



The Commonwealth of Massachusetts

**STATE 911 DEPARTMENT
NORTH SHORE REGIONAL 911 CENTER**



June 2020 Radio, and CAD Statistics

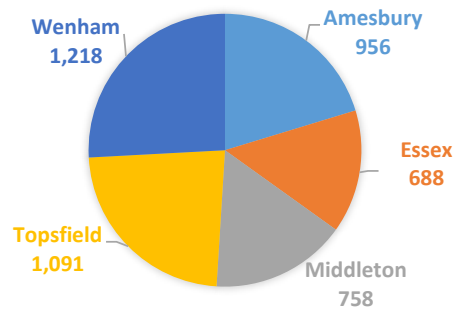
CAD INCIDENTS

Fire Incidents	Count
Amesbury	251
Essex	31
Middleton	125
Topsfield	98
Wenham	33
Total	538

Police Incidents	Count
Amesbury	705
Essex	657
Middleton	633
Topsfield	993
Wenham	1,185
Total	4,173

Incidents by Town	Count
Amesbury	956
Essex	688
Middleton	758
Topsfield	1,091
Wenham	1,218
Total	4,711

CAD INCIDENTS BY TOWN



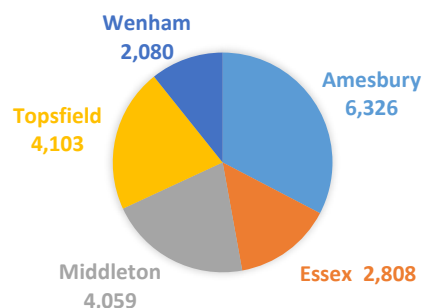
RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	2,352
Essex Fire	523
Middleton Fire	1,701
Topsfield Fire	1,261
Wenham Fire	355
Total	6,192

Police Radio Transmissions	Count
Amesbury Police	3,974
Essex Police	2,285
Middleton Police	2,358
Topsfield Police	2,842
Wenham Police	1,725
Total	13,184

Transmissions by Community	Count
Amesbury	6,326
Essex	2,808
Middleton	4,059
Topsfield	4,103
Wenham	2,080
Total	19,376

RADIO TRANSMISSIONS BY TOWN

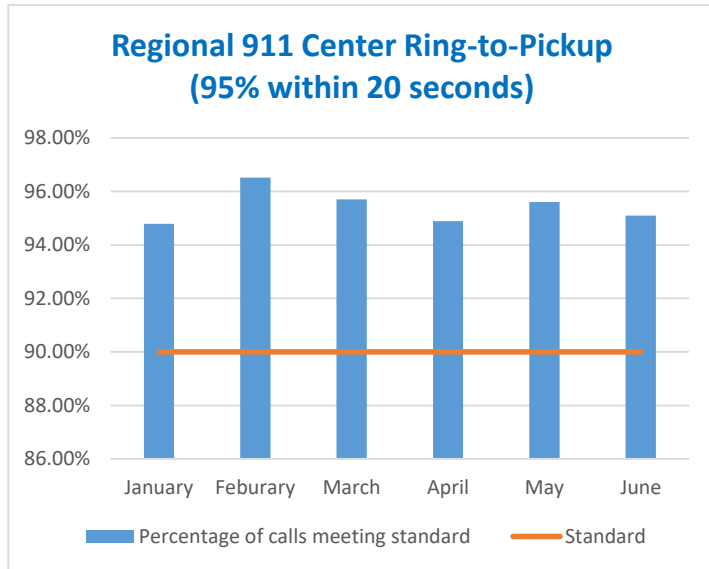




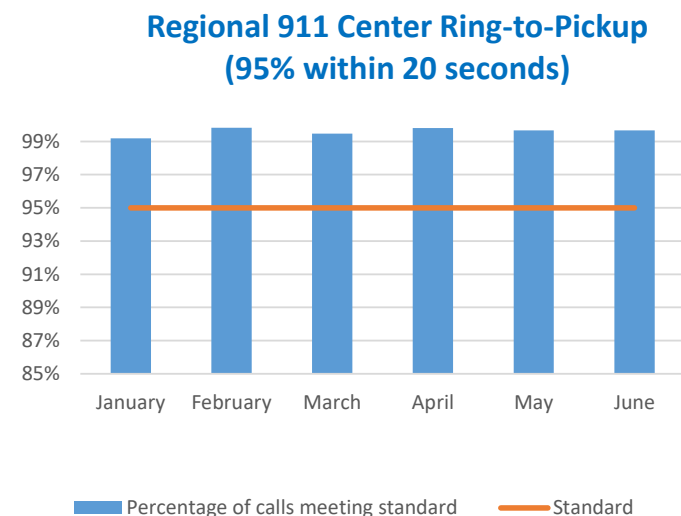
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June 2020 Regional 911 Center Ring to Pick Up Time



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	582	612	95.10%	90.00%
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	610	612	99.67%	95.00%
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.

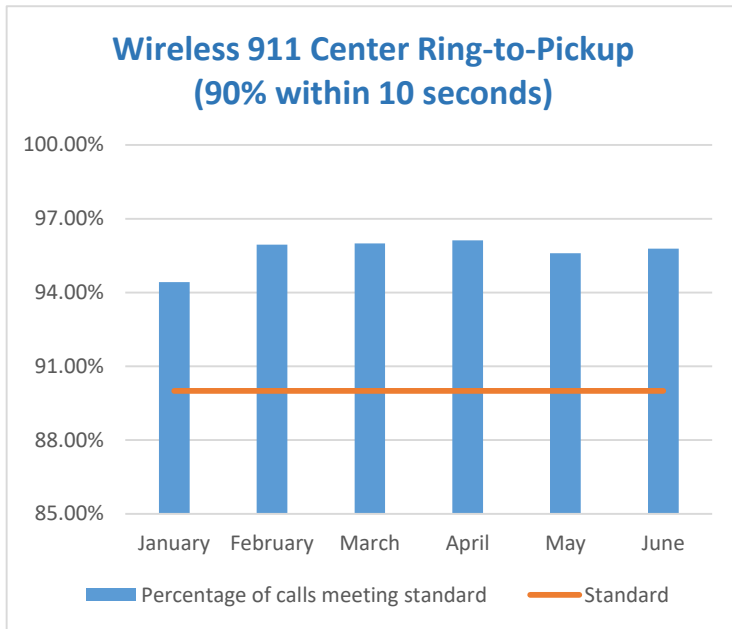
Objective: To answer all 911 calls within ten (10) seconds or less.



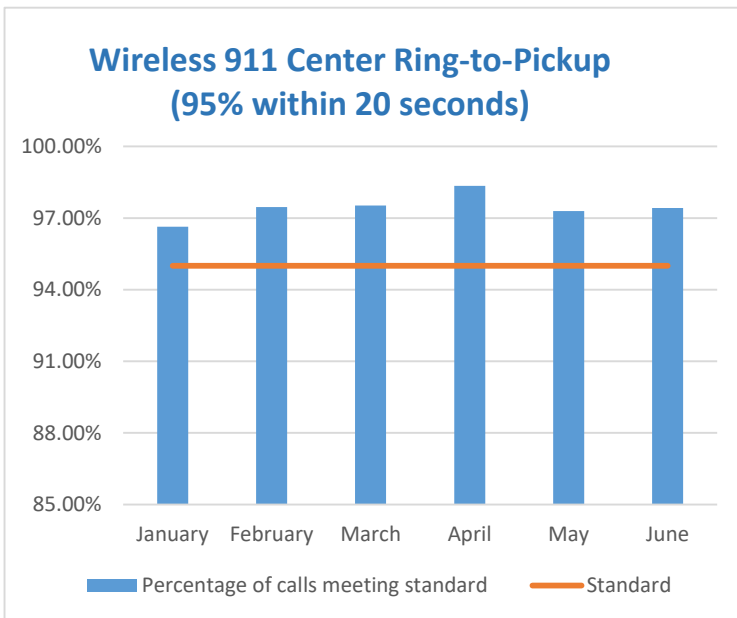
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June 2020 Wireless 911 Center Ring to Pick Up Time



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	17,058	17,810	95.78%	90.00%
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	17,351	17,810	97.42%	95.00%
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.

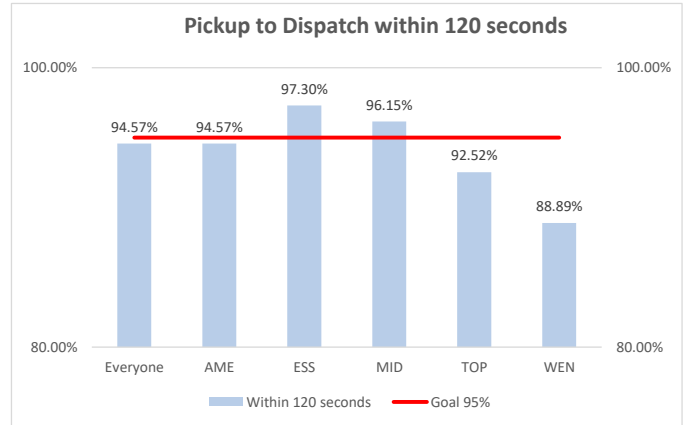
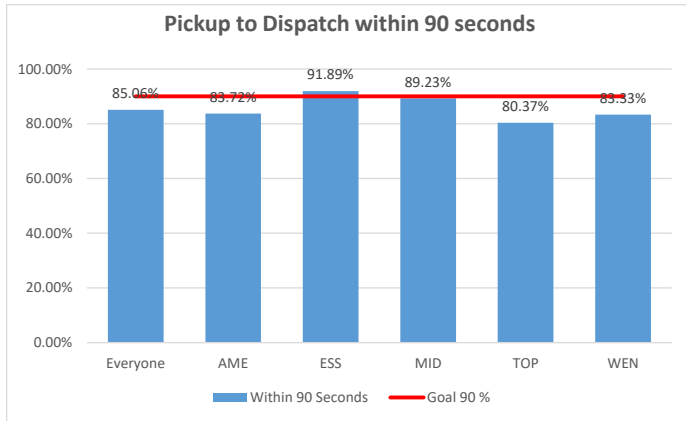


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June 2020 Pick Up to Dispatch Times

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	589	35.82%	85.06%	94.57%	88		7	1	70	25	66	90.00%	95.00%
AME	258	32.17%	83.72%	94.57%	42		2	1	71	25	68	90.00%	95.00%
ESS	37	32.43%	91.89%	97.30%	3		0	0	65	23	68	90.00%	95.00%
MID	130	43.85%	89.23%	96.15%	14		1	0	66	21	62	90.00%	95.00%
TOP	107	34.58%	80.37%	92.52%	21		2	0	73	27	68	90.00%	95.00%
WEN	36	36.11%	83.33%	88.89%	6		2	0	73	32	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	589	66	25	0	191
July					
August					
September					
October					
November					
December					



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June 2020 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
FIRE ALARM	122	59	18.33	25	137
M-FALL	66	69	17.25	34	120
DISTURBANCE	57	77	30.1	8	179
M-SICK/ OTHER	56	77	21.95	45	144
MVA NO PI	42	82	29.26	43	167
FIRE OTHER	26	78	28.8	29	149
DOMESTIC	23	66	23.65	36	141
M-UNCONSCIOUS/UNRESPONSIVE/FAI	21	73	16.53	23	103
M-BREATHING DIFFICULTY	20	67	17.92	42	107
M-CHEST PAIN/ CARDIAC PROBLEM	20	71	20.3	45	131
M-UNKNOWN MEDICAL PROBLEM	17	72	35.45	23	156
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	16	70	36.03	26	168
M-SEIZURE	13	69	21.42	47	131
FIRE MUTUAL AID MIDDLETON	11	68	20.85	54	127
FIRE BRUSH	9	91	51.57	32	191
M-BLEEDING (NON-TRAUMATIC)	8	59	15.4	37	85
M-MVA WITH INJURY	8	65	29.49	23	127
M-OVERDOSE	7	67	15.46	49	93
M-STROKE/ CVA	7	58	15	29	75
FIRE MUTUAL AID AMESBURY	6	62	38.22	1	115
FIRE VEHICLE	5	51	16.45	33	71
FIRE STRUCTURE	4	60	7.5	53	70
M-BACK PAIN	4	71	5.07	67	78
M-EXTREMITY INJURY	4	75	25.04	51	102
M-ALTERED MENTAL STATUS	3	85	23.09	72	112
M-DIABETIC	3	61	11.24	49	71
FIRE MUTUAL AID ESSEX	2	69	12.73	60	78
M-CHOKING	2	49	10.61	42	57
M-HEADACHE	2	73	0	73	73
M-TRAUMA WITH INJURY	2	68	58.69	27	110
ASSAULT & BATTERY	1	38		38	38
M-ALLERGIC REACTION	1	89		89	89
MISSING PERSON	1	46		46	46



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June 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	251	0.00%
AMESBURY PD						0	705	0.00%
ESSEX FD						0	31	0.00%
ESSEX PD						0	657	0.00%
MIDDLETON FD						0	125	0.00%
MIDDLETON PD						0	633	0.00%
TOPSFIELD FD	1	1				2	98	2.04%
TOPSFIELD PD						0	993	0.00%
WENHAM FD						0	33	0.00%
WENHAM PD						0	1,185	0.00%
OTHER								
Total	1	1	0	0	0	2	4,711	2.04%

**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.



June 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	640
Answered 9-1-1 Calls	612
Answered 9-1-1 Calls within 10 seconds	582
Answered 9-1-1 Calls within 20 seconds	610
Answered 9-1-1 Text Calls	2
Abandoned 9-1-1 Calls	28
7-Digit Emergency Calls	1,420
Answered 7-Digit Emergency Calls	1,375
Abandoned 7-Digit Emergency Calls	45
Outbound Calls	1,912
Total Calls Received	272
Total % 911 Calls Reviewed	44.44%

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	77.86%	99.06%	124
Regional Call Taking QA	84.52%	98.16%	58
Regional EMD QA	67.95%	94.83%	88
Text-to-911 QA	74.68%	79.75%	2
Regional 911 Center Total QAs	76.25%	92.95%	272

Wireless 911 Center

9-1-1 Calls answered and abandoned	19,868
Answered 9-1-1 Calls	17,810
Answered 9-1-1 Calls within 10 seconds	17,058
Answered 9-1-1 Calls within 20 seconds	17,351
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	2,058
7-Digit Emergency Calls	521
Answered 7-Digit Emergency Calls	413
Abandoned 7-Digit Emergency Calls	108
Outbound Calls	5,942
Total Calls Received	545
Total % 911 Calls Reviewed	3.06%

Call Type Reviewed	LOW	AVERAGE	COUNT
Wireless 911 Center Total QAs	69.59%	99.59%	545

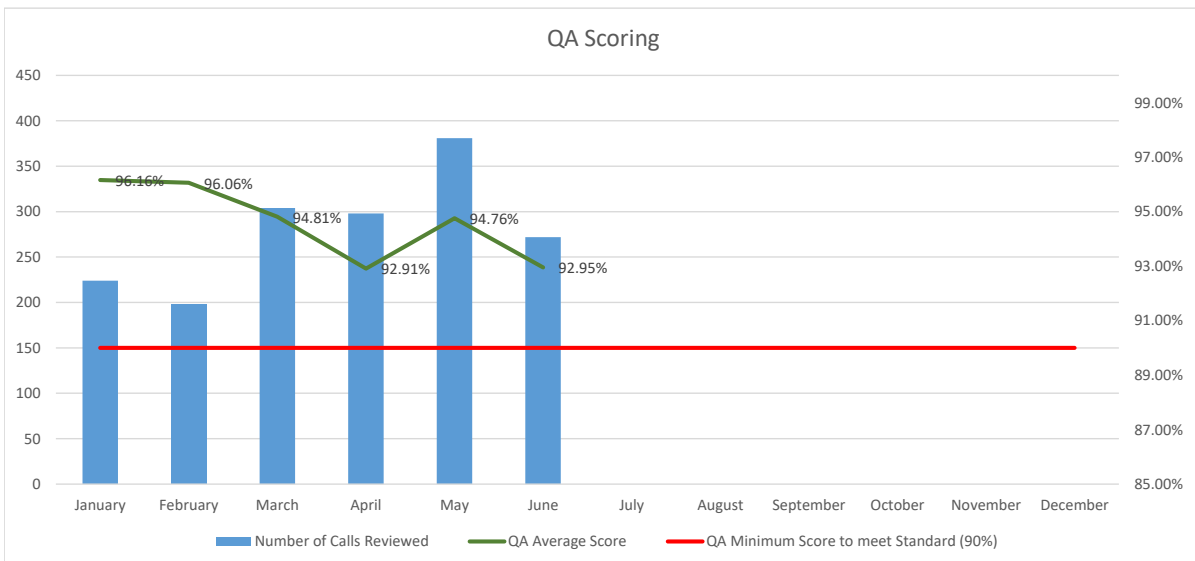
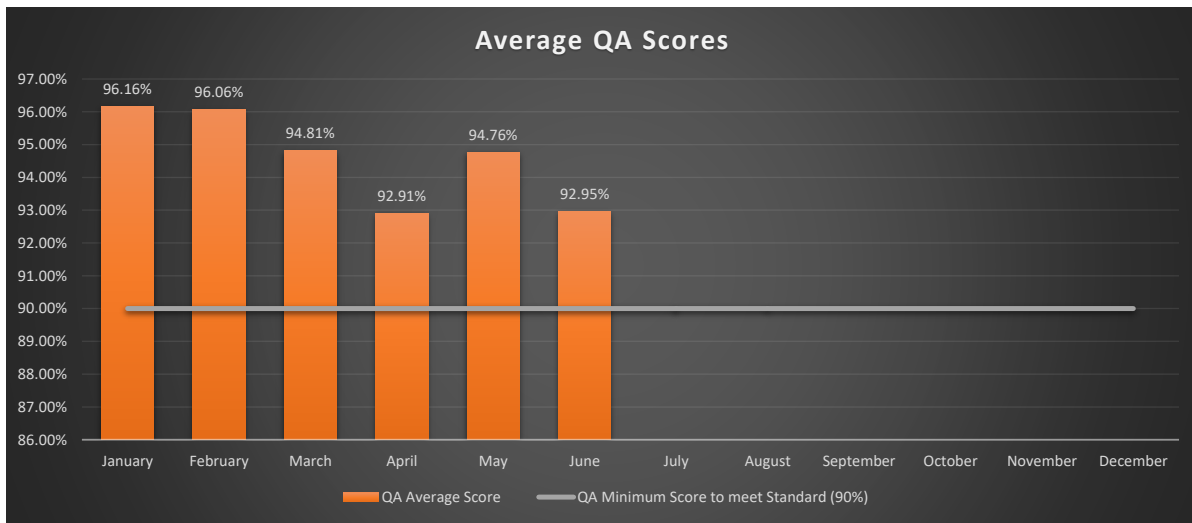


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2020 Calendar Year QA Scores

	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	381	94.76%	90.00%
June	272	92.95%	90.00%
July			90.00%
August			90.00%
September			90.00%
October			90.00%
November			90.00%
December			90.00%





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June 2020 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned
00:00 - 01:00	35	35	0	0.0%
01:00 - 02:00	37	36	1	2.8%
02:00 - 03:00	28	28	0	0.0%
03:00 - 04:00	19	19	0	0.0%
04:00 - 05:00	27	25	2	8.0%
05:00 - 06:00	35	34	1	2.9%
06:00 - 07:00	33	32	1	3.1%
07:00 - 08:00	90	88	2	2.3%
08:00 - 09:00	112	111	1	0.9%
09:00 - 10:00	124	116	8	6.9%
10:00 - 11:00	113	106	7	6.6%
11:00 - 12:00	133	123	10	8.1%
12:00 - 13:00	130	127	3	2.4%
13:00 - 14:00	129	125	4	3.2%
14:00 - 15:00	136	130	6	4.6%
15:00 - 16:00	157	149	8	5.4%
16:00 - 17:00	143	138	5	3.6%
17:00 - 18:00	137	134	3	2.2%
18:00 - 19:00	137	134	3	2.2%
19:00 - 20:00	98	95	3	3.2%
20:00 - 21:00	89	85	4	4.7%
21:00 - 22:00	70	67	3	4.5%
22:00 - 23:00	58	58	0	0.0%
23:00 - 24:00	55	55	0	0.0%
Total	2,125	2,050	75	3.7%
Average Answer Time:		0:04:8	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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June 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	465	424	41	9.7%	6
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	394	365	29	7.9%	5
Objective: To answer all 911 calls within ten (10) seconds or less.	02:00 - 03:00	267	245	22	9.0%	3
Average Number of Calls Per Agent Per Hour:	03:00 - 04:00	227	209	18	8.6%	3
Metric: This measurement utilizes the Call Statistics per Hour – Average Count divided by 15 calls per each hourly employee.	04:00 - 05:00	201	181	20	11.0%	2
Objective: Each wireless telecommunicator should handle 15 calls or less per hour of each shift.	05:00 - 06:00	294	267	27	10.1%	4
Call Abandonment Rate:	06:00 - 07:00	380	348	32	9.2%	5
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	544	498	46	9.2%	7
Objective: To have an average abandonment rate of 6% or less.	08:00 - 09:00	729	664	65	9.8%	6
Call Handling Time:	09:00 - 10:00	934	853	81	9.5%	8
Metric: Average call handling time.	10:00 - 11:00	1,070	954	116	12.2%	9
Objective: To spend less than 2 minutes 25 seconds per call on average	11:00 - 12:00	1,273	1,109	164	14.8%	11
	12:00 - 13:00	1,311	1,157	154	13.3%	11
	13:00 - 14:00	1,321	1,161	160	13.8%	11
	14:00 - 15:00	1,372	1,192	180	15.1%	11
	15:00 - 16:00	1,420	1,232	188	15.3%	12
	16:00 - 17:00	1,412	1,258	154	12.2%	12
	17:00 - 18:00	1,342	1,193	149	12.5%	11
	18:00 - 19:00	1,282	1,137	145	12.8%	11
	19:00 - 20:00	1,188	1,052	136	12.9%	10
	20:00 - 21:00	1,061	959	102	10.6%	9
	21:00 - 22:00	1,085	986	99	10.0%	9
	22:00 - 23:00	796	739	57	7.7%	7
	23:00 - 24:00	622	568	54	9.5%	5
	Total	20,990	18,751	2,239	11.9%	
	Average Answer Time:		0:05:00			MM:SS.s
	Average Call Duration:		02:12.0			MM:SS.s