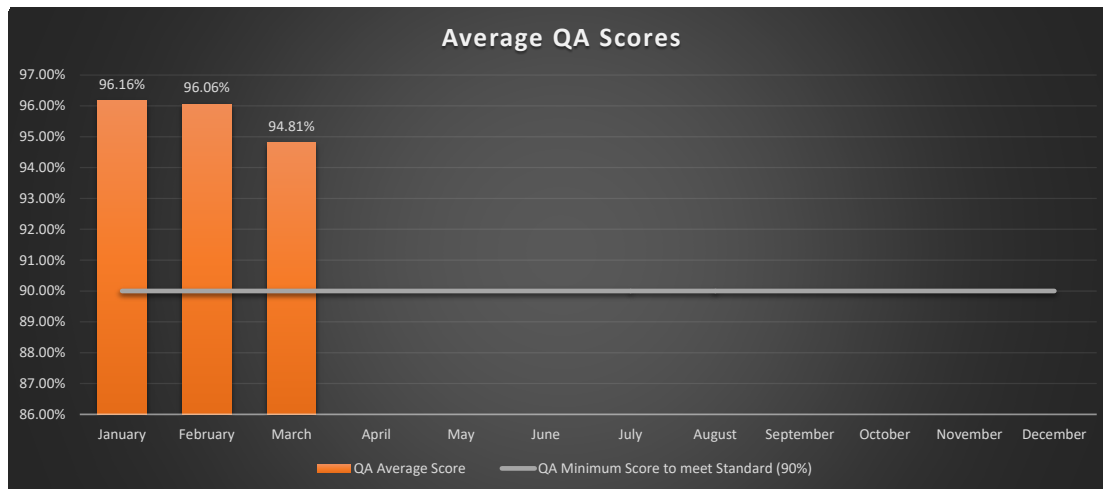
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2020 Calendar Year QA Scores

	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	304	94.81%	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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March 2020 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned
00:00 - 01:00	50	50	0	0.0%
01:00 - 02:00	46	46	0	0.0%
02:00 - 03:00	24	24	0	0.0%
03:00 - 04:00	18	17	1	5.9%
04:00 - 05:00	29	28	1	3.6%
05:00 - 06:00	26	25	1	4.0%
06:00 - 07:00	55	55	0	0.0%
07:00 - 08:00	84	81	3	3.7%
08:00 - 09:00	148	142	6	4.2%
09:00 - 10:00	116	116	0	0.0%
10:00 - 11:00	140	132	8	6.1%
11:00 - 12:00	150	146	4	2.7%
12:00 - 13:00	151	140	11	7.9%
13:00 - 14:00	159	151	8	5.3%
14:00 - 15:00	127	121	6	5.0%
15:00 - 16:00	171	166	5	3.0%
16:00 - 17:00	171	165	6	3.6%
17:00 - 18:00	133	128	5	3.9%
18:00 - 19:00	129	126	3	2.4%
19:00 - 20:00	141	129	12	9.3%
20:00 - 21:00	74	70	4	5.7%
21:00 - 22:00	83	83	0	0.0%
22:00 - 23:00	81	79	2	2.5%
23:00 - 24:00	61	59	2	3.4%
Total	2367	2279	88	3.9%
Average Answer Time:		00:04.9	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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March 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:							
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.							
Average Number of Calls Per Agent Per Hour:							
Metric: This measurement utilizes the Call Statistics per Hour – Average Count divided by 15 calls per each hourly employee.							
Objective: Each wireless telecommunicator should handle 15 calls or less per hour of each shift.							
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.							
Call Handling Time:							
Metric: Average call handling time.							
Objective: To spend less than 2 minutes 25 seconds per call on average							
		00:00 - 01:00	395	361	34	9.4%	4
		01:00 - 02:00	354	324	30	9.3%	3
		02:00 - 03:00	257	236	21	8.9%	3
		03:00 - 04:00	208	187	21	11.2%	2
		04:00 - 05:00	222	205	17	8.3%	2
		05:00 - 06:00	297	266	31	11.7%	3
		06:00 - 07:00	379	330	49	14.8%	4
		07:00 - 08:00	578	496	82	16.5%	5
		08:00 - 09:00	663	598	65	10.9%	6
		09:00 - 10:00	768	680	88	12.9%	6
		10:00 - 11:00	856	777	79	10.2%	7
		11:00 - 12:00	992	905	87	9.6%	8
		12:00 - 13:00	1,036	921	115	12.5%	8
		13:00 - 14:00	1,088	968	120	12.4%	9
		14:00 - 15:00	1,139	1,022	117	11.4%	9
		15:00 - 16:00	1,230	1,065	165	15.5%	10
		16:00 - 17:00	1,189	1,066	123	11.5%	10
		17:00 - 18:00	1,214	1,034	180	17.4%	10
		18:00 - 19:00	1,178	1,045	133	12.7%	10
		19:00 - 20:00	988	892	96	10.8%	8
		20:00 - 21:00	836	752	84	11.2%	7
		21:00 - 22:00	772	702	70	10.0%	6
		22:00 - 23:00	639	577	62	10.7%	5
		23:00 - 24:00	557	502	55	11.0%	5
		Total	17,835	15,911	1,924	12.1%	
		Average Answer Time:		00:04.9		MM:SS.s	
		Average Call Duration:		02:21.1		MM:SS.s	