



The Commonwealth of Massachusetts

STATE 911 DEPARTMENT
NORTH SHORE REGIONAL 911 CENTER



September 2020 Radio, and CAD Statistics

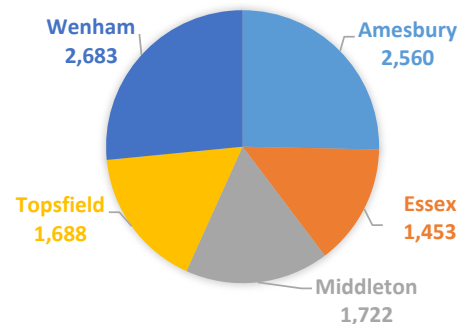
CAD INCIDENTS

Fire Incidents	Count
Amesbury	477
Essex	86
Middleton	282
Topsfield	191
Wenham	118
Total	1,154

Police Incidents	Count
Amesbury	2,083
Essex	1,367
Middleton	1,440
Topsfield	1,497
Wenham	2,565
Total	8,952

Incidents by Town	Count
Amesbury	2,560
Essex	1,453
Middleton	1,722
Topsfield	1,688
Wenham	2,683
Total	10,106

CAD INCIDENTS BY TOWN



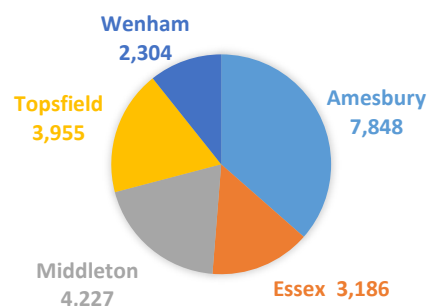
RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	2,802
Essex Fire	603
Middleton Fire	1,582
Topsfield Fire	1,193
Wenham Fire	695
Total	6,875

Police Radio Transmissions	Count
Amesbury Police	5,046
Essex Police	2,583
Middleton Police	2,645
Topsfield Police	2,762
Wenham Police	1,609
Total	14,645

Transmissions by Community	Count
Amesbury	7,848
Essex	3,186
Middleton	4,227
Topsfield	3,955
Wenham	2,304
Total	21,520

RADIO TRANSMISSIONS BY TOWN

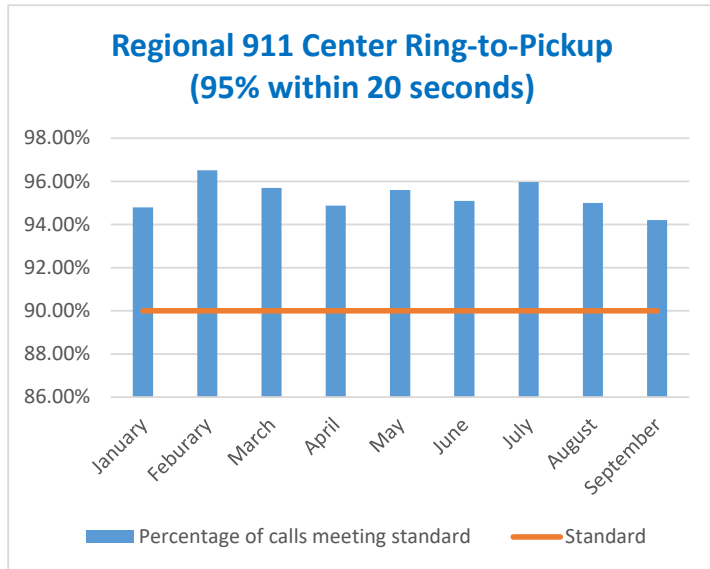




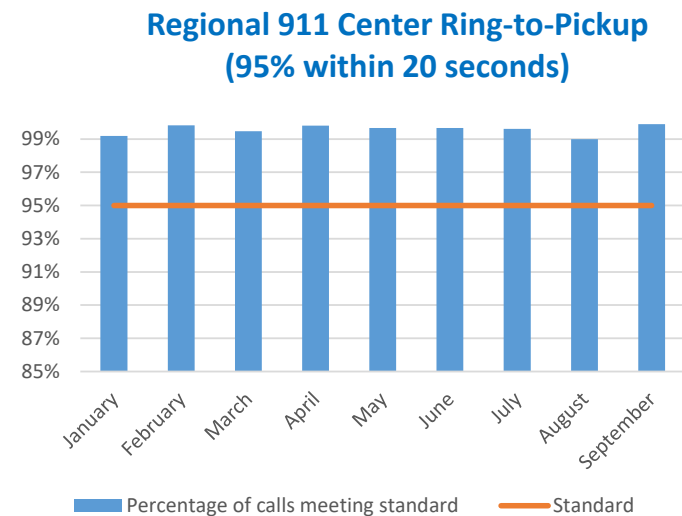
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September 2020 Regional 911 Center Ring to Pick Up Time



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	878	932	94.21%	90.00%
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	931	932	99.89%	95.00%
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.

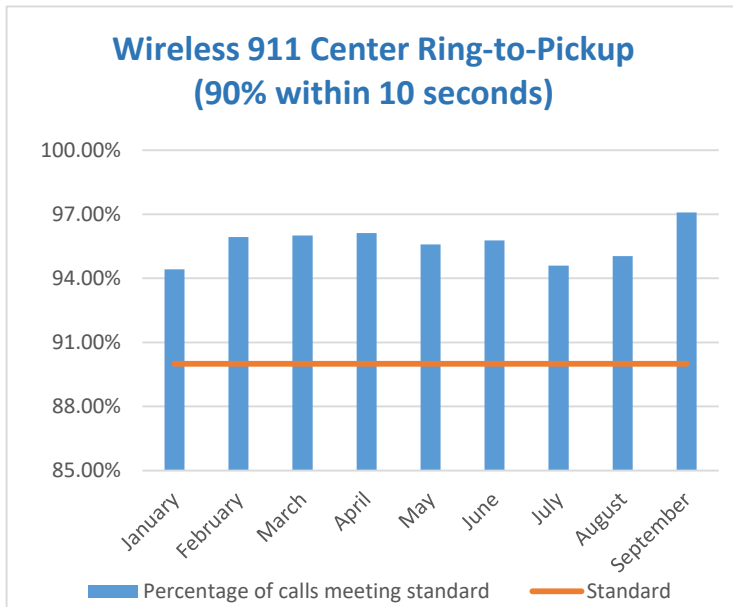
Objective: To answer all 911 calls within ten (10) seconds or less.



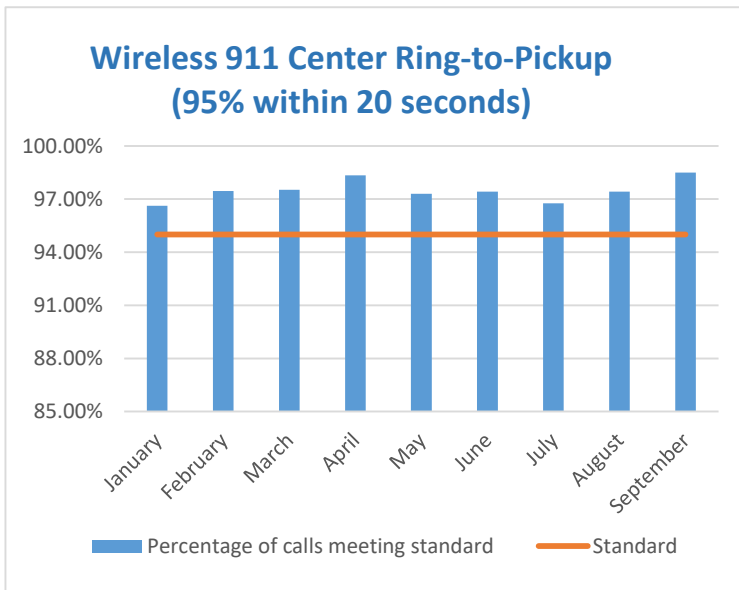
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September 2020 Wireless 911 Center Ring to Pick Up Time



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	14,799	15,243	97.09%	90.00%
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	15,013	15,243	98.49%	95.00%
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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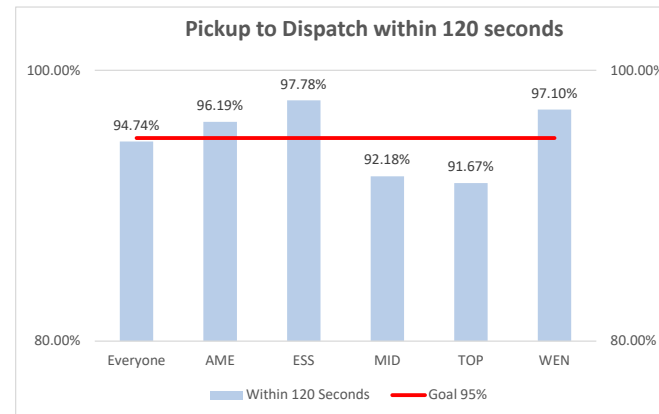
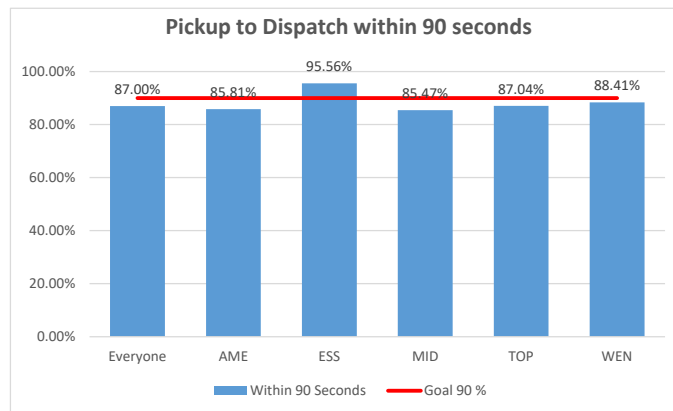
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September 2020 Pick Up to Dispatch Times

City	Total	Below 60	Below 90	Below 120	Greater 90	Column1	Greater 150	Greater 180	AvgTime	StdDevTime	Median Time	Goal 90 %	Goal 95%
Everyone	723	40.94%	87.00%	94.74%	94		1	0	68	24	65	90.00%	95.00%
AME	289	41.52%	85.81%	96.19%	41		9	2	67	25	65	90.00%	95.00%
ESS	45	42.22%	95.56%	97.78%	2		0	0	64	18	64	90.00%	95.00%
MID	179	37.99%	85.47%	92.18%	26		4	2	69	27	65	90.00%	95.00%
TOP	108	40.74%	87.04%	91.67%	14		2	0	67	28	64	90.00%	95.00%
WEN	69	47.83%	88.41%	97.10%	8		0	0	63	24	61	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	723	65	25	0	188
October					
November					
December					



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September 2020 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
FIRE ALARM	103	58	19.28	20	136
M-SICK/ OTHER	89	74	21.42	47	148
M-FALL	71	64	20.22	0	135
DISTURBANCE	66	72	22.92	17	149
MV COMPLAINT/ERRATIC OP	36	84	36.22	0	151
FIRE OTHER	35	84	44.74	18	188
M-UNKNOWN MEDICAL PROBLEM	35	57	22.78	12	133
MVA NO PI	35	71	22.26	32	130
M-CHEST PAIN/ CARDIAC PROBLEM	25	63	21.13	10	124
M-BREATHING DIFFICULTY	24	65	25.24	0	132
DOMESTIC	22	60	9.94	41	77
M-UNCONSCIOUS/UNRESPONSIVE/FAI	22	69	16.29	32	116
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	18	82	40.01	37	163
M-MVA WITH INJURY	15	61	27.85	1	114
FIRE MUTUAL AID MIDDLETON	14	74	26.58	29	157
FIRE MUTUAL AID AMESBURY	13	71	33.26	29	155
M-SEIZURE	12	57	11.66	44	74
M-ABDOMINAL PAIN	10	59	13.02	41	81
FIRE WIRES DOWN	7	62	35.5	10	121
M-BLEEDING (NON-TRAUMATIC)	7	64	14.01	49	80
M-OVERDOSE	7	66	18.84	50	107
FIRE STRUCTURE	5	66	13.73	44	76
M-ALTERED MENTAL STATUS	5	78	9.87	66	93
M-STROKE/ CVA	5	57	15.23	44	82
FIRE MUTUAL AID ESSEX	4	63	17.21	47	86
M-ALLERGIC REACTION	4	57	13.3	46	72
M-BACK PAIN	4	73	10.44	60	85
FIRE BRUSH	3	66	24.25	52	94
FIRE VEHICLE	3	63	10.12	57	75
M-TRAUMA WITH INJURY	3	66	7.77	60	75
BREAKING & ENTERING	2	67	6.36	63	72
FIRE HAZMAT	2	28	31.82	6	51
M-ASSAULT	2	69	0.71	69	70
M-CHOKING	2	31	3.54	29	34
M-DIABETIC	2	66	9.9	59	73
M-EXTREMITY INJURY	2	58	4.24	55	61
M-HEAD INJURY	2	69	53.03	32	107
MISSING PERSON	2	41	34.65	17	66
FIRE MUTUAL AID TOPSFIELD	1	61		61	61
FIRE MUTUAL AID WENHAM	1	33		33	33
M-BURNS-THERMAL/ELECTRICAL/CHE	1	99		99	99
M-GYNECOLOGY/ MISCARRIAGE	1	68		68	68
M-POISONING/ CO	1	57		57	57



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September 2020 Priority 1 By Town

AMESBURY						TOPSFIELD					
	Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max
M-CHEST PAIN/ CARDIAC PROBLEM	9	64	16.11	42	90	FIRE ALARM	23	63	27.29	20	136
MV COMPLAINT/ERRATIC OP	9	86	34.4	23	138	M-FALL	16	56	26.73	0	86
M-OVERDOSE	6	67	20.39	50	107	M-SICK/ OTHER	15	67	18.73	47	120
M-SEIZURE	6	58	11.75	44	72	FIRE OTHER	9	93	47.7	40	174
M-ABDOMINAL PAIN	6	60	16.32	41	81	M-CHEST PAIN/ CARDIAC PROBLEM	7	68	29.24	31	124
M-BLEEDING (NON-TRAUMATIC)	5	60	15.35	49	80	MV COMPLAINT/ERRATIC OP	7	65	23.36	33	100
M-MVA WITH INJURY	5	55	40.17	1	114	FIRE WIRES DOWN	4	95	40.23	61	139
M-HEAD INJURY	2	108	108.19	32	185	MVA NO PI	4	61	8.04	51	70
M-STROKE/ CVA	2	53	9.19	47	60	M-UNCONSCIOUS/UNRESPONSIVE/FAI	4	61	13.2	42	72
M-BACK PAIN	2	79	8.49	73	85	M-UNKNOWN MEDICAL PROBLEM	4	65	30.23	29	103
FIRE VEHICLE	2	66	12.02	58	75	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	4	99	64.69	42	163
FIRE WIRES DOWN	2	67	34.65	43	92	M-ALTERED MENTAL STATUS	4	74	6.02	66	80
FIRE BRUSH	2	53	1.41	52	54	DISTURBANCE	4	60	8.14	50	68
FIRE MUTUAL AID AMESBURY	1	59		59	59	M-MVA WITH INJURY	3	55	25.89	36	85
FIRE STRUCTURE	1	44		44	44	M-BREATHING DIFFICULTY	2	95	52.33	58	132
BREAKING & ENTERING	1	72		72	72	M-BACK PAIN	1	60		60	60
M-ALTERED MENTAL STATUS	1	93		93	93	M-BLEEDING (NON-TRAUMATIC)	1	75		75	75
M-ASSAULT	1	70		70	70	M-SEIZURE	1	71		71	71
M-CHOKING	1	34		34	34	MISSING PERSON	1	17		17	17
M-DIABETIC	1	59		59	59	M-DIABETIC	1	73		73	73
M-EXTREMITY INJURY	1	61		61	61	M-STROKE/ CVA	1	44		44	44
M-TRAUMA WITH INJURY	1	64		64	64	M-ABDOMINAL PAIN	1	65		65	65
MISSING PERSON	1	66		66	66	M-ALLERGIC REACTION	1	72		72	72
M-POISONING/ CO	1	57		57	57	BREAKING & ENTERING	1	63		63	63
						FIRE MUTUAL AID TOPSFIELD	1	32		32	32
						FIRE MUTUAL AID WENHAM	1	93		93	93
ESSEX						WENHAM					
	Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max
FIRE ALARM	9	62	12.05	43	76	M-SICK/ OTHER	12	76	20.57	51	124
M-FALL	8	65	6.46	54	74	FIRE ALARM	10	56	10.99	41	72
M-SICK/ OTHER	6	56	23.77	8	70	M-FALL	8	67	21.12	44	104
MVA NO PI	5	69	30.71	38	118	MV COMPLAINT/ERRATIC OP	7	58	42.81	0	141
M-BREATHING DIFFICULTY	4	59	12.97	52	79	M-BREATHING DIFFICULTY	6	66	24	37	98
M-UNKNOWN MEDICAL PROBLEM	4	60	51.02	21	133	M-UNKNOWN MEDICAL PROBLEM	4	63	12.15	50	78
MV COMPLAINT/ERRATIC OP	3	73	17.79	54	89	DISTURBANCE	3	76	10.82	64	85
M-UNCONSCIOUS/UNRESPONSIVE/FAI	2	66	14.14	56	76	M-SEIZURE	3	48	3.61	44	51
M-MVA WITH INJURY	2	37	5.66	33	41	FIRE OTHER	3	60	43.82	24	109
DISTURBANCE	1	87		87	87	MVA NO PI	3	55	23.01	32	78
DOMESTIC	1	73		73	73	M-ALLERGIC REACTION	2	55	13.44	46	65
M-SEIZURE	1	51		51	51	M-BACK PAIN	1	77		77	77
M-GYNECOLOGY/ MISCARRIAGE	1	68		68	68	M-MVA WITH INJURY	1	61		61	61
FIRE BRUSH	1	52		52	52	M-STROKE/ CVA	1	52		52	52
FIRE OTHER	1	50		50	50	FIRE STRUCTURE	1	61		61	61
FIRE STRUCTURE	1	75		75	75						
M-ABDOMINAL PAIN	1	50		50	50						
MIDDLETON											
	Count	Average	StdDev	Min	Max	FIRE WIRES DOWN	1	10		10	10
FIRE ALARM	38	50	14.9	21	74	M-BURNS-THERMAL/ELECTRICAL/CHE	1	99		99	99
M-SICK/ OTHER	22	75	20.74	48	134	M-CHEST PAIN/ CARDIAC PROBLEM	1	62		62	62
DISTURBANCE	17	69	13.37	43	96	M-CHOKING	1	29		29	29
M-FALL	16	64	14.25	36	87						
MV COMPLAINT/ERRATIC OP	14	99	36.59	39	151						
M-UNKNOWN MEDICAL PROBLEM	12	56	30.51	30	141						
MVA NO PI	11	85	47.66	55	218						
FIRE OTHER	10	109	49.93	44	188						
M-CHEST PAIN/ CARDIAC PROBLEM	8	59	21.32	10	78						
M-UNCONSCIOUS/UNRESPONSIVE/FAI	6	70	11.47	57	90						
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	5	82	43.94	37	153						
M-MVA WITH INJURY	5	74	19.8	57	107						
M-BREATHING DIFFICULTY	3	66	25.74	50	96						
FIRE STRUCTURE	2	75	1.41	74	76						
M-ABDOMINAL PAIN	2	60	8.49	54	66						
M-TRAUMA WITH INJURY	2	67	10.61	60	75						
M-HEAD INJURY	1	107		107	107						
M-STROKE/ CVA	1	82		82	82						
M-ALLERGIC REACTION	1	46		46	46						
M-ASSAULT	1	69		69	69						
M-BLEEDING (NON-TRAUMATIC)	1	72		72	72						
FIRE VEHICLE	1	57		57	57						
FIRE WIRES DOWN	1	51		51	51						
M-OVERDOSE	1	60		60	60						
M-SEIZURE	1	74		74	74						
M-EXTREMITY INJURY	1	55		55	55						
FIRE BRUSH	1	94		94	94						
FIRE MUTUAL AID TOPSFIELD	1	61		61	61						
DOMESTIC	1	65		65	65						



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September 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	477	0.00%
AMESBURY PD						0	2,083	0.00%
ESSEX FD						0	86	0.00%
ESSEX PD						0	1,367	0.00%
MIDDLETON FD						0	282	0.00%
MIDDLETON PD						0	1,440	0.00%
TOPSFIELD FD	2					2	191	1.05%
TOPSFIELD PD						0	1,497	0.00%
WENHAM FD						0	118	0.00%
WENHAM PD						0	2,565	0.00%
OTHER								
Total	2	0	0	0	0	2	10,106	1.05%

*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.



September 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	1014
Answered 9-1-1 Calls	932
Answered 9-1-1 Calls within 10 seconds	878
Answered 9-1-1 Calls within 20 seconds	931
Answered 9-1-1 Text Calls	6
Abandoned 9-1-1 Calls	82
7-Digit Emergency Calls	1,478
Answered 7-Digit Emergency Calls	1,446
Abandoned 7-Digit Emergency Calls	32
Outbound Calls	2,068
Total Calls Received	184
Total % 911 Calls Reviewed	19.74%

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	91.88%	99.52%	52
Regional Call Taking QA	73.21%	95.93%	49
Regional EMD QA	66.70%	93.88%	77
Text-to-911 QA	83.54%	93.88%	6
Regional 911 Center Total QAs	78.83%	95.80%	184

Wireless 911 Center

9-1-1 Calls answered and abandoned	16,666
Answered 9-1-1 Calls	15,243
Answered 9-1-1 Calls within 10 seconds	14,799
Answered 9-1-1 Calls within 20 seconds	15,031
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	1,423
7-Digit Emergency Calls	474
Answered 7-Digit Emergency Calls	392
Abandoned 7-Digit Emergency Calls	82
Outbound Calls	4,905
Total Calls Received	580
Total % 911 Calls Reviewed	3.81%

Call Type Reviewed	LOW	AVERAGE	COUNT
Wireless 911 Center Total QAs	62.84%	99.46%	580

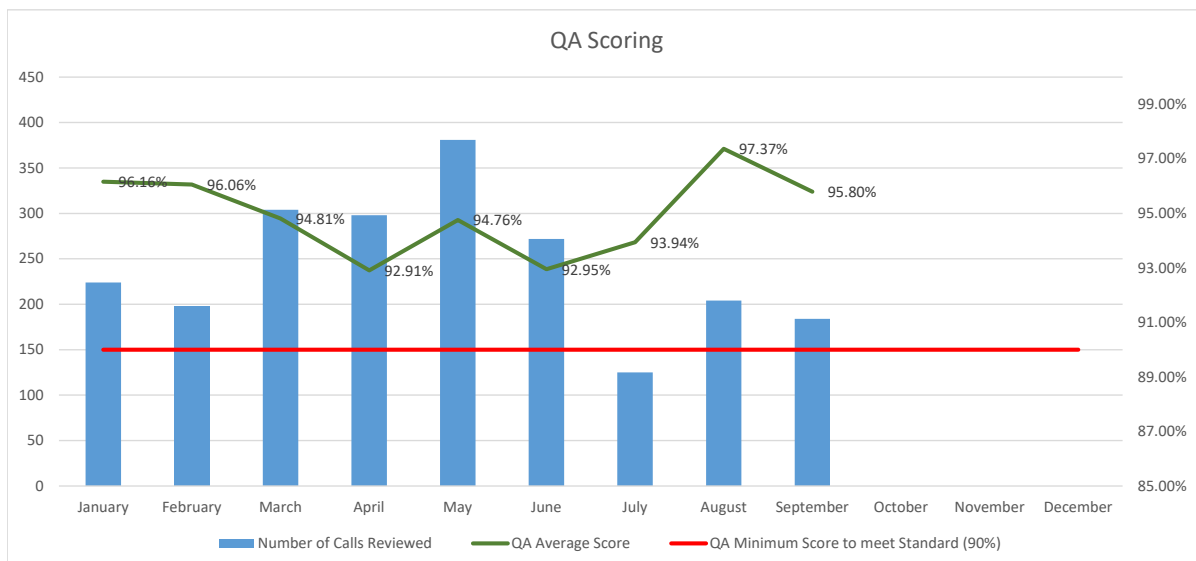
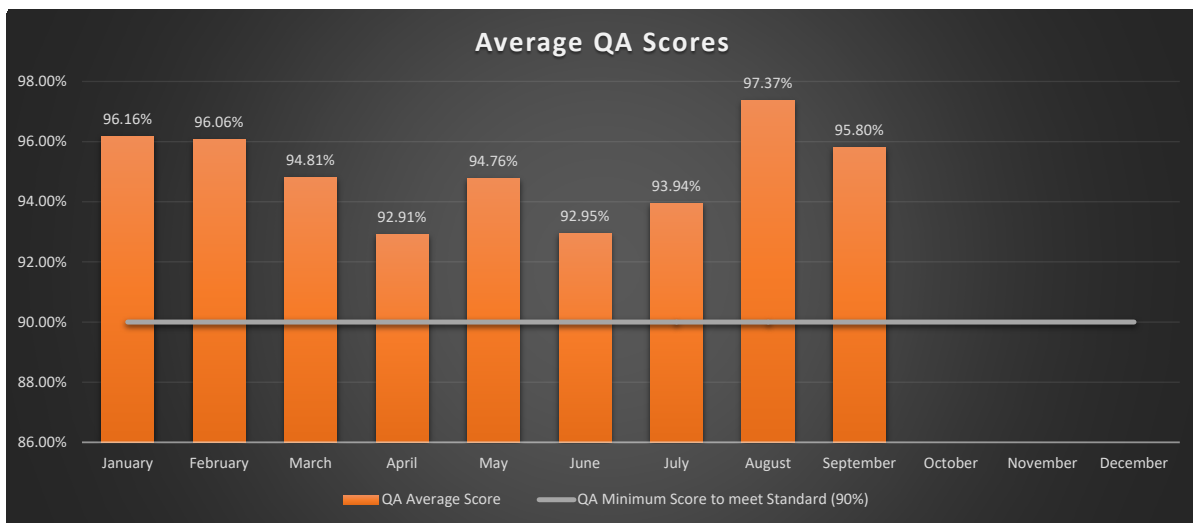


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2020 Calendar Year QA Scores

	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	184	95.80%	90.00%
October			90.00%
November			90.00%
December			90.00%





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September 2020 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned
00:00 - 01:00	32	32	0	0.0%
01:00 - 02:00	22	22	0	0.0%
02:00 - 03:00	37	34	3	8.8%
03:00 - 04:00	37	37	0	0.0%
04:00 - 05:00	16	16	0	0.0%
05:00 - 06:00	30	30	0	0.0%
06:00 - 07:00	58	53	5	9.4%
07:00 - 08:00	86	85	1	1.2%
08:00 - 09:00	166	159	7	4.4%
09:00 - 10:00	133	127	6	4.7%
10:00 - 11:00	181	173	8	4.6%
11:00 - 12:00	170	158	12	7.6%
12:00 - 13:00	152	144	8	5.6%
13:00 - 14:00	143	135	8	5.9%
14:00 - 15:00	152	146	6	4.1%
15:00 - 16:00	166	153	13	8.5%
16:00 - 17:00	194	187	7	3.7%
17:00 - 18:00	185	179	6	3.4%
18:00 - 19:00	146	141	5	3.5%
19:00 - 20:00	138	134	4	3.0%
20:00 - 21:00	105	101	4	4.0%
21:00 - 22:00	81	79	2	2.5%
22:00 - 23:00	76	71	5	7.0%
23:00 - 24:00	68	61	7	11.5%
Total	2,574	2,457	117	4.8%
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.



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



September 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	418	383	35	9.1%
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	330	307	23	7.5%	4
	02:00 - 03:00	241	223	18	8.1%	3
Objective: To answer all 911 calls within ten (10) seconds or less.	03:00 - 04:00	172	160	12	7.5%	2
	04:00 - 05:00	217	201	16	8.0%	3
Average Number of Calls Per Agent Per Hour:	05:00 - 06:00	238	217	21	9.7%	3
	06:00 - 07:00	406	366	40	10.9%	5
Metric: This measurement utilizes the Call Statistics per Hour – Average Count divided by 15 calls per each hourly employee.	07:00 - 08:00	513	444	69	15.5%	6
	08:00 - 09:00	613	554	59	10.6%	5
Objective: Each wireless telecommunicator should handle 15 calls or less per hour of each shift.	09:00 - 10:00	739	688	51	7.4%	6
	10:00 - 11:00	942	852	90	10.6%	8
Call Abandonment Rate:	11:00 - 12:00	981	905	76	8.4%	8
	12:00 - 13:00	1,047	949	98	10.3%	9
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	1,101	1,000	101	10.1%	9
	14:00 - 15:00	1,114	1,004	110	11.0%	9
Objective: To have an average abandonment rate of 6% or less.	15:00 - 16:00	1,252	1,146	106	9.2%	11
	16:00 - 17:00	1,257	1,155	102	8.8%	11
Call Handling Time:	17:00 - 18:00	1,197	1,079	118	10.9%	10
	18:00 - 19:00	1,136	1,027	109	10.6%	9
Metric: Average call handling time.	19:00 - 20:00	993	919	74	8.1%	8
	20:00 - 21:00	871	802	69	8.6%	7
Objective: To spend less than 2 minutes 25 seconds per call on average	21:00 - 22:00	711	640	71	11.1%	6
	22:00 - 23:00	633	580	53	9.1%	5
	23:00 - 24:00	539	503	36	7.2%	5
	Total	17,661	16,104	1,557	9.7%	
	Average Answer Time:	0:04:7		MM:SS.s		
	Average Call Duration:	02:10.9		MM:SS.s		