



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



## April 2020 Radio, and CAD Statistics

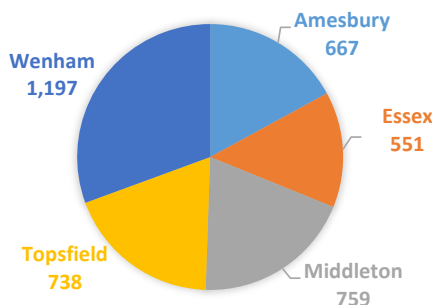
### CAD INCIDENTS

Fire Incidents	Count
Amesbury	175
Essex	29
Middleton	92
Topsfield	79
Wenham	41
<b>Total</b>	<b>416</b>

Police Incidents	Count
Amesbury	492
Essex	522
Middleton	667
Topsfield	659
Wenham	1,156
<b>Total</b>	<b>3,496</b>

Incidents by Town	Count
Amesbury	667
Essex	551
Middleton	759
Topsfield	738
Wenham	1,197
<b>Total</b>	<b>3,912</b>

### CAD INCIDENTS BY TOWN



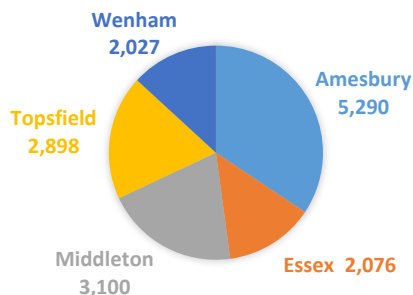
### RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	2,146
Essex Fire	556
Middleton Fire	1,107
Topsfield Fire	1,167
Wenham Fire	498
<b>Total</b>	<b>5,474</b>

Police Radio Transmissions	Count
Amesbury Police	3,144
Essex Police	1,520
Middleton Police	1,993
Topsfield Police	1,731
Wenham Police	1,529
<b>Total</b>	<b>9,917</b>

Transmissions by Community	Count
Amesbury	5,290
Essex	2,076
Middleton	3,100
Topsfield	2,898
Wenham	2,027
<b>Total</b>	<b>15,391</b>

### RADIO TRANSMISSIONS BY TOWN



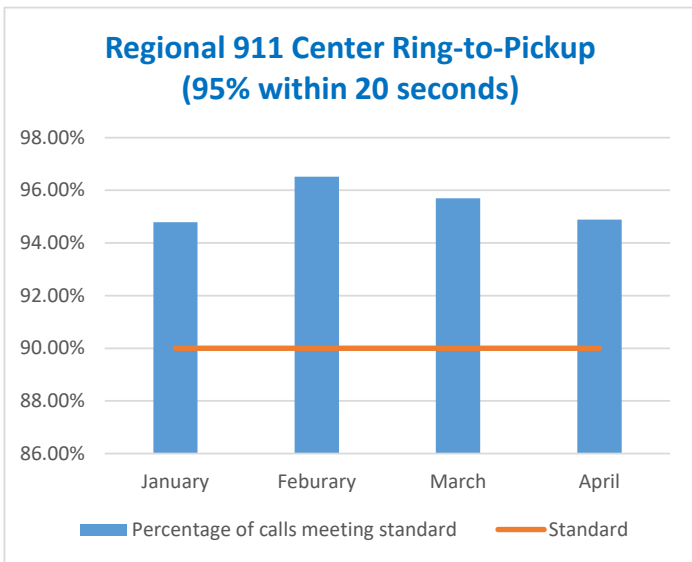


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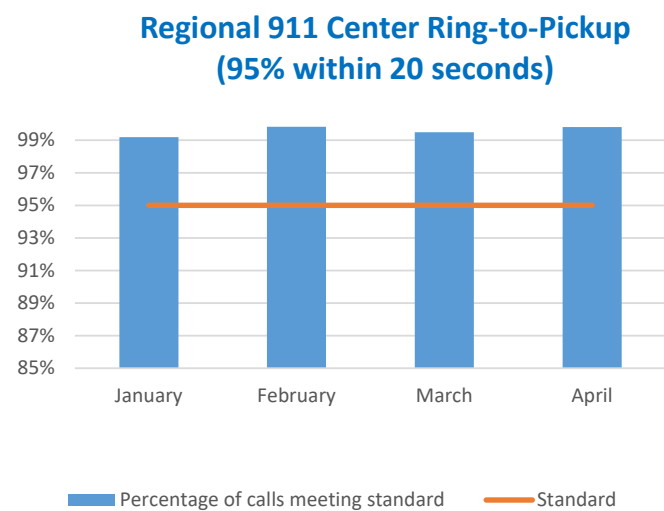
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April 2020 Regional 911 Center  
 Ring to Pick Up Time



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	482	508	94.88%	90.00%
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	578	581	99.48%	95.00%
April	507	508	99.80%	95.00%
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.

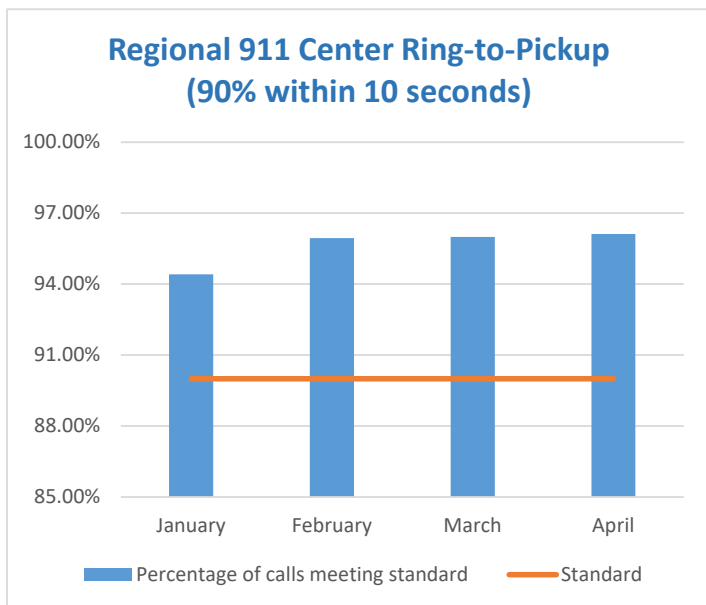


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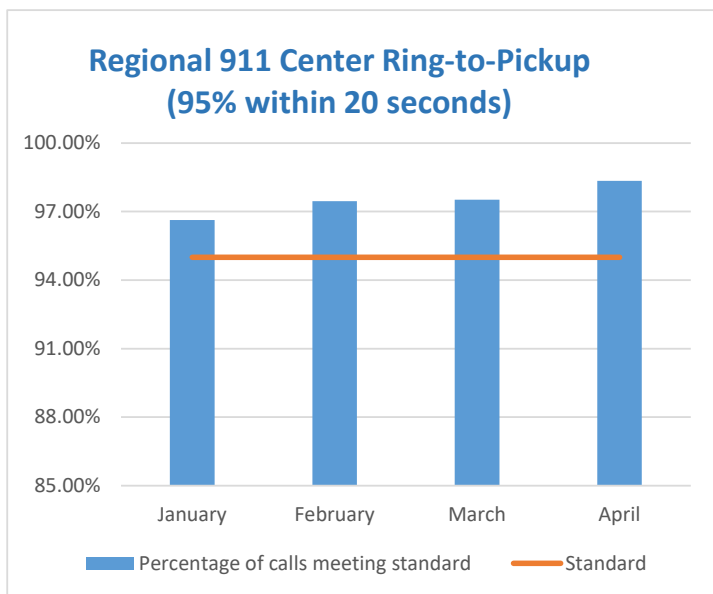
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## April 2020 Wireless 911 Center Ring to Pick Up Time



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	14,592	15,200	96.00%	90.00%
April	12,381	12,881	96.12%	90.00%
May				
June				
July				
August				
September				
October				
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	14,824	15,200	97.53%	95.00%
April	12,668	12,881	98.35%	95.00%
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.



# The Commonwealth of Massachusetts

## STATE 911 DEPARTMENT

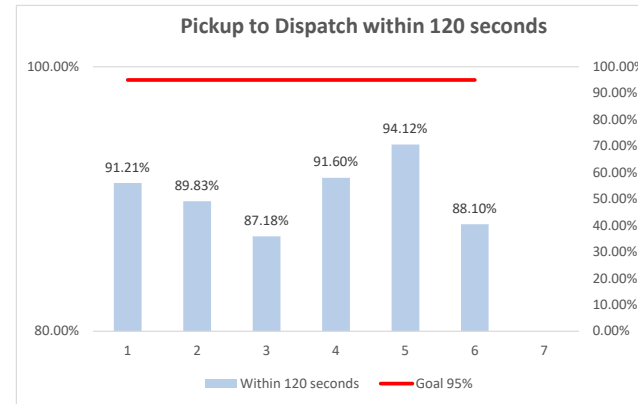
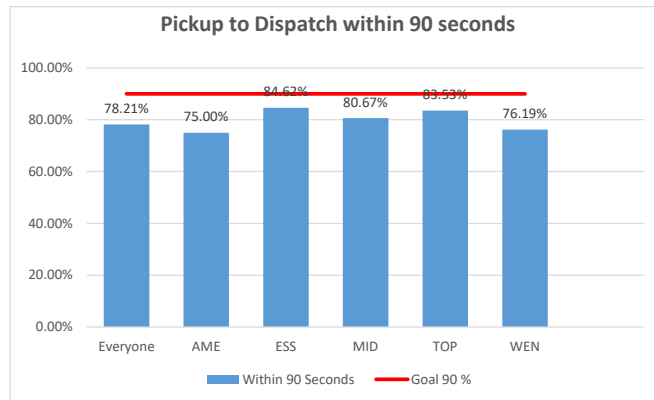
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## April 2020 Pick Up to Dispatch Times

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	546	28.94%	78.21%	91.21%	119		18	9	76	32	71	90.00%	95.00%
AME	236	27.54%	75.00%	89.83%	59		12	6	79	35	72	90.00%	95.00%
ESS	39	25.64%	84.62%	87.18%	6		2	1	77	31	68	90.00%	95.00%
MID	119	34.45%	80.67%	91.60%	23		1	1	72	30	69	90.00%	95.00%
TOP	85	30.59%	83.53%	94.12%	14		1	0	70	28	70	90.00%	95.00%
WEN	42	30.95%	76.19%	88.10%	10		2	1	76	34	70	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	546	71	21	1	255
June					
June					
July					
August					
September					
October					
November					
December					



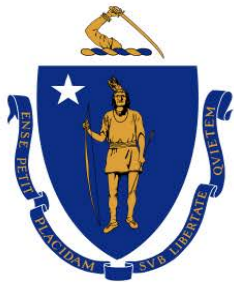
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## April 2020 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
FIRE ALARM	89	55	18.36	19	132
M-FALL	72	72	19.92	17	131
DISTURBANCE	58	97	51.37	27	255
M-SICK/ OTHER	55	83	28.43	50	167
M-BREATHING DIFFICULTY	27	73	25.37	2	133
DOMESTIC	24	76	19.24	34	116
FIRE OTHER	21	87	29.98	41	142
M-UNKNOWN MEDICAL PROBLEM	20	68	26.86	8	118
MVA NO PI	20	80	42.38	1	189
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	18	100	32.03	44	160
M-UNCONSCIOUS/UNRESPONSIVE/FAI	17	80	17.28	44	117
FIRE MUTUAL AID AMESBURY	12	82	19.22	50	114
M-CHEST PAIN/ CARDIAC PROBLEM	12	66	20.02	35	102
M-STROKE/ CVA	10	72	16.57	52	110
M-SEIZURE	9	63	12.14	42	74
FIRE MUTUAL AID MIDDLETON	8	80	31.69	31	133
FIRE STRUCTURE	8	68	25.36	51	130
M-MVA WITH INJURY	8	69	33.24	34	126
M-OVERDOSE	6	70	17.31	53	102
BREAKING & ENTERING	5	71	14.89	58	93
M-ABDOMINAL PAIN	5	91	37.11	50	135
M-BLEEDING (NON-TRAUMATIC)	5	72	14.27	52	92
FIRE BRUSH	4	52	79.33	0	168
M-ASSAULT	4	100	61.88	40	187
M-BACK PAIN	3	64	9.54	53	70
M-DIABETIC	3	61	25.36	32	79
M-EXTREMITY INJURY	3	69	6.43	65	77
ASSAULT & BATTERY	2	122	19.8	108	136
FIRE MUTUAL AID ESSEX	2	56	14.14	46	66
FIRE MUTUAL AID TOPSFIELD	2	87	4.24	84	90
M-ALTERED MENTAL STATUS	2	78	12.73	69	87
M-ANIMAL BITE	2	92	34.65	68	117
M-HEAD INJURY	2	67	36.06	42	93
M-TRAUMA WITH INJURY	2	76	4.95	73	80
MISSING PERSON	2	122	97.58	53	191
FIRE MUTUAL AID WENHAM	1	68		68	68
M-ALLERGIC REACTION	1	73		73	73
M-CHOKING	1	73		73	73
M-PREGNANCY/ CHILDBIRTH	1	78		78	78



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April 2020 Priority 1 By Town  
Priority 1 by Town

Nature	City	Count	Average	Min	Max
DOMESTIC					
					x

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

Nature	City	Count	Average	Min	Max
DOMESTIC					
FIRE STRUCT					



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April 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	175	0.00%
AMESBURY PD						0	492	0.00%
ESSEX FD						0	29	0.00%
ESSEX PD						0	522	0.00%
MIDDLETON FD						0	92	0.00%
MIDDLETON PD	1					1	667	0.15%
TOPSFIELD FD						0	79	0.00%
TOPSFIELD PD						0	659	0.00%
WENHAM FD						0	41	0.00%
WENHAM PD						0	1,156	0.00%
OTHER								
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3,912</b>	<b>0.15%</b>

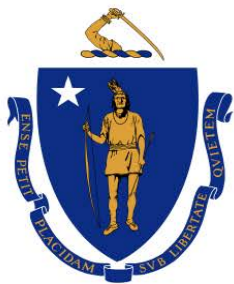
\*Please note that this reflects the month that the concern was reported, the concern may have occurred in a different month.

**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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## April 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	536
Answered 9-1-1 Calls	508
Answered 9-1-1 Calls within 10 seconds	485
Answered 9-1-1 Calls within 20 seconds	507
Answered 9-1-1 Text Calls	2
Abandoned 9-1-1 Calls	28
7-Digit Emergency Calls	1,041
Answered 7-Digit Emergency Calls	1,001
Abandoned 7-Digit Emergency Calls	40
Outbound Calls	804
Total Calls Received	298
Total % 911 Calls Reviewed	58.66%

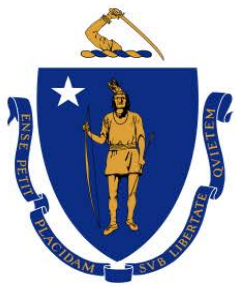
Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	91.82%	99.42%	94
Regional Call Taking QA	75.00%	96.67%	107
Regional EMD QA	75.64%	95.53%	95
Text-to-911 QA	75.95%	77.22%	2
<b>Regional 911 Center Total QAs</b>	<b>79.60%</b>	<b>92.21%</b>	<b>298</b>

### Wireless 911 Center

9-1-1 Calls answered and abandoned	14,645
Answered 9-1-1 Calls	12,881
Answered 9-1-1 Calls within 10 seconds	12,381
Answered 9-1-1 Calls within 20 seconds	12,668
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	1,764
7-Digit Emergency Calls	364
Answered 7-Digit Emergency Calls	311
Abandoned 7-Digit Emergency Calls	53
Outbound Calls	4,645
Total Calls Received	712
Total % 911 Calls Reviewed	5.53%

Call Type Reviewed	LOW	AVERAGE	COUNT
<b>Wireless 911 Center Total QAs</b>	<b>69.59%</b>	<b>99.78%</b>	<b>712</b>





# The Commonwealth of Massachusetts

## STATE 911 DEPARTMENT

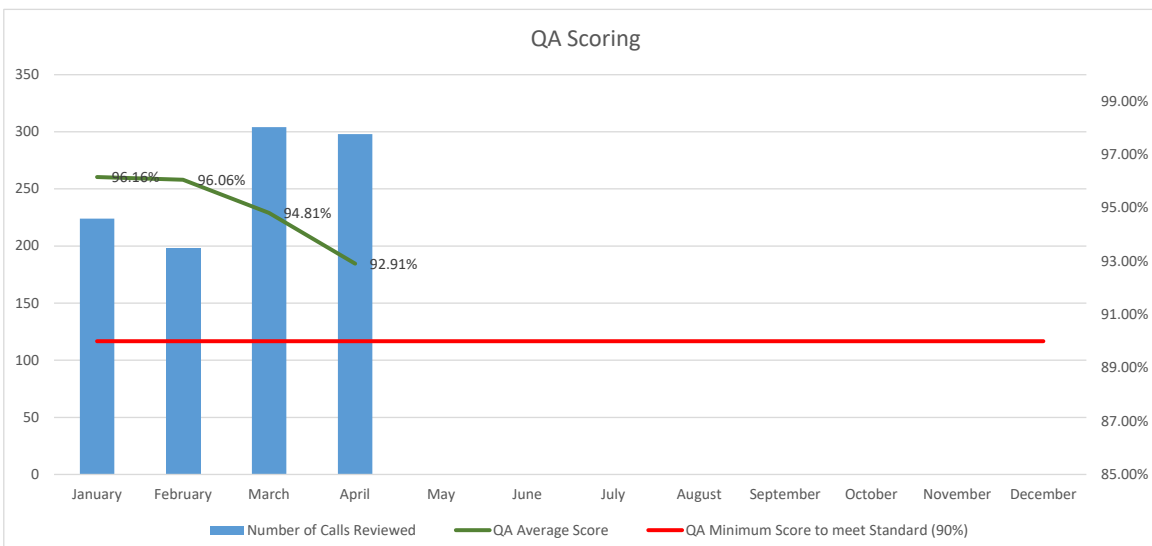
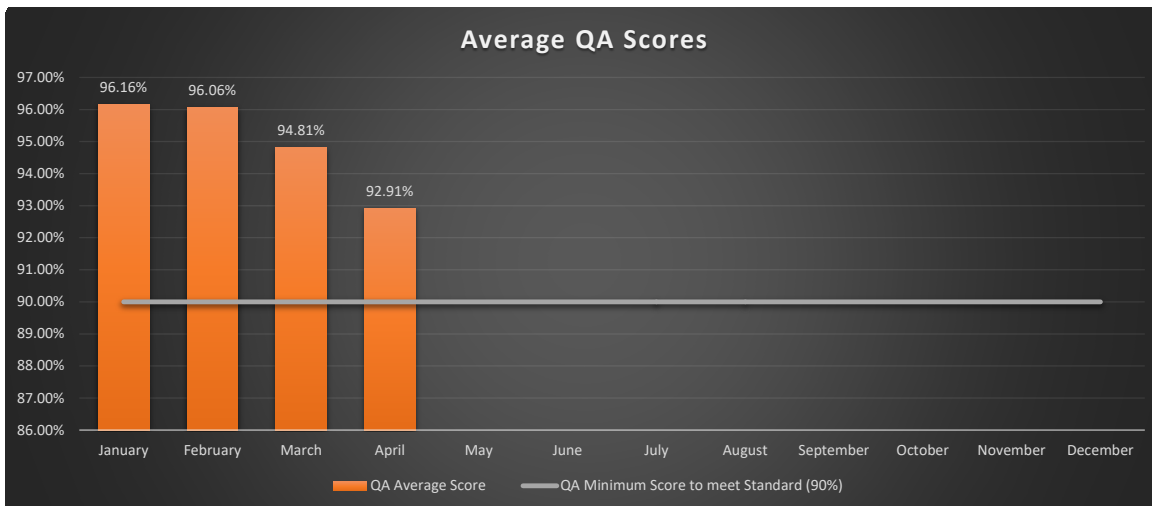
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## 2020 Calendar Year QA Scores

	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	298	92.91%	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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## April 2020 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned
00:00 - 01:00	31	30	1	3.3%
01:00 - 02:00	27	27	0	0.0%
02:00 - 03:00	14	14	0	0.0%
03:00 - 04:00	21	21	0	0.0%
04:00 - 05:00	21	21	0	0.0%
05:00 - 06:00	38	37	1	2.7%
06:00 - 07:00	40	39	1	2.6%
07:00 - 08:00	65	60	5	8.3%
08:00 - 09:00	95	92	3	3.3%
09:00 - 10:00	92	89	3	3.4%
10:00 - 11:00	79	74	5	6.8%
11:00 - 12:00	92	88	4	4.5%
12:00 - 13:00	84	79	5	6.3%
13:00 - 14:00	95	93	2	2.2%
14:00 - 15:00	93	89	4	4.5%
15:00 - 16:00	111	105	6	5.7%
16:00 - 17:00	111	105	6	5.7%
17:00 - 18:00	120	112	8	7.1%
18:00 - 19:00	66	65	1	1.5%
19:00 - 20:00	87	82	5	6.1%
20:00 - 21:00	86	81	5	6.2%
21:00 - 22:00	54	52	2	3.8%
22:00 - 23:00	54	53	1	1.9%
23:00 - 24:00	48	48	0	0.0%
Total	1624	1556	68	4.4%
Average Answer Time:		0:05:6		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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## April 2020 Wireless 911 Center KPI Call Statistics

Key Performance Indicators:	Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned	Average Calls per WRLS TC
	<b>Ring-to-Pickup Time:</b>	00:00 - 01:00	376	342	34	9.9%
<b>Metric:</b> 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	295	268	27	10.1%	4
	02:00 - 03:00	231	203	28	13.8%	3
<b>Objective:</b> To answer all 911 calls within ten (10) seconds or less.	03:00 - 04:00	214	193	21	10.9%	3
	04:00 - 05:00	205	191	14	7.3%	3
<b>Average Number of Calls Per Agent Per Hour:</b>	05:00 - 06:00	238	209	29	13.9%	3
	06:00 - 07:00	321	284	37	13.0%	4
<b>Metric:</b> This measurement utilizes the Call Statistics per Hour – Average Count divided by 15 calls per each hourly employee.	07:00 - 08:00	445	379	66	17.4%	5
	08:00 - 09:00	554	499	55	11.0%	5
<b>Objective:</b> Each wireless telecommunicator should handle 15 calls or less per hour of each shift.	09:00 - 10:00	668	591	77	13.0%	6
	10:00 - 11:00	672	587	85	14.5%	6
<b>Call Abandonment Rate:</b>	11:00 - 12:00	870	767	103	13.4%	7
	12:00 - 13:00	972	838	134	16.0%	8
<b>Metric:</b> 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.	13:00 - 14:00	986	861	125	14.5%	8
	14:00 - 15:00	1,072	955	117	12.3%	9
<b>Objective:</b> To have an average abandonment rate of 6% or less.	15:00 - 16:00	1,045	911	134	14.7%	9
	16:00 - 17:00	1,131	965	166	17.2%	9
<b>Call Handling Time:</b>	17:00 - 18:00	1,134	978	156	16.0%	9
	18:00 - 19:00	894	799	95	11.9%	8
<b>Metric:</b> Average call handling time.	19:00 - 20:00	850	756	94	12.4%	7
	20:00 - 21:00	732	639	93	14.6%	6
<b>Objective:</b> To spend less than 2 minutes 25 seconds per call on average	21:00 - 22:00	679	591	88	14.9%	6
	22:00 - 23:00	522	461	61	13.2%	4
	23:00 - 24:00	496	446	50	11.2%	4
	Total	15,602	13,713	1,889	13.8%	
	Average Answer Time:		0:05:01		MM:SS.s	
	Average Call Duration:		02:34.1		MM:SS.s	