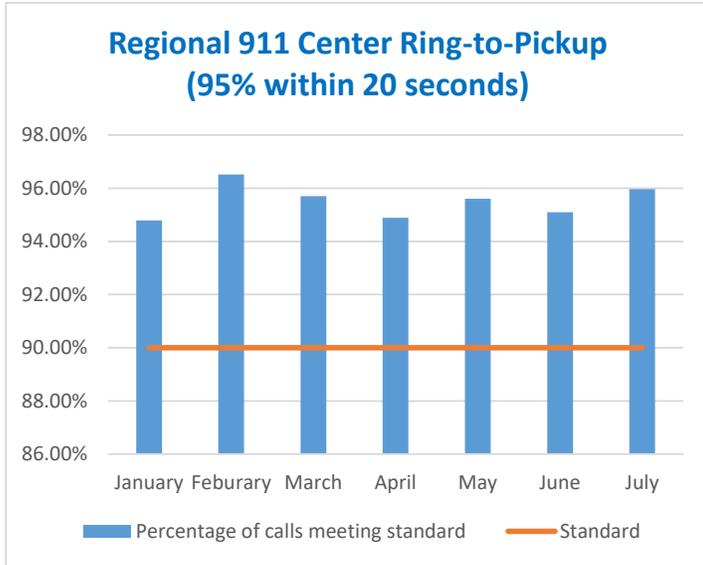




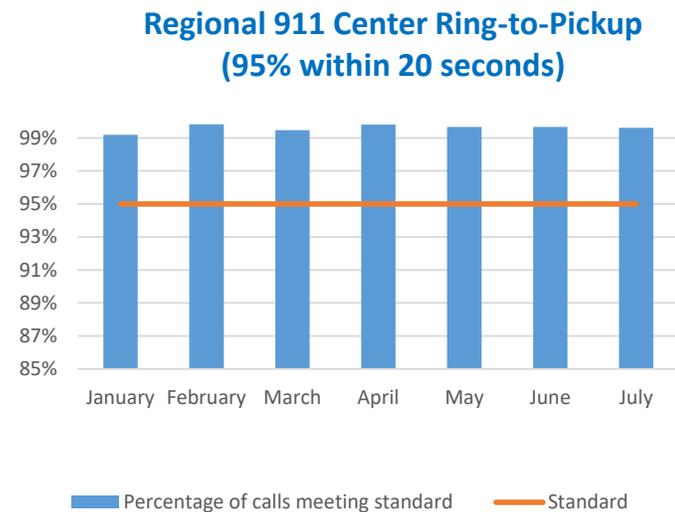
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July 2020 Regional 911 Center Ring to Pick Up Time



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	761	793	95.96%	90.00%
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	790	793	99.62%	95.00%
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.

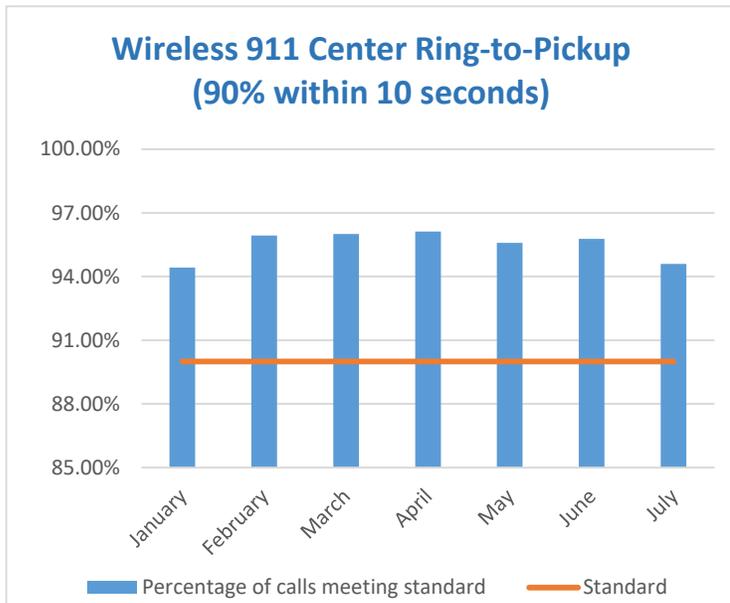
Objective: To answer all 911 calls within ten (10) seconds or less.



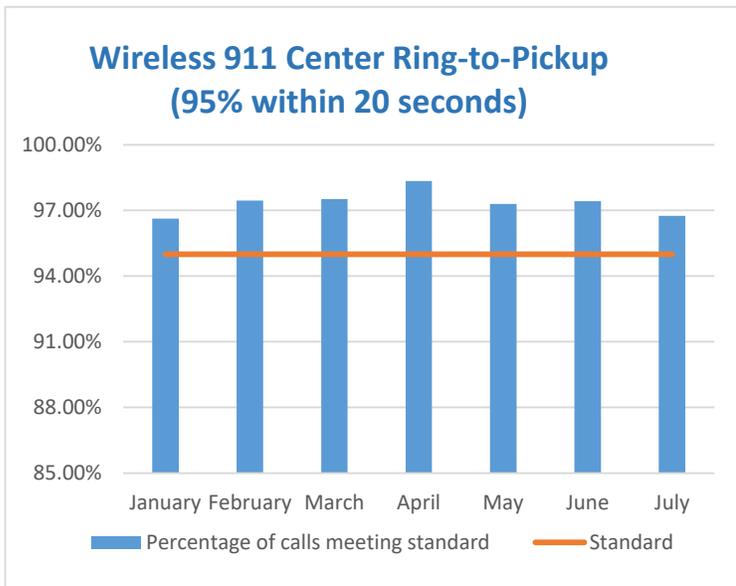
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June 2020 Wireless 911 Center Ring to Pick Up Time



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	17,370	18,363	94.59%	90.00%
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	17,767	18,363	96.75%	95.00%
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.

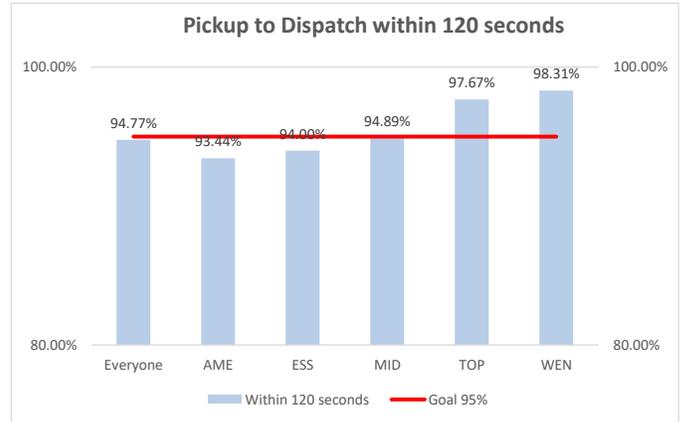
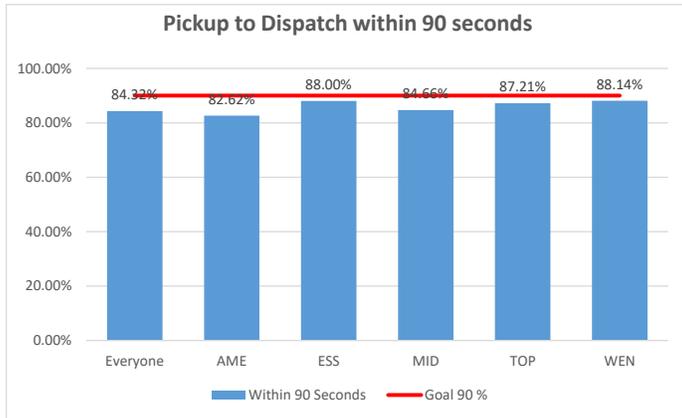


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July 2020 Pick Up to Dispatch Times

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	708	38.84%	84.32%	94.77%	111	15	3	69	28	64	90.00%	95.00%	
AME	305	34.10%	82.62%	93.44%	53	7	2	72	30	68	90.00%	95.00%	
ESS	50	34.00%	88.00%	94.00%	6	1	0	70	24	64	90.00%	95.00%	
MID	176	44.89%	84.66%	94.89%	27	4	0	67	27	61	90.00%	95.00%	
TOP	86	38.37%	87.21%	97.67%	11	2	1	68	26	64	90.00%	95.00%	
WEN	59	54.24%	88.14%	98.31%	7	0	0	59	24	58	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	708	69	28	0	313
August					
September					
October					
November					
December					



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July 2020 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
FIRE ALARM	134	59	29.91	0	313
M-FALL	78	68	25.04	14	174
M-SICK/ OTHER	74	74	27.82	17	155
DISTURBANCE	50	70	26.67	3	165
MV COMPLAINT/ERRATIC OP	42	81	33.77	42	174
MVA NO PI	42	77	25.76	16	144
FIRE OTHER	28	63	22.09	31	155
M-UNCONSCIOUS/UNRESPONSIVE/FAI	26	69	29.19	37	175
FIRE MUTUAL AID AMESBURY	22	83	37.65	0	157
M-UNKNOWN MEDICAL PROBLEM	22	68	31.02	22	167
M-BREATHING DIFFICULTY	21	66	14.01	44	108
DOMESTIC	20	71	29.72	41	179
M-CHEST PAIN/ CARDIAC PROBLEM	18	70	18.92	47	100
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	18	90	49.23	31	220
M-MVA WITH INJURY	18	62	18.84	31	106
M-SEIZURE	12	63	18.39	40	114
M-OVERDOSE	9	73	18.97	59	111
FIRE MUTUAL AID MIDDLETON	8	67	18.65	48	103
M-BLEEDING (NON-TRAUMATIC)	7	72	17.13	53	95
M-STROKE/ CVA	7	69	18.71	46	96
M-ABDOMINAL PAIN	6	78	19.92	57	108
M-ALLERGIC REACTION	5	66	14.38	47	78
FIRE BRUSH	4	64	5.85	58	71
FIRE STRUCTURE	4	51	30.54	6	71
M-EXTREMITY INJURY	4	83	44.32	31	133
BREAKING & ENTERING	3	67	19.08	55	89
M-ALTERED MENTAL STATUS	3	80	4.16	76	84
M-CHOKING	3	48	21.13	26	68
M-TRAUMA WITH INJURY	3	50	8.02	43	59
ASSAULT & BATTERY	2	55	8.49	49	61
FIRE MUTUAL AID ESSEX	2	49	14.14	39	59
M-ANIMAL BITE	2	46	21.92	31	62
M-BACK PAIN	2	73	26.16	55	92
M-HEADACHE	2	87	2.12	86	89
FIRE HAZMAT	1	88		88	88
FIRE VEHICLE	1	91		91	91
M-DIABETIC	1	83		83	83
M-DROWNING/WATER RELATED	1	62		62	62
M-HEAD INJURY	1	73		73	73
M-HEAT/ COLD EMERGENCY	1	76		76	76
M-SEX OFFENSE/ RAPE	1	109		109	109



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July 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	439	0.00%
AMESBURY PD						0	1,334	0.00%
ESSEX FD	1					1	50	2.00%
ESSEX PD						0	992	0.00%
MIDDLETON FD						0	214	0.00%
MIDDLETON PD						0	1,008	0.00%
TOPSFIELD FD	1	1				2	143	1.40%
TOPSFIELD PD						0	1,636	0.00%
WENHAM FD						0	91	0.00%
WENHAM PD						0	1,877	0.00%
OTHER								
Total	2	1	0	0	0	3	7,784	3.40%

**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.



July 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	827
Answered 9-1-1 Calls	793
Answered 9-1-1 Calls within 10 seconds	761
Answered 9-1-1 Calls within 20 seconds	790
Answered 9-1-1 Text Calls	1
Abandoned 9-1-1 Calls	34
7-Digit Emergency Calls	1,620
Answered 7-Digit Emergency Calls	1,581
Abandoned 7-Digit Emergency Calls	39
Outbound Calls	2,254
Total Calls Received	125
Total % 911 Calls Reviewed	15.76%

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	84.50%	98.88%	37
Regional Call Taking QA	76.19%	96.61%	30
Regional EMD QA	69.23%	95.46%	57
Text-to-911 QA	n/a	84.81%	1
Regional 911 Center Total QAs	76.64%	93.94%	125

Wireless 911 Center

9-1-1 Calls answered and abandoned	20,480
Answered 9-1-1 Calls	18,363
Answered 9-1-1 Calls within 10 seconds	17,370
Answered 9-1-1 Calls within 20 seconds	17,767
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	2,117
7-Digit Emergency Calls	576
Answered 7-Digit Emergency Calls	465
Abandoned 7-Digit Emergency Calls	111
Outbound Calls	6,732
Total Calls Received	723
Total % 911 Calls Reviewed	3.94%

Call Type Reviewed	LOW	AVERAGE	COUNT
Wireless 911 Center Total QAs	60.81%	99.69%	723

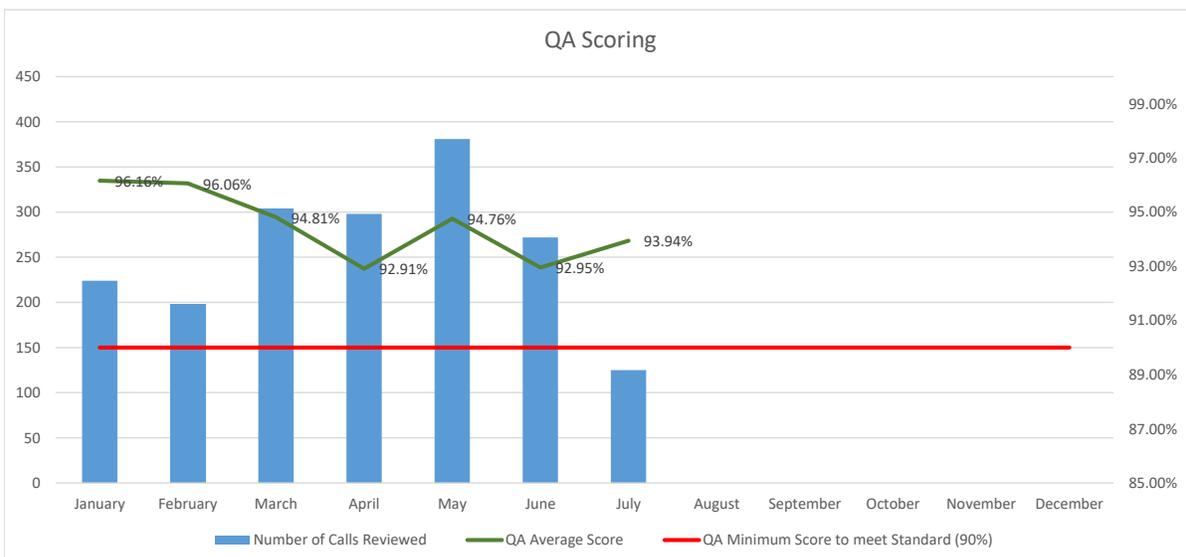
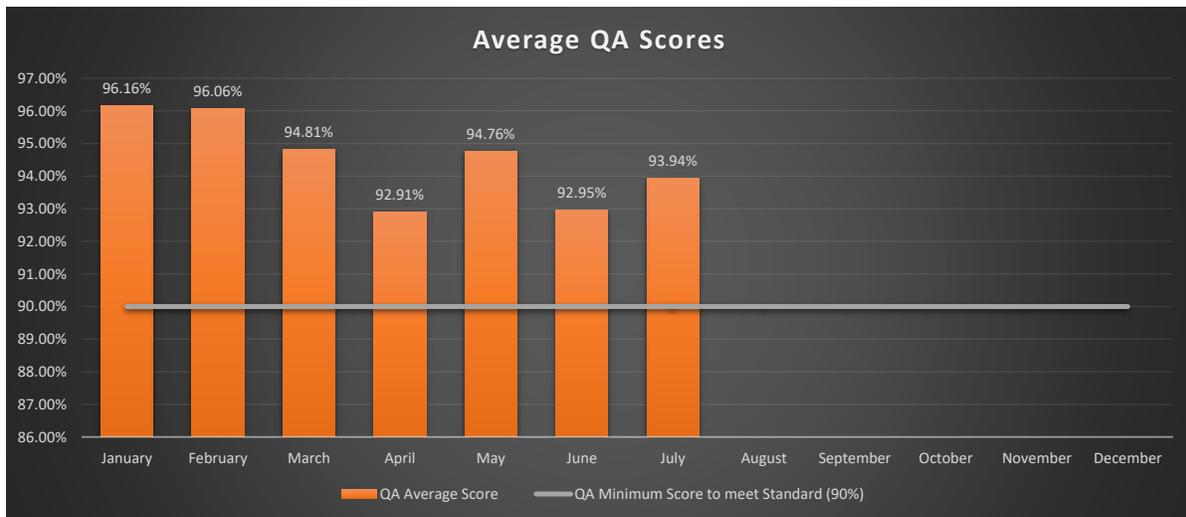


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2020 Calendar Year QA Scores

	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	125	93.94%	90.00%
August			90.00%
September			90.00%
October			90.00%
November			90.00%
December			90.00%





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July 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:		0:04:9	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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July 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	555	515	40	7.8%	7
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	358	36	10.1%	5
Objective: To answer all 911 calls within ten (10) seconds or less.	02:00 - 03:00	351	327	24	7.3%	4
Average Number of Calls Per Agent Per Hour:	03:00 - 04:00	246	230	16	7.0%	3
Metric: This measurement utilizes the Call Statistics per Hour – Average Count divided by 15 calls per each hourly employee.	04:00 - 05:00	248	221	27	12.2%	3
Objective: Each wireless telecommunicator should handle 15 calls or less per hour of each shift.	05:00 - 06:00	267	250	17	6.8%	3
Call Abandonment Rate:	06:00 - 07:00	377	340	37	10.9%	4
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	515	464	51	11.0%	6
Objective: To have an average abandonment rate of 6% or less.	08:00 - 09:00	714	626	88	14.1%	6
Call Handling Time:	09:00 - 10:00	846	771	75	9.7%	7
Metric: Average call handling time.	10:00 - 11:00	1,145	1,012	133	13.1%	9
Objective: To spend less than 2 minutes 25 seconds per call on average	11:00 - 12:00	1,207	1,063	144	13.5%	10
	12:00 - 13:00	1,269	1,137	132	11.6%	10
	13:00 - 14:00	1,313	1,174	139	11.8%	11
	14:00 - 15:00	1,369	1,234	135	10.9%	11
	15:00 - 16:00	1,490	1,319	171	13.0%	12
	16:00 - 17:00	1,456	1,285	171	13.3%	12
	17:00 - 18:00	1,444	1,294	150	11.6%	12
	18:00 - 19:00	1,324	1,187	137	11.5%	11
	19:00 - 20:00	1,248	1,117	131	11.7%	10
	20:00 - 21:00	1,141	1,029	112	10.9%	9
	21:00 - 22:00	1,259	1,080	179	16.6%	10
	22:00 - 23:00	849	766	83	10.8%	7
	23:00 - 24:00	766	698	68	9.7%	6
	Total	21,793	19,497	2,296	11.8%	
	Average Answer Time:			0:04:9	MM:SS.s	
	Average Call Duration:			02:11.9	MM:SS.s	