



The Commonwealth of Massachusetts

STATE 911 DEPARTMENT
NORTH SHORE REGIONAL 911 CENTER



August 2020 Radio, and CAD Statistics

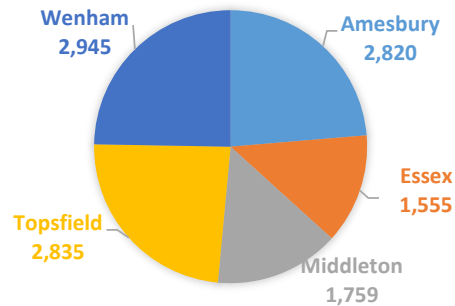
CAD INCIDENTS

Fire Incidents	Count
Amesbury	531
Essex	80
Middleton	279
Topsfield	212
Wenham	113
Total	1,215

Police Incidents	Count
Amesbury	2,289
Essex	1,475
Middleton	1,480
Topsfield	2,623
Wenham	2,832
Total	10,699

Incidents by Town	Count
Amesbury	2,820
Essex	1,555
Middleton	1,759
Topsfield	2,835
Wenham	2,945
Total	11,914

CAD INCIDENTS BY TOWN



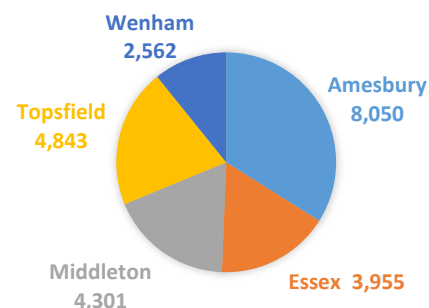
RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	2,862
Essex Fire	750
Middleton Fire	1,474
Topsfield Fire	1,408
Wenham Fire	563
Total	7,057

Police Radio Transmissions	Count
Amesbury Police	5,188
Essex Police	3,205
Middleton Police	2,827
Topsfield Police	3,435
Wenham Police	1,999
Total	16,654

Transmissions by Community	Count
Amesbury	8,050
Essex	3,955
Middleton	4,301
Topsfield	4,843
Wenham	2,562
Total	23,711

RADIO TRANSMISSIONS BY TOWN

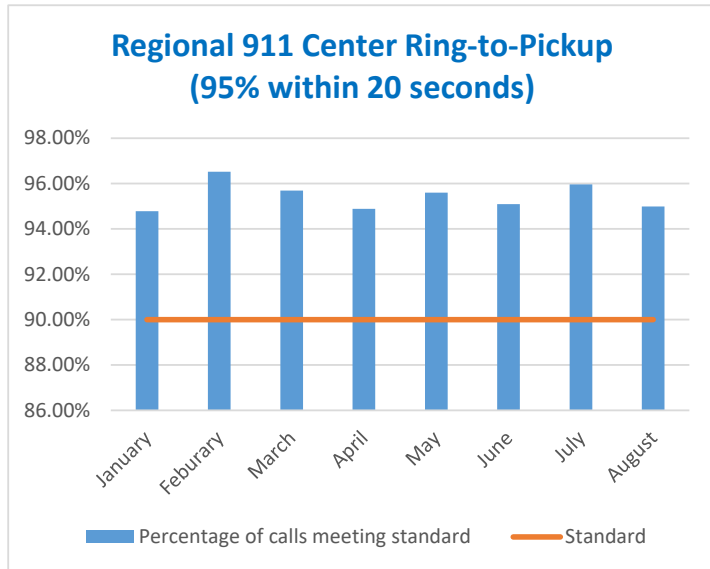




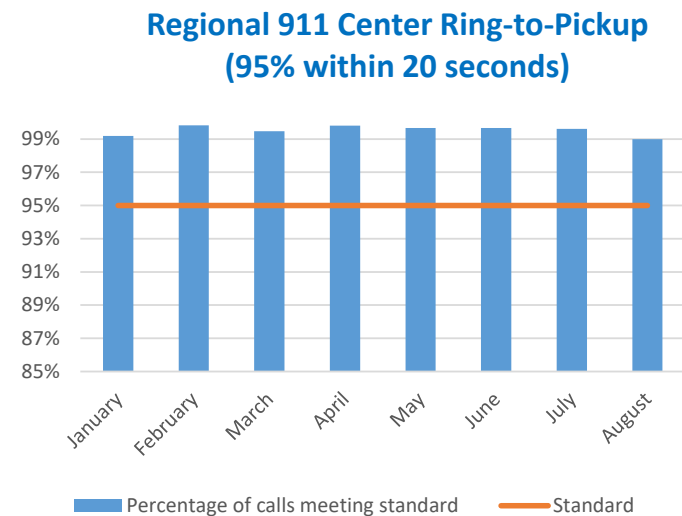
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August 2020 Regional 911 Center Ring to Pick Up Time



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	949	999	94.99%	90.00%
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	989	999	99.00%	95.00%
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.

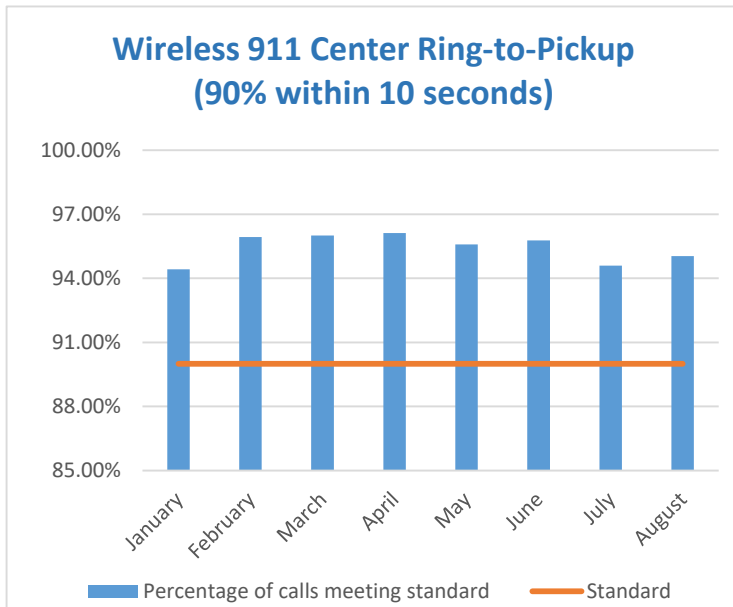
Objective: To answer all 911 calls within ten (10) seconds or less.



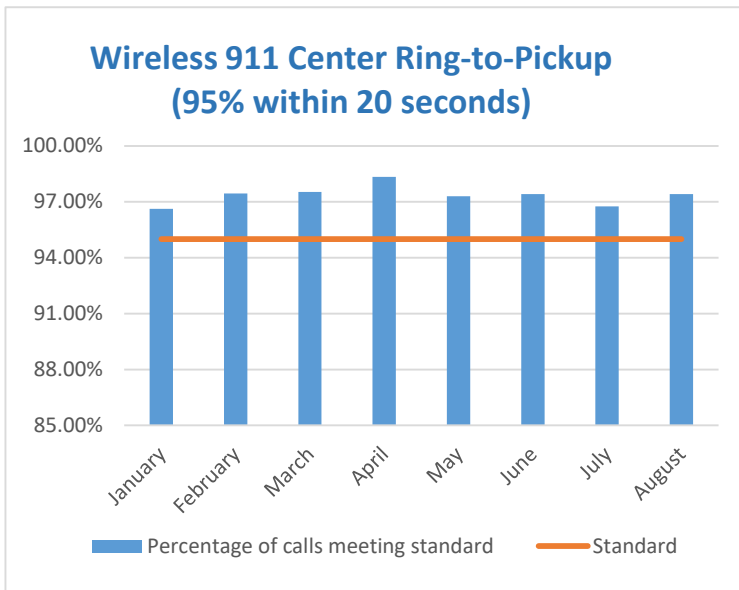
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August 2020 Wireless 911 Center Ring to Pick Up Time



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	16,664	17,533	95.04%	90.00%
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	17,081	17,533	97.42%	95.00%
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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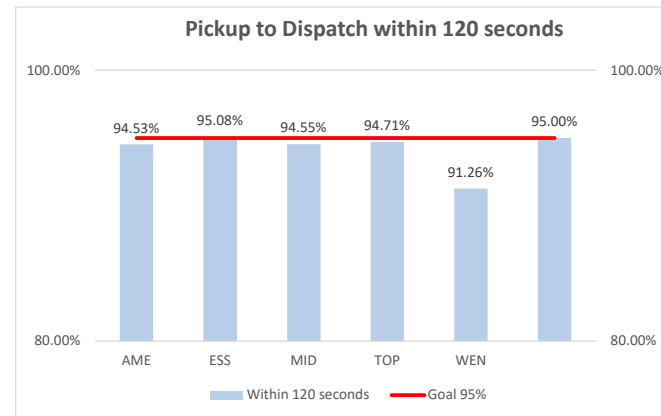
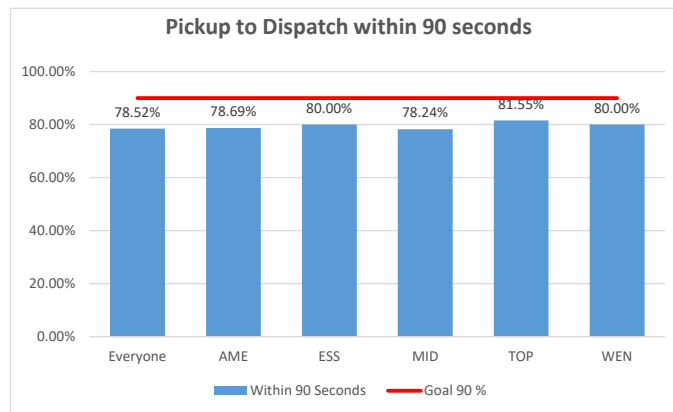
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August 2020 Pick Up to Dispatch Times

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	731	30.51%	78.52%	94.53%	157	7	3	74	27	70	90.00%	95.00%	
AME	305	28.20%	78.69%	95.08%	65	1	0	74	25	71	90.00%	95.00%	
ESS	55	36.36%	80.00%	94.55%	11	0	0	71	25	65	90.00%	95.00%	
MID	170	31.18%	78.24%	94.71%	37	1	0	72	25	69	90.00%	95.00%	
TOP	103	35.92%	81.55%	91.26%	19	3	2	75	31	69	90.00%	95.00%	
WEN	60	30.00%	80.00%	95.00%	12	1	0	70	28	68	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	731	70	27	0	207
September					
October					
November					
December					



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August 2020 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
FIRE ALARM	127	64	26.88	4	195
M-FALL	82	75	24.4	0	140
DISTURBANCE	68	77	23.81	39	158
M-SICK/ OTHER	61	81	26.84	4	145
MV COMPLAINT/ERRATIC OP	43	83	25.34	42	149
MVA NO PI	40	81	25.34	43	139
FIRE OTHER	28	80	33.31	1	157
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	26	72	28.51	2	136
M-MVA WITH INJURY	25	68	15.35	40	94
M-CHEST PAIN/ CARDIAC PROBLEM	24	65	11.58	42	87
DOMESTIC	23	74	29.82	32	150
FIRE MUTUAL AID AMESBURY	21	76	29.29	18	142
M-UNKNOWN MEDICAL PROBLEM	20	68	23.46	36	139
M-BREATHING DIFFICULTY	16	69	27	17	116
M-UNCONSCIOUS/UNRESPONSIVE/FAI	14	65	17.08	42	100
M-ABDOMINAL PAIN	11	67	14.83	50	101
M-ALTERED MENTAL STATUS	11	82	28.76	42	130
FIRE MUTUAL AID MIDDLETON	10	82	30.4	32	123
M-BLEEDING (NON-TRAUMATIC)	9	62	19.59	41	102
FIRE BRUSH	8	80	42.25	44	173
M-ALLERGIC REACTION	8	67	7.35	58	77
M-STROKE/ CVA	7	69	19.01	42	94
M-SEIZURE	6	62	15.64	39	85
FIRE MUTUAL AID TOPSFIELD	5	81	44.76	28	137
M-DIABETIC	5	63	12.84	52	85
M-OVERDOSE	5	64	14.2	46	85
M-CHOKING	4	62	15.69	52	86
M-TRAUMA WITH INJURY	4	86	37.37	64	142
FIRE STRUCTURE	3	79	20.07	65	102
FIRE VEHICLE	3	64	17.58	51	84
MISSING PERSON	3	80	50.08	32	132
FIRE HAZMAT	2	95	14.85	85	106
M-BACK PAIN	2	101	0	101	101
FIRE MUTUAL AID ESSEX	1	64		64	64
FIRE MUTUAL AID WENHAM	1	203		203	203
M-ANIMAL BITE	1	74		74	74
M-ASSAULT	1	93		93	93
M-EXTREMITY INJURY	1	207		207	207
M-HEAD INJURY	1	68		68	68
M-HEADACHE	1	77		77	77



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August 2020 Priority 1 By Town

AMESBURY						MIDDLETON						TOPSFIELD						WENHAM					
	Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max
DISTURBANCE	47	75	21.61	40	133	FIRE ALARM	38	53	20.16	22	102	FIRE ALARM	23	71	38.91	26	195	M-FALL	16	70	30.61	22	140
FIRE ALARM	45	68	25.39	4	144	MVA NO PI	22	85	44.37	28	239	M-FALL	13	70	35.95	39	172	FIRE OTHER	13	70	35.95	39	172
M-FALL	39	70	24.99	0	129	M-FALL	14	89	18.07	67	131	M-SICK/ OTHER	11	74	29.64	35	135	M-SICK/ OTHER	11	74	29.64	35	135
M-SICK/ OTHER	29	78	30.17	4	142	M-SICK/ OTHER	14	90	26.45	61	145	MVA NO PI	10	72	21.8	48	118	MVA NO PI	10	72	21.8	48	118
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	18	68	31.48	2	136	MV COMPLAINT/ERRATIC OP	13	73	15.37	48	96	MV COMPLAINT/ERRATIC OP	6	100	17.72	83	124	MV COMPLAINT/ERRATIC OP	6	100	17.72	83	124
DOMESTIC	18	72	30.28	32	150	M-MVA WITH INJURY	13	71	16.28	39	94	M-UNKNOWN MEDICAL PROBLEM	5	65	43.19	33	139	M-UNKNOWN MEDICAL PROBLEM	5	65	43.19	33	139
MV COMPLAINT/ERRATIC OP	15	81	25.6	42	128	DISTURBANCE	11	71	23.91	39	129	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	5	68	15.8	53	91	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	5	68	15.8	53	91
FIRE OTHER	14	87	38.41	31	157	M-UNKNOWN MEDICAL PROBLEM	8	56	15.67	36	77	M-MVA WITH INJURY	4	41	28.99	2	71	M-MVA WITH INJURY	4	41	28.99	2	71
M-UNKNOWN MEDICAL PROBLEM	11	62	28.96	0	101	FIRE OTHER	7	61	27.55	11	93	M-BREATHING DIFFICULTY	4	53	17.67	35	77	M-BREATHING DIFFICULTY	4	53	17.67	35	77
M-CHEST PAIN/ CARDIAC PROBLEM	10	64	11.65	42	83	M-CHEST PAIN/ CARDIAC PROBLEM	7	64	14.63	45	87	M-CHEST PAIN/ CARDIAC PROBLEM	4	67	8.73	57	75	M-CHEST PAIN/ CARDIAC PROBLEM	4	67	8.73	57	75
MVA NO PI	9	75	22.51	53	115	M-ALTERED MENTAL STATUS	5	87	29.13	44	120	M-STROKE/ CVA	3	71	12.5	59	84	M-STROKE/ CVA	3	71	12.5	59	84
M-UNCONSCIOUS/UNRESPONSIVE/FAI	8	71	18.52	42	100	FIRE BRUSH	5	93	53.41	48	173	DISTURBANCE	3	82	25.38	62	111	DISTURBANCE	3	82	25.38	62	111
M-BREATHING DIFFICULTY	8	80	25.51	57	116	M-UNCONSCIOUS/UNRESPONSIVE/FAI	3	50	2.31	48	52	M-ABDOMINAL PAIN	3	59	8.19	50	66	M-ABDOMINAL PAIN	3	59	8.19	50	66
M-MVA WITH INJURY	7	68	19.87	35	94	M-BLEEDING (NON-TRAUMATIC)	3	70	30.09	42	102	M-ALLERGIC REACTION	3	68	8.96	58	74	M-ALLERGIC REACTION	3	68	8.96	58	74
M-TRAUMA WITH INJURY	5	80	35.25	55	142	M-BREATHING DIFFICULTY	3	80	13.05	66	91	M-ALTERED MENTAL STATUS	3	59	16.62	42	75	M-ALTERED MENTAL STATUS	3	59	16.62	42	75
M-ABDOMINAL PAIN	5	74	18.59	52	101	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	3	87	36.91	58	129	M-BLEEDING (NON-TRAUMATIC)	2	66	7.78	61	72	M-BLEEDING (NON-TRAUMATIC)	2	66	7.78	61	72
M-OVERDOSE	4	68	11.56	58	85	FIRE MUTUAL AID TOPSFIELD	2	48	4.95	45	52	M-ASSAULT	1	69	69	69	M-ASSAULT	1	69	69	69	69	
M-SEIZURE	3	57	16.92	39	72	M-DIABETIC	2	71	19.8	57	85	M-BLEEDING (NON-TRAUMATIC)	1	72	72	72	M-BLEEDING (NON-TRAUMATIC)	1	72	72	72	72	
M-STROKE/ CVA	3	59	21.38	42	83	DOMESTIC	2	98	26.16	80	117	FIRE VEHICLE	1	57	57	57	FIRE VEHICLE	1	57	57	57	57	
FIRE STRUCTURE	3	79	20.07	65	102	MVA NO PI	1	291	291	291	FIRE STRUCTURE	2	75	1.41	74	76	FIRE STRUCTURE	2	75	1.41	74	76	
M-ALTERED MENTAL STATUS	3	97	31.09	68	130	FIRE HAZMAT	1	85	85	85	M-ABDOMINAL PAIN	2	60	8.49	54	66	M-ABDOMINAL PAIN	2	60	8.49	54	66	
M-CHOKING	3	64	18.82	52	86	M-EXTREMITY INJURY	1	39	39	39	M-TRAUMA WITH INJURY	2	67	10.61	60	75	M-TRAUMA WITH INJURY	2	67	10.61	60	75	
M-DIABETIC	3	58	6.51	52	65	M-HEAD INJURY	1	68	68	68	M-HEAD INJURY	1	107	107	107	M-HEAD INJURY	1	107	107	107	107		
M-BLEEDING (NON-TRAUMATIC)	2	55	19.8	41	69	M-SEIZURE	1	85	85	85	M-STROKE/ CVA	1	82	82	82	M-STROKE/ CVA	1	82	82	82	82		
M-ALLERGIC REACTION	2	74	3.54	72	77	M-CHOKING	1	58	58	58	M-ALLERGIC REACTION	1	46	46	46	M-ALLERGIC REACTION	1	46	46	46	46		
FIRE BRUSH	2	56	17.68	44	69	M-CHOKING	1	58	58	58	M-ASSAULT	1	69	69	69	M-ASSAULT	1	69	69	69	69		
FIRE VEHICLE	1	84	84	84	84	M-ASSAULT	1	93	93	93	M-BLEEDING (NON-TRAUMATIC)	1	72	72	72	M-BLEEDING (NON-TRAUMATIC)	1	72	72	72	72		
M-ANIMAL BITE	1	74	74	74	74	M-BACK PAIN	1	101	101	101	FIRE VEHICLE	1	57	57	57	FIRE VEHICLE	1	57	57	57	57		
M-ASSAULT	1	40	40	40	40	M-ABDOMINAL PAIN	1	66	66	66	FIRE WIRES DOWN	1	51	51	51	FIRE WIRES DOWN	1	51	51	51	51		
M-HEADACHE	1	77	77	77	77	M-ALLERGIC REACTION	1	66	66	66	M-OVERDOSE	1	60	60	60	M-OVERDOSE	1	60	60	60	60		
MISSING PERSON	1	77	77	77	77	M-ALLERGIC REACTION	1	66	66	66	M-SEIZURE	1	74	74	74	M-SEIZURE	1	74	74	74	74		
ESSEX						MIDDLETON						TOPSFIELD						WENHAM					
	Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max
FIRE ALARM	8	71	24.64	34	102	FIRE ALARM	23	71	38.91	26	195	FIRE ALARM	19	59	16.43	26	92	FIRE ALARM	19	59	16.43	26	92
M-SICK/ OTHER	8	64	16.66	45	89	M-FALL	16	70	30.61	22	140	M-FALL	9	79	17.47	49	103	M-FALL	9	79	17.47	49	103
M-UNKNOWN MEDICAL PROBLEM	8	51	8.65	40	64	FIRE OTHER	13	70	35.95	39	172	FIRE OTHER	5	77	32.07	48	132	FIRE OTHER	5	77	32.07	48	132
MV COMPLAINT/ERRATIC OP	7	95	34.27	57	149	M-SICK/ OTHER	11	74	29.64	35	135	M-SICK/ OTHER	4	88	35.28	58	139	M-SICK/ OTHER	4	88	35.28	58	139
M-FALL	7	64	21.83	36	102	MVA NO PI	10	72	21.8	48	118	MVA NO PI	4	61	17.64	44	84	MVA NO PI	4	61	17.64	44	84
DISTURBANCE	7	77	23.96	49	112	MV COMPLAINT/ERRATIC OP	6	100	17.72	83	124	MV COMPLAINT/ERRATIC OP	3	72	9.07	63	81	MV COMPLAINT/ERRATIC OP	3	72	9.07	63	81
MVA NO PI	5	82	22.31	63	120	M-UNKNOWN MEDICAL PROBLEM	5	65	43.19	33	139	M-UNKNOWN MEDICAL PROBLEM	3	53	24.54	39	82	M-UNKNOWN MEDICAL PROBLEM	3	53	24.54	39	82
M-MVA WITH INJURY	4	52	11.7	37	65	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	5	68	15.8	53	91	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	3	48	11.24	36	58	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	3	48	11.24	36	58
FIRE OTHER	2	64	30.41	43	86	M-MVA WITH INJURY	4	41	28.99	2	71	M-MVA WITH INJURY	3	60	56.71	1	114	M-MVA WITH INJURY	3	60	56.71	1	114
M-BLEEDING (NON-TRAUMATIC)	2	52	15.56	41	63	M-BREATHING DIFFICULTY	4	53	17.67	35	77	M-BREATHING DIFFICULTY	2	50	14.14	40	60	M-BREATHING DIFFICULTY	2	50	14.14	40	60
DOMESTIC	1	46	46	46	46	M-CHEST PAIN/ CARDIAC PROBLEM	4	67	8.73	57	75	M-CHEST PAIN/ CARDIAC PROBLEM	2	57	4.95	54	61	M-CHEST PAIN/ CARDIAC PROBLEM	2	57	4.95	54	61
FIRE HAZMAT	1	106	106	106	106	M-STROKE/ CVA	3	71	12.5	59	84	M-STROKE/ CVA	2	78	32.53	55	101	M-STROKE/ CVA	2	78	32.53	55	101
M-TRAUMA WITH INJURY	1	38	38	38	38	DISTURBANCE	3	82	25.38	62	111	DISTURBANCE	2	109	69.3	60	158	DISTURBANCE	2	109	69.3	60	158
M-UNCONSCIOUS/UNRESPONSIVE/FAI	1	61	61	61	61	M-ABDOMINAL PAIN	3	59	8.19	50	66	DOMESTIC	1	109	109	109	DOMESTIC	1	109	109	109	109	
M-BREATHING DIFFICULTY	1	53	53	53	53	M-ALLERGIC REACTION	3	68	8.96	58	74	FIRE BRUSH	1	106	106	106	FIRE BRUSH	1	106	106	106	106	
M-ABDOMINAL PAIN	1	53	53	53	53	M-ALTERED MENTAL STATUS	3	59	16.62	42	75	M-BREATHING DIFFICULTY	1	17	17	17	M-BREATHING DIFFICULTY	1	17	17	17	17	
M-ALLERGIC REACTION	1	59	59	59	59	M-BLEEDING (NON-TRAUMATIC)	2	66	7.78	61	72	M-STROKE/ CVA	1	94	94	94	M-STROKE/ CVA	1	94	94	94	94	
M-OVERDOSE	1	46	46	46	46	M-ASSAULT	1	69	69	69	FIRE VEHICLE	1	86	86	86	FIRE VEHICLE	1	86	86	86	86		
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	1	79	79	79	79	M-BLEEDING (NON-TRAUMATIC)	1	72	72	72	M-ABDOMINAL PAIN	1	73	73	73	M-ABDOMINAL PAIN	1	73	73	73	73		
FIRE OTHER	10	109	49.93	44	188	FIRE VEHICLE	1	57	57	57	M-ALLERGIC REACTION	1	62	62	62	M-ALLERGIC REACTION	1	62	62	62	62		
M-CHEST PAIN/ CARDIAC PROBLEM	8	59	21.32	10	78	FIRE WIRES DOWN	1	51	51	51	M-ALTERED MENTAL STATUS	1	33	33	33	M-ALTERED MENTAL STATUS	1	33	33	33	33		
M-UNCONSCIOUS/UNRESPONSIVE/FAI	6	70	11.47	57	90	M-OVERDOSE	1	60	60	60													
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	5	82	43.94	37	153	M-SEIZURE	1	74	74	74													
M-MVA WITH INJURY	5	74	19.8	57	107	M-EXTREMITY INJURY	1	55	55	55													
M-BREATHING DIFFICULTY	3	66	25.74	50	96	FIRE BRUSH	1	94	94	94													
FIRE STRUCTURE	2	75	1.41	74	76	FIRE MUTUAL AID TOPSFIELD	1	61	61	61													
M-ABDOMINAL PAIN	2	60	8.49	54	66	DOMESTIC	1	65	65	65													
M-TRAUMA WITH INJURY	2	67	10.61	60	75																		
M-HEAD INJURY	1	107	107	107	107																		
M-STROKE/ CVA	1	82	82	82	82																		
M-ALLERGIC REACTION	1	46	46	46	46																		
M-ASSAULT	1	69	69	69	69																		
M-BLEEDING (NON-TRAUMATIC)	1	72	72	72	72																		
FIRE VEHICLE	1	57	57	57	57																		
FIRE WIRES DOWN	1	51	51	51	51																		
M-OVERDOSE	1	60																					



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August 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	531	0.00%
AMESBURY PD						0	2,289	0.00%
ESSEX FD						0	80	0.00%
ESSEX PD						0	1,475	0.00%
MIDDLETON FD						0	279	0.00%
MIDDLETON PD						0	1,480	0.00%
TOPSFIELD FD	3		1			4	212	1.89%
TOPSFIELD PD						0	2,623	0.00%
WENHAM FD	1					1	113	0.88%
WENHAM PD	2					2	2,832	0.07%
OTHER								
Total	6	0	1	0	0	7	11,914	2.84%

*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.



August 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	1082
Answered 9-1-1 Calls	999
Answered 9-1-1 Calls within 10 seconds	949
Answered 9-1-1 Calls within 20 seconds	989
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	83
7-Digit Emergency Calls	1,728
Answered 7-Digit Emergency Calls	1,683
Abandoned 7-Digit Emergency Calls	45
Outbound Calls	1,530
Total Calls Received	204
Total % 911 Calls Reviewed	20.42%

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	77.86%	98.80%	63
Regional Call Taking QA	74.40%	97.06%	65
Regional EMD QA	62.82%	96.26%	76
Text-to-911 QA			
Regional 911 Center Total QAs	71.69%	97.37%	204

Wireless 911 Center

9-1-1 Calls answered and abandoned	19,565
Answered 9-1-1 Calls	17,533
Answered 9-1-1 Calls within 10 seconds	16,664
Answered 9-1-1 Calls within 20 seconds	17,081
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	2,032
7-Digit Emergency Calls	523
Answered 7-Digit Emergency Calls	414
Abandoned 7-Digit Emergency Calls	109
Outbound Calls	6,309
Total Calls Received	619
Total % 911 Calls Reviewed	3.53%

Call Type Reviewed	LOW	AVERAGE	COUNT
Wireless 911 Center Total QAs	72.97%	99.66%	619

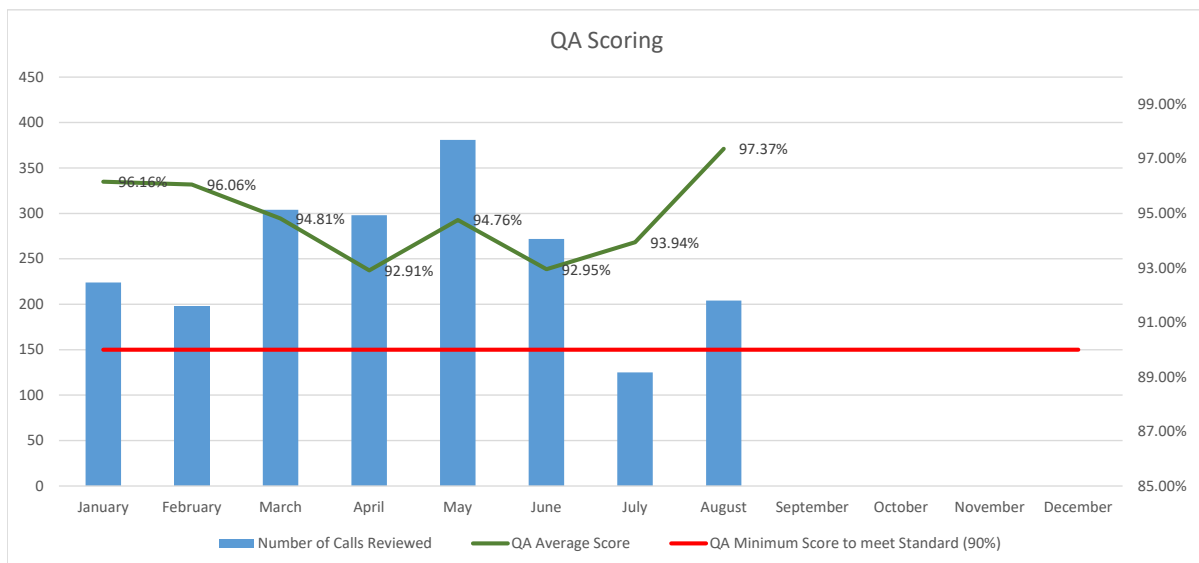
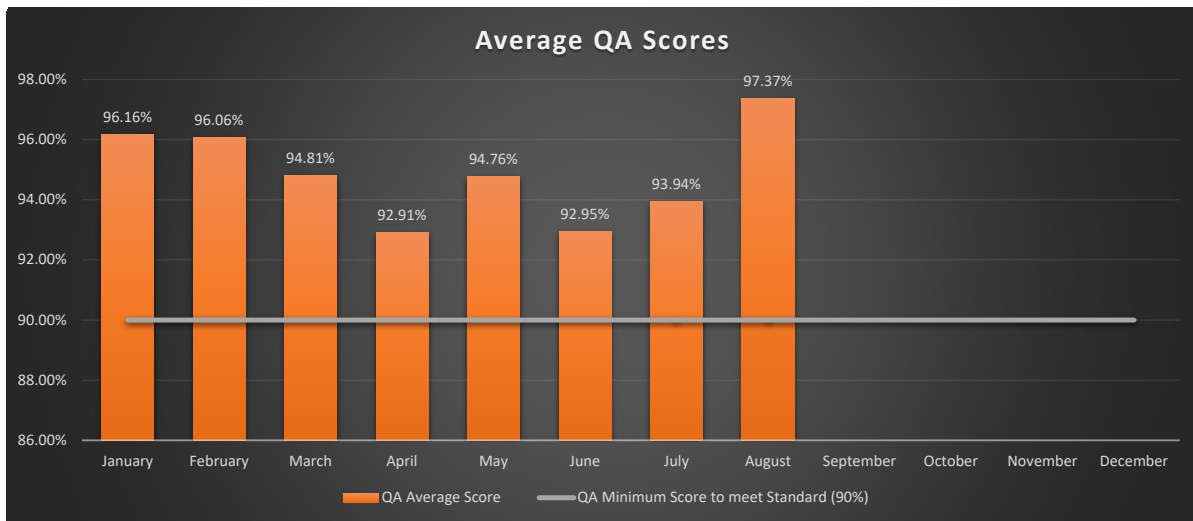


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2020 Calendar Year QA Scores

	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	204	97.37%	90.00%
September			90.00%
October			90.00%
November			90.00%
December			90.00%





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August 2020 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned
00:00 - 01:00	66	61	5	8.2%
01:00 - 02:00	49	47	2	4.3%
02:00 - 03:00	32	31	1	3.2%
03:00 - 04:00	18	18	0	0.0%
04:00 - 05:00	18	18	0	0.0%
05:00 - 06:00	52	51	1	2.0%
06:00 - 07:00	70	69	1	1.4%
07:00 - 08:00	114	107	7	6.5%
08:00 - 09:00	155	151	4	2.6%
09:00 - 10:00	174	169	5	3.0%
10:00 - 11:00	151	142	9	6.3%
11:00 - 12:00	165	158	7	4.4%
12:00 - 13:00	185	175	10	5.7%
13:00 - 14:00	176	167	9	5.4%
14:00 - 15:00	157	145	12	8.3%
15:00 - 16:00	188	178	10	5.6%
16:00 - 17:00	226	220	6	2.7%
17:00 - 18:00	188	176	12	6.8%
18:00 - 19:00	168	158	10	6.3%
19:00 - 20:00	121	117	4	3.4%
20:00 - 21:00	137	132	5	3.8%
21:00 - 22:00	111	106	5	4.7%
22:00 - 23:00	100	97	3	3.1%
23:00 - 24:00	81	78	3	3.8%
Total	2,902	2,771	131	4.7%
Average Answer Time:		0:05:1		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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August 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	518	478	40	8.4%
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	355	323	32	9.9%	4
	02:00 - 03:00	290	268	22	8.2%	3
Objective: To answer all 911 calls within ten (10) seconds or less.	03:00 - 04:00	206	194	12	6.2%	3
	04:00 - 05:00	180	169	11	6.5%	2
Average Number of Calls Per Agent Per Hour:	05:00 - 06:00	270	248	22	8.9%	3
	06:00 - 07:00	337	303	34	11.2%	4
Metric: This measurement utilizes the Call Statistics per Hour – Average Count divided by 15 calls per each hourly employee.	07:00 - 08:00	527	460	67	14.6%	6
	08:00 - 09:00	673	603	70	11.6%	6
Objective: Each wireless telecommunicator should handle 15 calls or less per hour of each shift.	09:00 - 10:00	903	817	86	10.5%	8
	10:00 - 11:00	1,022	905	117	12.9%	8
Call Abandonment Rate:	11:00 - 12:00	1,174	1,053	121	11.5%	10
	12:00 - 13:00	1,356	1,213	143	11.8%	11
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.	13:00 - 14:00	1,221	1,076	145	13.5%	10
	14:00 - 15:00	1,330	1,189	141	11.9%	11
Objective: To have an average abandonment rate of 6% or less.	15:00 - 16:00	1,370	1,239	131	10.6%	11
	16:00 - 17:00	1,540	1,299	241	18.6%	12
Call Handling Time:	17:00 - 18:00	1,445	1,246	199	16.0%	11
	18:00 - 19:00	1,425	1,269	156	12.3%	12
Metric: Average call handling time.	19:00 - 20:00	1,107	998	109	10.9%	9
	20:00 - 21:00	1,119	1,012	107	10.6%	9
Objective: To spend less than 2 minutes 25 seconds per call on average	21:00 - 22:00	916	843	73	8.7%	8
	22:00 - 23:00	805	734	71	9.7%	7
	23:00 - 24:00	587	546	41	7.5%	5
	Total	20,676	18,485	2,191	11.9%	
	Average Answer Time:	0:04:7		MM:SS.s		
	Average Call Duration:	02:10.9		MM:SS.s		