



The Commonwealth of Massachusetts
 STATE 911 DEPARTMENT
 NORTH SHORE REGIONAL 911 CENTER



May 2020 Radio, and CAD Statistics

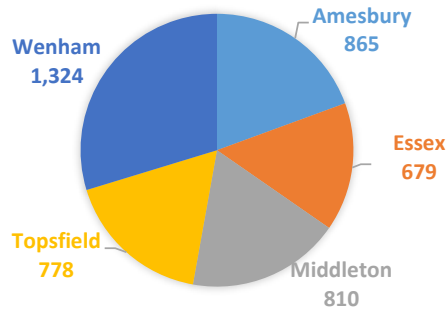
CAD INCIDENTS

Fire Incidents	Count
Amesbury	182
Essex	39
Middleton	118
Topsfield	96
Wenham	47
Total	482

Police Incidents	Count
Amesbury	683
Essex	640
Middleton	692
Topsfield	682
Wenham	1,277
Total	3,974

Incidents by Town	Count
Amesbury	865
Essex	679
Middleton	810
Topsfield	778
Wenham	1,324
Total	4,456

CAD INCIDENTS BY TOWN



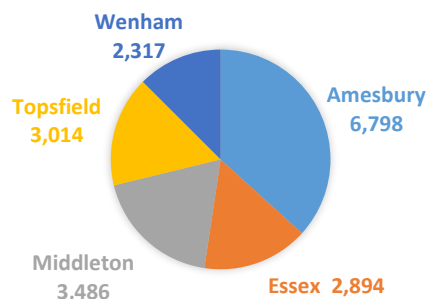
RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	2,632
Essex Fire	651
Middleton Fire	1,291
Topsfield Fire	1,205
Wenham Fire	562
Total	6,341

Police Radio Transmissions	Count
Amesbury Police	4,166
Essex Police	2,243
Middleton Police	2,195
Topsfield Police	1,809
Wenham Police	1,755
Total	12,168

Transmissions by Community	Count
Amesbury	6,798
Essex	2,894
Middleton	3,486
Topsfield	3,014
Wenham	2,317
Total	18,509

RADIO TRANSMISSIONS BY TOWN

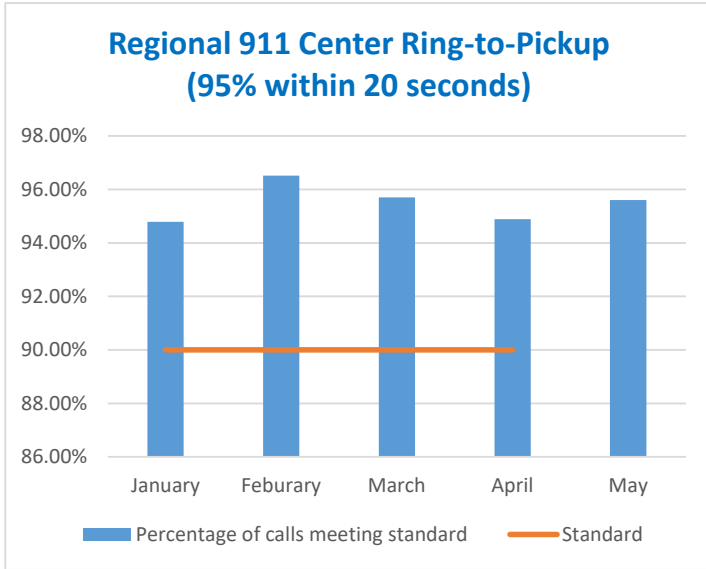




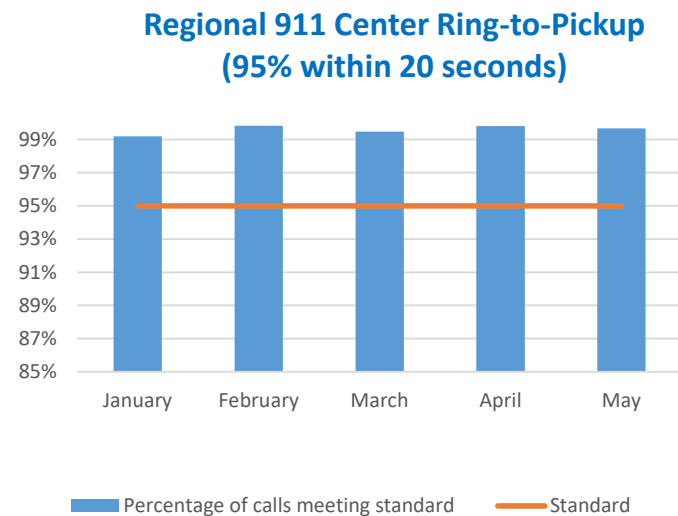
The Commonwealth of Massachusetts
 STATE 911 DEPARTMENT
 NORTH SHORE REGIONAL 911 CENTER



May 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	565	591	95.60%	90.00%
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	589	591	99.66%	95.00%
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.

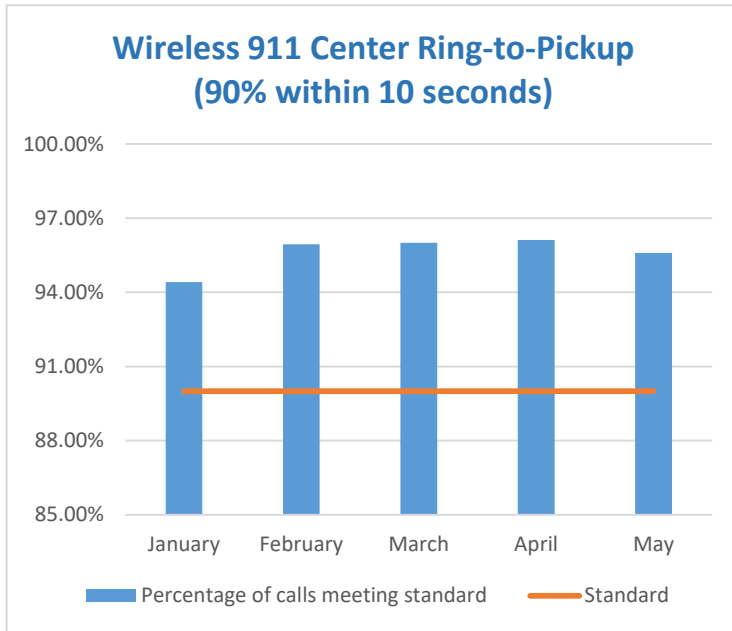
Objective: To answer all 911 calls within ten (10) seconds or less.



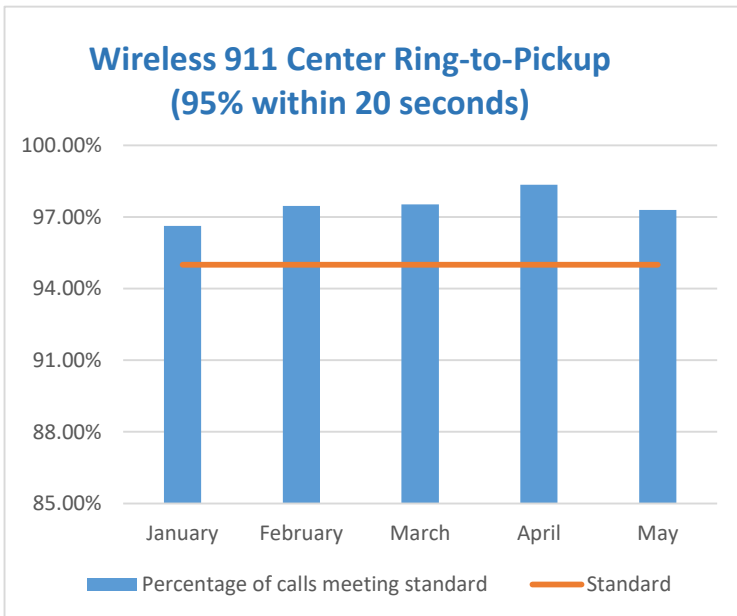
The Commonwealth of Massachusetts
 STATE 911 DEPARTMENT
 NORTH SHORE REGIONAL 911 CENTER



May 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	15,913	16,646	95.60%	90.00%
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	16,196	16,646	97.30%	95.00%
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.

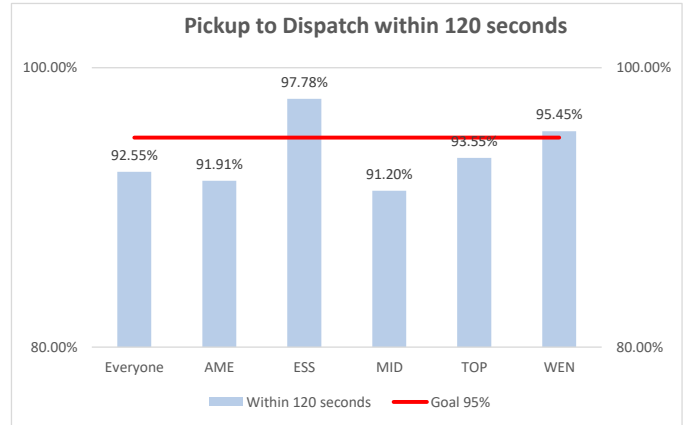
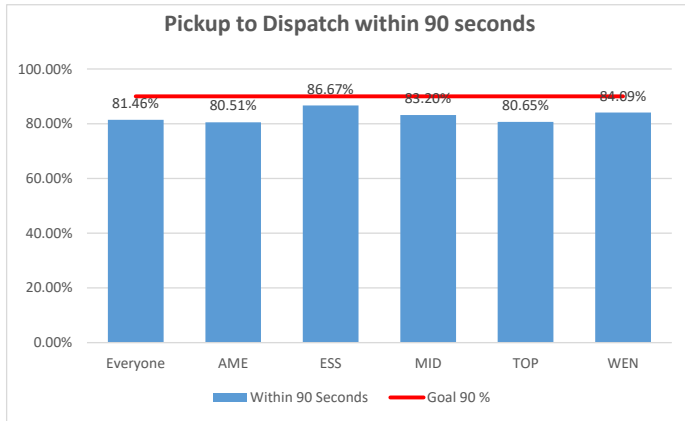


The Commonwealth of Massachusetts
STATE 911 DEPARTMENT
NORTH SHORE REGIONAL 911 CENTER



May 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	604	29.97%	81.46%	92.55%	112		14	5	74	28	69	90.00%	95.00%
AME	272	28.68%	80.51%	91.91%	53		7	2	76	27	71	90.00%	95.00%
ESS	45	31.11%	86.67%	97.78%	6		0	0	69	20	67	90.00%	95.00%
MID	125	32.80%	83.20%	91.20%	21		2	0	71	27	67	90.00%	95.00%
TOP	93	30.11%	80.65%	93.55%	18		4	2	74	31	67	90.00%	95.00%
WEN	44	31.82%	84.09%	95.45%	7		0	0	69	26	69	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
May	604	69	28	1	216
June					
July					
August					
September					
October					
November					
December					



The Commonwealth of Massachusetts
 STATE 911 DEPARTMENT
 NORTH SHORE REGIONAL 911 CENTER



May 2020 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
FIRE ALARM	102	64	25.11	1	189
M-FALL	69	69	14.77	35	131
DISTURBANCE	65	85	31.09	10	172
M-SICK/ OTHER	61	78	29.95	16	183
M-BREATHING DIFFICULTY	33	71	20.86	26	143
M-UNKNOWN MEDICAL PROBLEM	32	66	24.38	0	142
MVA NO PI	31	93	41.97	44	216
FIRE MUTUAL AID AMESBURY	19	82	40.58	12	197
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	18	82	42.84	0	194
DOMESTIC	17	66	17.81	49	121
FIRE OTHER	17	77	29.2	37	145
M-UNCONSCIOUS/UNRESPONSIVE/FAI	17	69	18.92	40	110
M-CHEST PAIN/ CARDIAC PROBLEM	16	74	18.37	42	102
M-MVA WITH INJURY	14	79	33.69	45	171
M-BLEEDING (NON-TRAUMATIC)	9	73	18.16	53	111
M-OVERDOSE	9	68	12.5	54	92
M-TRAUMA WITH INJURY	9	78	21.86	58	132
FIRE BRUSH	8	66	13.11	42	81
FIRE STRUCTURE	8	67	8.24	56	81
M-SEIZURE	7	59	12.06	43	77
M-STROKE/ CVA	6	63	7.83	53	72
FIRE MUTUAL AID MIDDLETON	5	77	38.23	33	137
M-ALTERED MENTAL STATUS	5	80	26.11	56	123
M-EXTREMITY INJURY	5	93	32.65	58	136
M-ALLERGIC REACTION	4	59	9.98	49	73
M-ABDOMINAL PAIN	3	76	22.11	59	101
M-CHOKING	3	67	6.51	61	74
ASSAULT & BATTERY	2	74	72.12	23	125
FIRE MUTUAL AID WENHAM	2	64	0.71	64	65
M-BACK PAIN	2	72	30.41	51	94
M-DIABETIC	2	70	21.21	55	85
M-HEAD INJURY	2	63	16.26	52	75
MISSING PERSON	2	122	97.58	53	191
BOMB THREAT/ ATTEMPT	1	146		146	146
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
SEX OFFENSE/ RAPE	1	70		70	70



The Commonwealth of Massachusetts
 STATE 911 DEPARTMENT
 NORTH SHORE REGIONAL 911 CENTER



May 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	182	0.00%
AMESBURY PD						0	683	0.00%
ESSEX FD						0	39	0.00%
ESSEX PD						0	640	0.00%
MIDDLETON FD						0	118	0.00%
MIDDLETON PD						0	692	0.00%
TOPSFIELD FD	1					1	96	1.04%
TOPSFIELD PD	1					1	682	0.15%
WENHAM FD						0	47	0.00%
WENHAM PD	1					1	1,277	0.08%
OTHER								
Total	3	0	0	0	0	3	4,456	1.27%

*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.



May 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	614
Answered 9-1-1 Calls	591
Answered 9-1-1 Calls within 10 seconds	565
Answered 9-1-1 Calls within 20 seconds	589
Answered 9-1-1 Text Calls	3
Abandoned 9-1-1 Calls	23
7-Digit Emergency Calls	1,237
Answered 7-Digit Emergency Calls	1,212
Abandoned 7-Digit Emergency Calls	25
Outbound Calls	1,990
Total Calls Received	381
Total % 911 Calls Reviewed	64.47%

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	75.65%	99.11%	170
Regional Call Taking QA	63.69%	97.24%	97
Regional EMD QA	75.64%	96.62%	111
Text-to-911 QA	75.95%	86.08%	3
Regional 911 Center Total QAs	72.73%	94.76%	381

Wireless 911 Center

9-1-1 Calls answered and abandoned	18,671
Answered 9-1-1 Calls	16,646
Answered 9-1-1 Calls within 10 seconds	15,913
Answered 9-1-1 Calls within 20 seconds	16,196
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	2,025
7-Digit Emergency Calls	437
Answered 7-Digit Emergency Calls	325
Abandoned 7-Digit Emergency Calls	112
Outbound Calls	6,072
Total Calls Received	599
Total % 911 Calls Reviewed	3.60%

Call Type Reviewed	LOW	AVERAGE	COUNT
Wireless 911 Center Total QAs	62.84%	99.45%	599

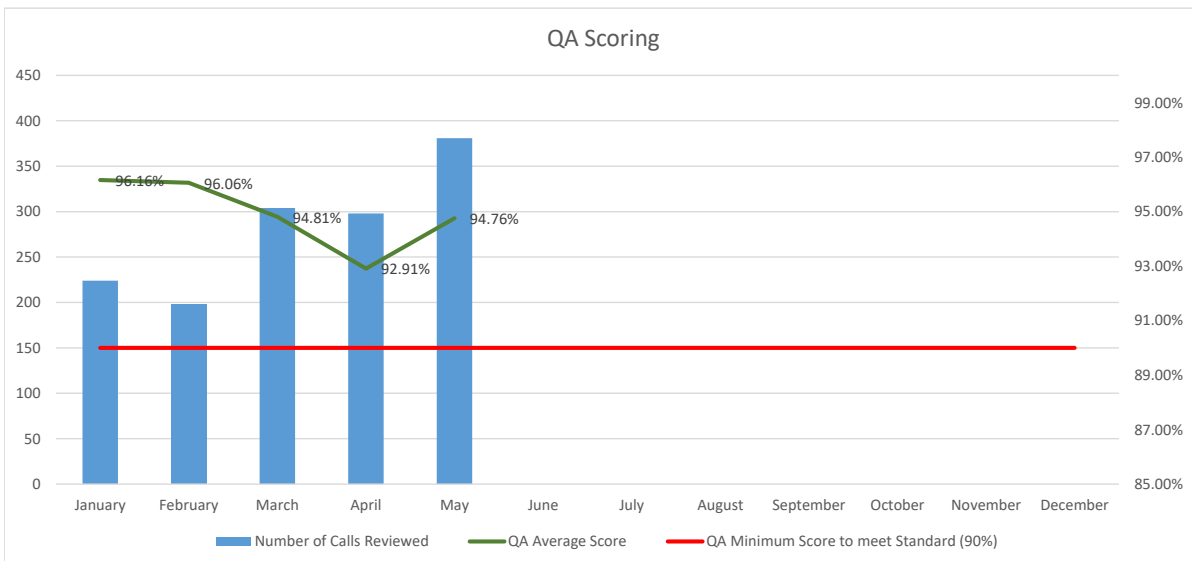
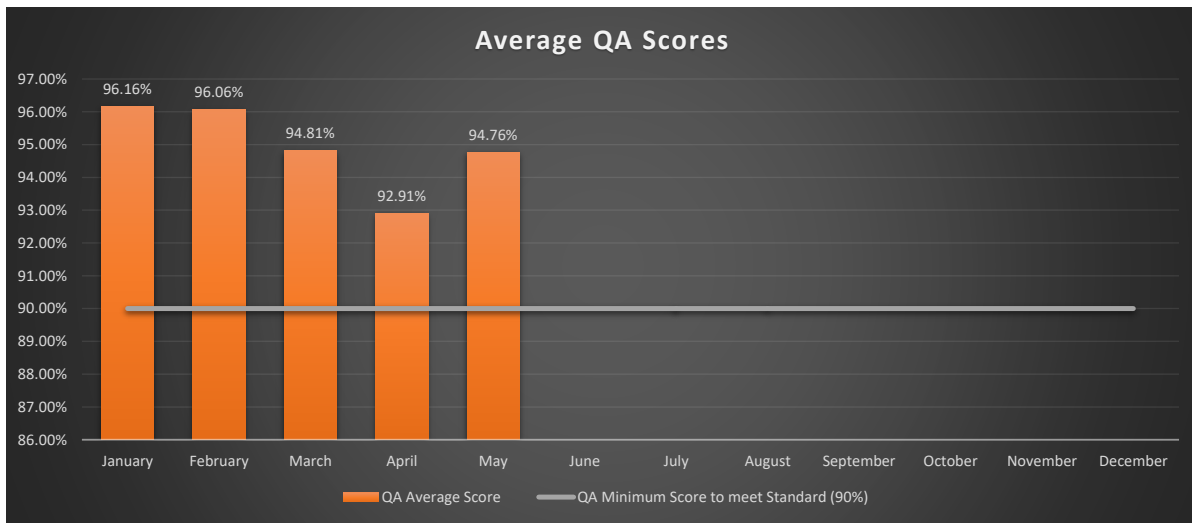


The Commonwealth of Massachusetts
 STATE 911 DEPARTMENT
 NORTH SHORE REGIONAL 911 CENTER



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	381	94.76%	90.00%
June			90.00%
July			90.00%
August			90.00%
September			90.00%
October			90.00%
November			90.00%
December			90.00%





The Commonwealth of Massachusetts
 STATE 911 DEPARTMENT
 NORTH SHORE REGIONAL 911 CENTER



May 2020 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned
00:00 - 01:00	38	37	1	2.7%
01:00 - 02:00	20	20	0	0.0%
02:00 - 03:00	31	30	1	3.3%
03:00 - 04:00	16	16	0	0.0%
04:00 - 05:00	14	14	0	0.0%
05:00 - 06:00	30	29	1	3.4%
06:00 - 07:00	37	37	0	0.0%
07:00 - 08:00	81	78	3	3.8%
08:00 - 09:00	106	104	2	1.9%
09:00 - 10:00	107	105	2	1.9%
10:00 - 11:00	105	102	3	2.9%
11:00 - 12:00	135	130	5	3.8%
12:00 - 13:00	118	112	6	5.4%
13:00 - 14:00	111	108	3	2.8%
14:00 - 15:00	128	127	1	0.8%
15:00 - 16:00	137	130	7	5.4%
16:00 - 17:00	123	117	6	5.1%
17:00 - 18:00	94	93	1	1.1%
18:00 - 19:00	106	105	1	1.0%
19:00 - 20:00	93	89	4	4.5%
20:00 - 21:00	87	86	1	1.2%
21:00 - 22:00	84	83	1	1.2%
22:00 - 23:00	52	52	0	0.0%
23:00 - 24:00	64	63	1	1.6%
Total	1,917	1867	50	2.7%
Average Answer Time:		0:04:7	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.



The Commonwealth of Massachusetts
 STATE 911 DEPARTMENT
 NORTH SHORE REGIONAL 911 CENTER



May 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	440	403	37	9.2%	5
	01:00 - 02:00	364	335	29	8.7%	4
	02:00 - 03:00	268	242	26	10.7%	3
	03:00 - 04:00	223	211	12	5.7%	3
	04:00 - 05:00	224	200	24	12.0%	3
	05:00 - 06:00	268	239	29	12.1%	3
	06:00 - 07:00	370	330	40	12.1%	4
	07:00 - 08:00	521	466	55	11.8%	6
	08:00 - 09:00	565	496	69	13.9%	5
	09:00 - 10:00	799	714	85	11.9%	7
	10:00 - 11:00	957	849	108	12.7%	8
	11:00 - 12:00	1,114	1,004	110	11.0%	9
	12:00 - 13:00	1,292	1,147	145	12.6%	11
	13:00 - 14:00	1,373	1,207	166	13.8%	11
	14:00 - 15:00	1,401	1,213	188	15.5%	11
	15:00 - 16:00	1,339	1,190	149	12.5%	11
	16:00 - 17:00	1,370	1,191	179	15.0%	11
	17:00 - 18:00	1,290	1,147	143	12.5%	11
	18:00 - 19:00	1,123	995	128	12.9%	9
	19:00 - 20:00	1,013	894	119	13.3%	8
	20:00 - 21:00	1,076	935	141	15.1%	9
	21:00 - 22:00	927	837	90	10.8%	8
	22:00 - 23:00	760	689	71	10.3%	6
	23:00 - 24:00	595	532	63	11.8%	5
	Total	19,672	17,466	2,206	12.6%	
	Average Answer Time:		0:05:00			MM:SS.s
	Average Call Duration:		02:15.6			MM:SS.s