



# The Commonwealth of Massachusetts

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



## October 2020 Radio, and CAD Statistics

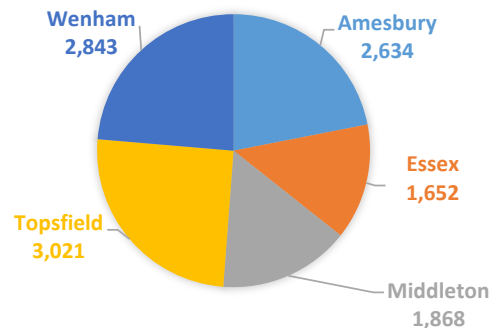
### CAD INCIDENTS

Fire Incidents	Count
Amesbury	546
Essex	85
Middleton	278
Topsfield	197
Wenham	121
<b>Total</b>	<b>1,227</b>

Police Incidents	Count
Amesbury	2,088
Essex	1,567
Middleton	1,590
Topsfield	2,824
Wenham	2,722
<b>Total</b>	<b>10,791</b>

Incidents by Town	Count
Amesbury	2,634
Essex	1,652
Middleton	1,868
Topsfield	3,021
Wenham	2,843
<b>Total</b>	<b>12,018</b>

### CAD INCIDENTS BY TOWN



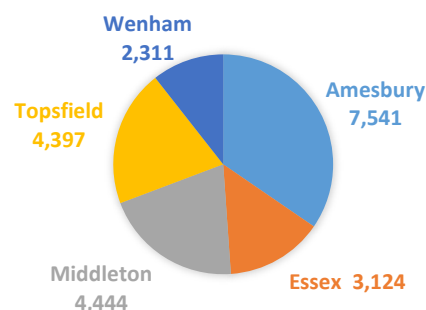
### RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	2,942
Essex Fire	632
Middleton Fire	1,638
Topsfield Fire	1,072
Wenham Fire	608
<b>Total</b>	<b>6,892</b>

Police Radio Transmissions	Count
Amesbury Police	4,599
Essex Police	2,492
Middleton Police	2,806
Topsfield Police	3,325
Wenham Police	1,703
<b>Total</b>	<b>14,925</b>

Transmissions by Community	Count
Amesbury	7,541
Essex	3,124
Middleton	4,444
Topsfield	4,397
Wenham	2,311
<b>Total</b>	<b>21,817</b>

### RADIO TRANSMISSIONS BY TOWN

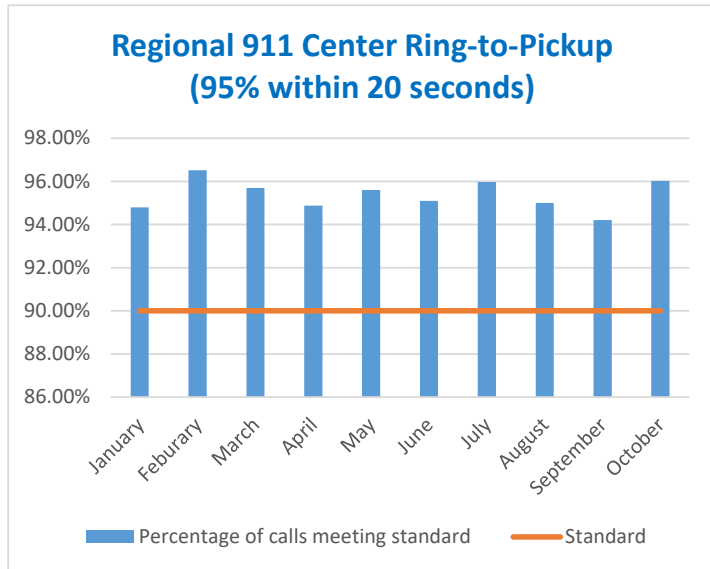




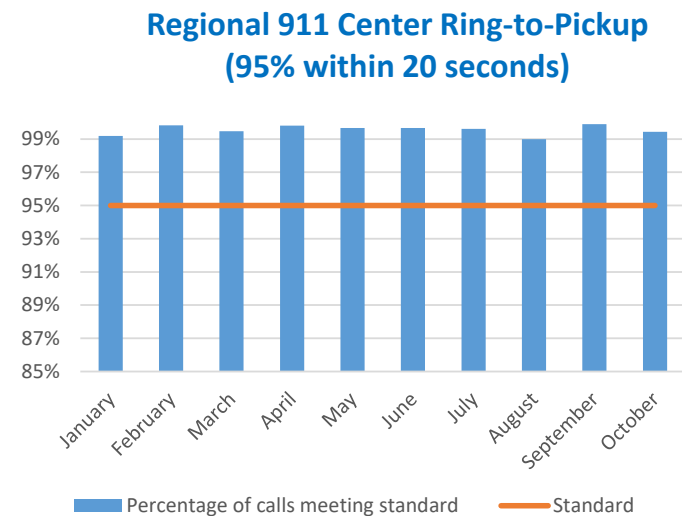
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## October 2020 Regional 911 Center Ring to Pick Up Time



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	845	880	96.02%	90.00%
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	875	880	99.43%	95.00%
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.

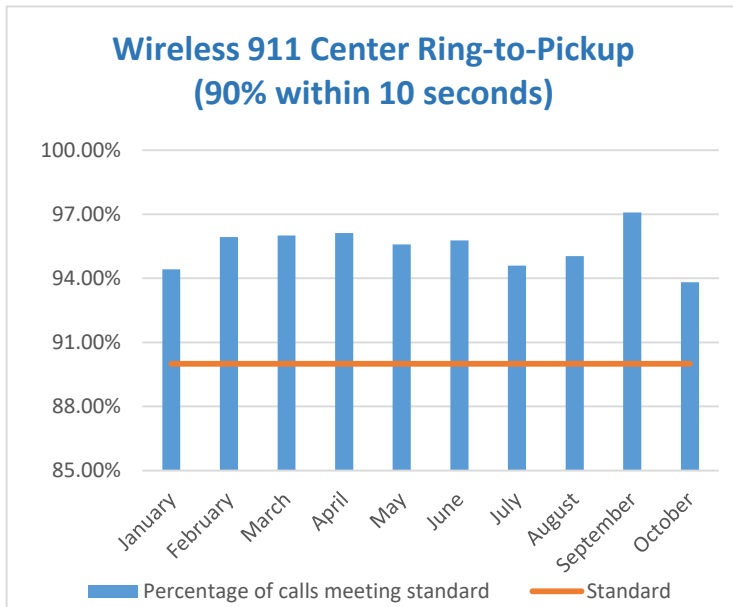
**Objective:** To answer all 911 calls within ten (10) seconds or less.



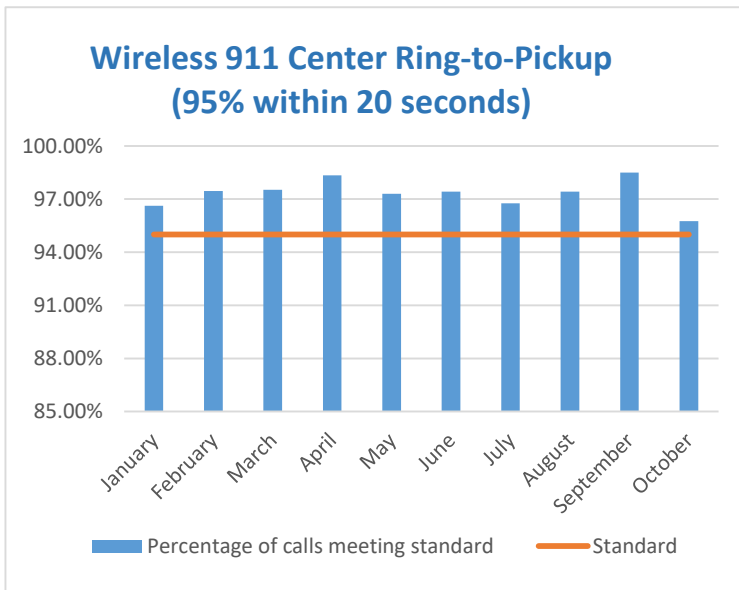
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## October 2020 Wireless 911 Center Ring to Pick Up Time



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	13,925	14,842	93.82%	90.00%
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	14,212	14,842	95.76%	95.00%
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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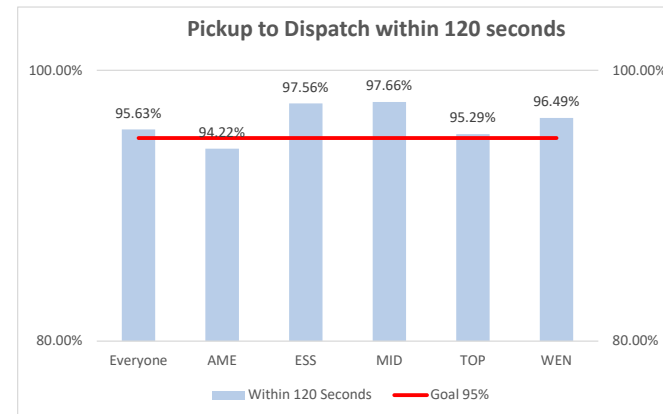
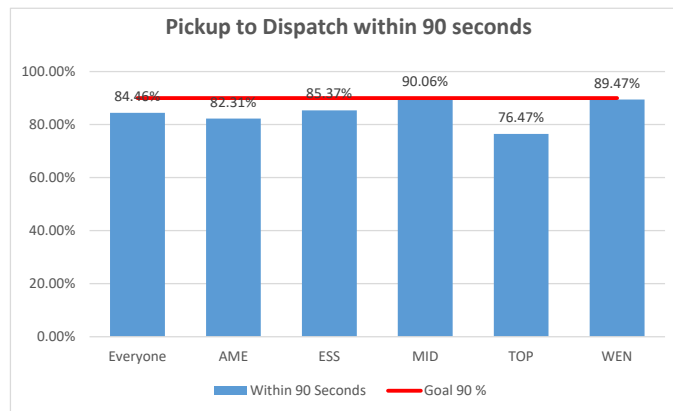
## STATE 911 DEPARTMENT

### NORTH SHORE REGIONAL 911 CENTER



## October 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	663	40.87%	84.46%	95.63%	103		11	5	69	28	65	90.00%	95.00%
AME	277	37.91%	82.31%	94.22%	49		7	3	72	29	66	90.00%	95.00%
ESS	41	41.46%	85.37%	97.56%	6		0	0	65	23	61	90.00%	95.00%
MID	171	43.27%	90.06%	97.66%	17		3	1	65	27	62	90.00%	95.00%
TOP	85	44.71%	76.47%	95.29%	20		1	1	72	30	62	90.00%	95.00%
WEN	57	47.37%	89.47%	96.49%	6		0	0	63	23	62	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	663	65	28	0	262
November					
December					



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October 2020 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
FIRE ALARM	119	58	23.71	16	209
M-SICK/ OTHER	70	73	22.26	43	151
M-FALL	62	66	16.85	35	119
MVA NO PI	47	78	38.39	0	204
DISTURBANCE	39	74	28.82	44	161
MV COMPLAINT/ERRATIC OP	34	81	37.69	0	208
M-UNKNOWN MEDICAL PROBLEM	32	67	21.87	33	130
FIRE OTHER	29	76	43.18	9	262
M-BREATHING DIFFICULTY	28	69	18.24	23	110
M-CHEST PAIN/ CARDIAC PROBLEM	23	69	15.44	44	103
M-MVA WITH INJURY	21	64	24.36	40	144
FIRE MUTUAL AID AMESBURY	20	67	26.05	19	124
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	20	78	28.99	42	147
M-UNCONSCIOUS/UNRESPONSIVE/FAI	20	71	43.62	34	250
M-SEIZURE	16	60	16.71	34	89
DOMESTIC	10	59	12.02	39	79
FIRE MUTUAL AID MIDDLETON	7	78	22.23	58	123
FIRE WIRES DOWN	7	76	43.4	0	134
M-BLEEDING (NON-TRAUMATIC)	7	99	30.8	50	141
M-DIABETIC	7	65	21.76	31	102
M-STROKE/ CVA	6	71	26.49	50	115
M-ALLERGIC REACTION	5	66	27.59	31	99
M-BACK PAIN	5	65	13.88	47	86
FIRE MUTUAL AID WENHAM	4	51	11.3	38	61
M-OVERDOSE	4	90	29.81	66	131
FIRE STRUCTURE	3	58	21.55	34	75
M-TRAUMA WITH INJURY	3	65	38.69	33	108
BREAKING & ENTERING	2	46	16.26	35	58
FIRE BRUSH	2	68	23.33	52	85
FIRE MUTUAL AID TOPSFIELD	2	49	8.49	43	55
FIRE VEHICLE	2	56	18.38	43	69
M-ALTERED MENTAL STATUS	2	63	6.36	59	68
MISSING PERSON	2	41	34.65	17	66
M-ABDOMINAL PAIN	1	78		78	78
M-BURNS-THERMAL/ELECTRICAL/CHE	1	73		73	73
M-CHOKING	1	54		54	54
M-HEAD INJURY	1	51		51	51
M-HEADACHE	1	65		65	65
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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October 2020 Priority 1 By Town

AMESBURY						TOPSFIELD					
	Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max
FIRE ALARM	46	67	28.89	36	209	FIRE ALARM	15	54	10.96	33	75
M-SICK/ OTHER	33	74	22.07	50	124	M-FALL	14	57	12.11	30	76
DISTURBANCE	24	76	30.25	44	161	M-SICK/ OTHER	14	62	16.01	41	97
M-FALL	22	72	20.31	45	119	MVA NO PI	11	116	98.34	44	397
M-UNKNOWN MEDICAL PROBLEM	18	68	22.28	40	130	MV COMPLAINT/ERRATIC OP	8	105	49.01	44	208
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	17	73	32.31	21	147	M-MVA WITH INJURY	5	57	13.28	41	71
FIRE OTHER	15	90	114.8	9	493	FIRE OTHER	5	48	28.03	2	71
MVA NO PI	14	81	55.75	0	204	M-BLEEDING (NON-TRAUMATIC)	5	113	21.22	86	141
M-UNCONSCIOUS/UNRESPONSIVE/FAI	14	74	52.36	34	250	M-UNKNOWN MEDICAL PROBLEM	4	49	14.02	30	61
M-BREATHING DIFFICULTY	13	70	15.82	44	107	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	3	45	4.73	40	49
MV COMPLAINT/ERRATIC OP	12	92	33.46	53	162	DISTURBANCE	3	78	28.36	58	111
M-MVA WITH INJURY	10	76	29.86	40	144	M-SEIZURE	2	50	11.31	42	58
M-CHEST PAIN/ CARDIAC PROBLEM	9	72	17.93	48	103	M-STROKE/ CVA	2	103	16.26	92	115
DOMESTIC	8	57	12.79	39	79	M-BREATHING DIFFICULTY	2	81	27.58	62	101
M-SEIZURE	8	68	17.61	35	89	M-CHEST PAIN/ CARDIAC PROBLEM	2	68	3.54	66	71
M-OVERDOSE	5	80	33.58	42	131	M-DIABETIC	1	61		61	61
FIRE WIRES DOWN	3	76	10.15	65	85	FIRE STRUCTURE	1	34		34	34
M-DIABETIC	3	66	12.1	53	76	FIRE VEHICLE	1	43		43	43
M-ALLERGIC REACTION	3	72	25.24	49	99	FIRE WIRES DOWN	1	117		117	117
M-ALTERED MENTAL STATUS	2	63	6.36	59	68	M-UNCONSCIOUS/UNRESPONSIVE/FAI	1	54		54	54
M-BACK PAIN	2	74	16.26	63	86	WENHAM					
BREAKING & ENTERING	2	46	16.26	35	58	FIRE ALARM	13	52	23.73	18	112
FIRE STRUCTURE	2	70	6.36	66	75	FIRE OTHER	6	78	25.85	58	126
M-TRAUMA WITH INJURY	2	81	38.18	54	108	M-FALL	6	57	14.37	35	72
M-STROKE/ CVA	1	51		51	51	MVA NO PI	6	117	84.69	53	282
M-HEADACHE	1	65		65	65	M-CHEST PAIN/ CARDIAC PROBLEM	5	62	18.27	36	86
M-ABDOMINAL PAIN	1	78		78	78	M-SICK/ OTHER	5	83	25.82	60	112
FIRE BRUSH	1	85		85	85	M-UNKNOWN MEDICAL PROBLEM	4	57	27.1	33	96
M-CHOKING	1	54		54	54	M-MVA WITH INJURY	3	54	10.69	42	61
M-BLEEDING (NON-TRAUMATIC)	1	50		50	50	M-BACK PAIN	3	59	10.44	47	66
ESSEX											
FIRE ALARM	7	62	22.82	37	108	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	2	59	16.97	47	71
FIRE OTHER	5	51	41.44	1	115	MV COMPLAINT/ERRATIC OP	2	61	7.78	56	67
M-FALL	5	58	9.45	48	72	M-UNCONSCIOUS/UNRESPONSIVE/FAI	1	60		60	60
M-SICK/ OTHER	5	74	16.1	58	101	M-SEIZURE	1	69		69	69
DISTURBANCE	4	68	21.56	49	97	M-BLEEDING (NON-TRAUMATIC)	1	79		79	79
M-UNKNOWN MEDICAL PROBLEM	3	55	20.11	33	72	M-BREATHING DIFFICULTY	1	57		57	57
MV COMPLAINT/ERRATIC OP	3	46	40.2	0	72	DISTURBANCE	1	55		55	55
M-CHEST PAIN/ CARDIAC PROBLEM	3	80	15.04	66	96	DOMESTIC	1	62		62	62
MVA NO PI	2	53	11.31	45	61	FIRE WIRES DOWN	1	0		0	0
FIRE WIRES DOWN	2	97	52.33	60	134	M-ALLERGIC REACTION	1	87		87	87
M-BREATHING DIFFICULTY	2	69	2.12	68	71						
M-STROKE/ CVA	1	55		55	55						
M-UNCONSCIOUS/UNRESPONSIVE/FAI	1	62		62	62						
M-MVA WITH INJURY	1	63		63	63						
M-SEIZURE	1	46		46	46						
MIDDLETON											
FIRE ALARM	45	50	18.34	16	113						
M-FALL	17	70	15.33	45	101						
MVA NO PI	17	70	26.44	19	151						
M-SICK/ OTHER	15	76	27.31	47	151						
M-UNKNOWN MEDICAL PROBLEM	12	69	20.15	45	114						
MV COMPLAINT/ERRATIC OP	10	66	15.46	47	97						
M-BREATHING DIFFICULTY	10	66	22.71	23	110						
FIRE OTHER	8	94	68.57	58	262						
DISTURBANCE	7	70	33.43	49	145						
M-CHEST PAIN/ CARDIAC PROBLEM	5	56	11.52	44	71						
M-MVA WITH INJURY	5	49	4.06	45	55						
M-SEIZURE	5	58	16.96	34	75						
M-UNCONSCIOUS/UNRESPONSIVE/FAI	4	66	3.46	61	69						
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	3	92	32.01	56	115						
M-DIABETIC	3	66	35.51	31	102						
M-STROKE/ CVA	2	57	10.61	50	65						
M-TRAUMA WITH INJURY	2	19	19.09	6	33						
M-BURNS-THERMAL/ELECTRICAL/CHE	1	73		73	73						
M-HEAD INJURY	1	51		51	51						
DOMESTIC	1	70		70	70						
FIRE BRUSH	1	52		52	52						
FIRE MUTUAL AID TOPSFIELD	1	43		43	43						
FIRE VEHICLE	1	69		69	69						
FIRE WIRES DOWN	1	64		64	64						
M-ALLERGIC REACTION	1	31		31	31						



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October 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	546	0.00%
AMESBURY PD						0	2,088	0.00%
ESSEX FD						0	85	0.00%
ESSEX PD						0	1,567	0.00%
MIDDLETON FD						0	278	0.00%
MIDDLETON PD						0	1,590	0.00%
TOPSFIELD FD	2					2	197	1.02%
TOPSFIELD PD						0	2,824	0.00%
WENHAM FD						0	121	0.00%
WENHAM PD						0	2,722	0.00%
OTHER								
Total	2	0	0	0	0	2	12,018	1.02%

*\*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.



# October 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	1047
Answered 9-1-1 Calls	880
Answered 9-1-1 Calls within 10 seconds	845
Answered 9-1-1 Calls within 20 seconds	875
Answered 9-1-1 Text Calls	1
Abandoned 9-1-1 Calls	167
7-Digit Emergency Calls	1,522
Answered 7-Digit Emergency Calls	1,442
Abandoned 7-Digit Emergency Calls	80
Outbound Calls	1,938
Total Calls Received	195
Total % 911 Calls Reviewed	22.16%

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	94.83%	98.92%	100
Regional Call Taking QA	73.21%	95.87%	61
Regional EMD QA	69.23%	93.86%	33
Text-to-911 QA	100.00%	100.00%	1
<b>Regional 911 Center Total QAs</b>	<b>84.32%</b>	<b>97.16%</b>	<b>195</b>

## Wireless 911 Center

9-1-1 Calls answered and abandoned	16,838
Answered 9-1-1 Calls	14,842
Answered 9-1-1 Calls within 10 seconds	13,925
Answered 9-1-1 Calls within 20 seconds	14,212
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	1,996
7-Digit Emergency Calls	442
Answered 7-Digit Emergency Calls	356
Abandoned 7-Digit Emergency Calls	86
Outbound Calls	5,925
Total Calls Received	580
Total % 911 Calls Reviewed	3.91%

Call Type Reviewed	LOW	AVERAGE	COUNT
<b>Wireless 911 Center Total QAs</b>	<b>47.97%</b>	<b>99.46%</b>	<b>556</b>



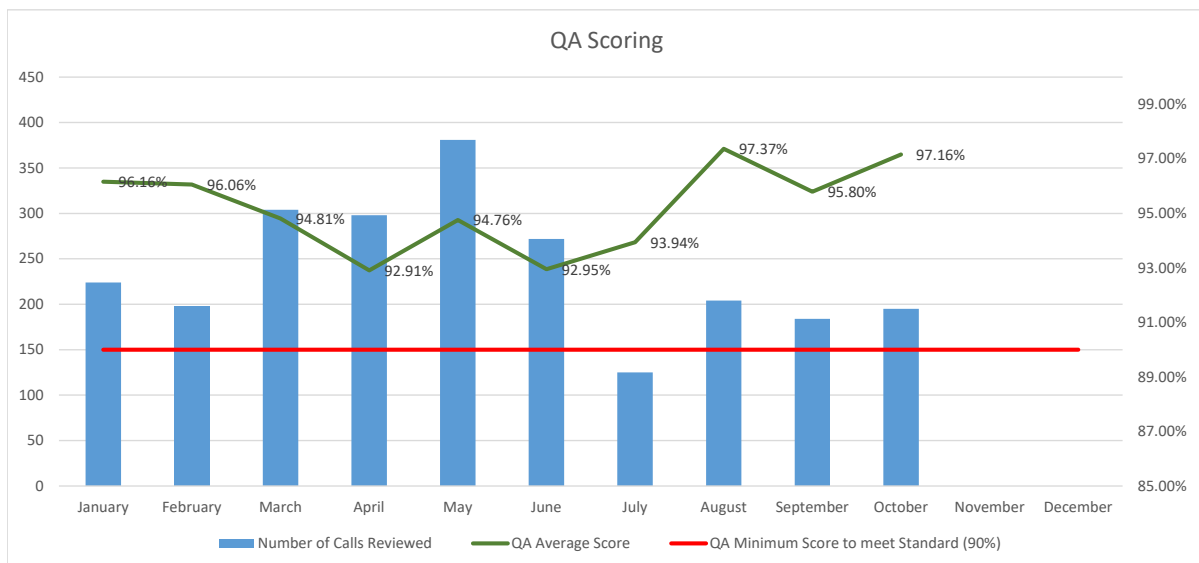
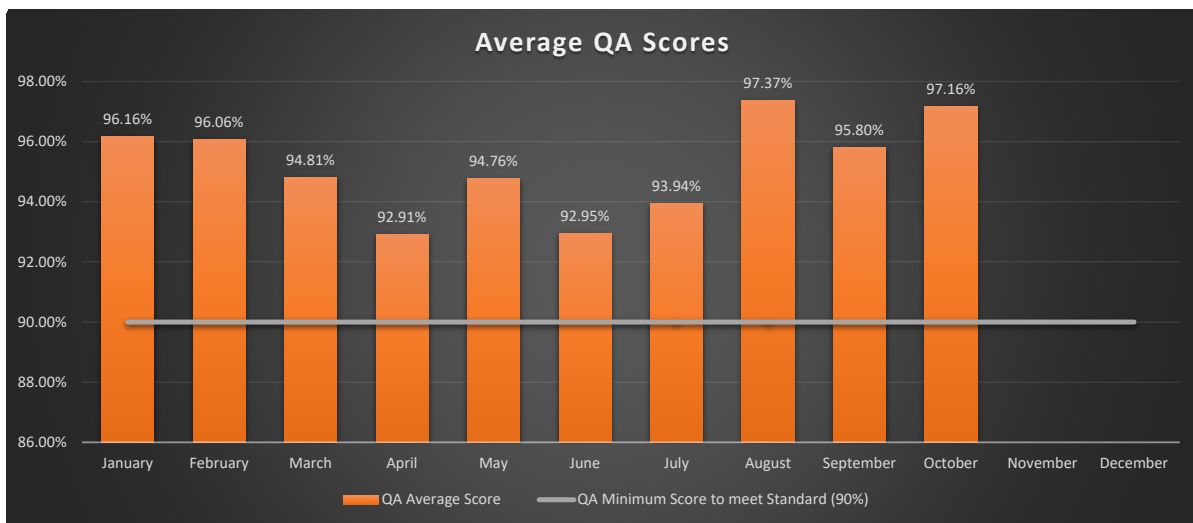


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## 2020 Calendar Year QA Scores

	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	195	97.16%	90.00%
November			90.00%
December			90.00%





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## October 2020 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned
00:00 - 01:00	17	16	1	6.3%
01:00 - 02:00	23	19	4	21.1%
02:00 - 03:00	17	14	3	21.4%
03:00 - 04:00	14	13	1	7.7%
04:00 - 05:00	5	4	1	25.0%
05:00 - 06:00	9	8	1	12.5%
06:00 - 07:00	19	16	3	18.8%
07:00 - 08:00	34	28	6	21.4%
08:00 - 09:00	46	32	14	43.8%
09:00 - 10:00	43	37	6	16.2%
10:00 - 11:00	64	53	11	20.8%
11:00 - 12:00	70	58	12	20.7%
12:00 - 13:00	58	49	9	18.4%
13:00 - 14:00	74	61	13	21.3%
14:00 - 15:00	93	63	30	47.6%
15:00 - 16:00	66	51	15	29.4%
16:00 - 17:00	85	76	9	11.8%
17:00 - 18:00	85	71	14	19.7%
18:00 - 19:00	65	60	5	8.3%
19:00 - 20:00	57	52	5	9.6%
20:00 - 21:00	41	38	3	7.9%
21:00 - 22:00	35	35	0	0.0%
22:00 - 23:00	38	37	1	2.7%
23:00 - 24:00	15	13	2	15.4%
Total	1,073	904	169	18.7%
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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 STATE 911 DEPARTMENT  
 NORTH SHORE REGIONAL 911 CENTER



## October 2020 Wireless 911 Center KPI Call Statistics

Key Performance Indicators:	Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned	Average Calls per WRLS TC
	<b>Ring-to-Pickup Time:</b>	00:00 - 01:00	406	374	32	8.6%
<b>Metric:</b> 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	320	300	20	6.7%	4
	02:00 - 03:00	225	212	13	6.1%	3
<b>Objective:</b> To answer all 911 calls within ten (10) seconds or less.	03:00 - 04:00	176	161	15	9.3%	2
	04:00 - 05:00	193	177	16	9.0%	2
<b>Average Number of Calls Per Agent Per Hour:</b>	05:00 - 06:00	267	250	17	6.8%	3
	06:00 - 07:00	365	325	40	12.3%	4
<b>Metric:</b> This measurement utilizes the Call Statistics per Hour – Average Count divided by 15 calls per each hourly employee.	07:00 - 08:00	507	455	52	11.4%	6
	08:00 - 09:00	706	622	84	13.5%	6
<b>Objective:</b> Each wireless telecommunicator should handle 15 calls or less per hour of each shift.	09:00 - 10:00	692	624	68	10.9%	6
	10:00 - 11:00	812	738	74	10.0%	7
<b>Call Abandonment Rate:</b>	11:00 - 12:00	892	808	84	10.4%	7
	12:00 - 13:00	957	853	104	12.2%	8
<b>Metric:</b> 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	1,039	900	139	15.4%	8
	14:00 - 15:00	1,047	948	99	10.4%	9
<b>Objective:</b> To have an average abandonment rate of 6% or less.	15:00 - 16:00	1,118	1,009	109	10.8%	9
	16:00 - 17:00	1,161	1,069	92	8.6%	10
<b>Call Handling Time:</b>	17:00 - 18:00	1,527	1,110	417	37.6%	10
	18:00 - 19:00	1,426	1,166	260	22.3%	11
<b>Metric:</b> Average call handling time.	19:00 - 20:00	982	879	103	11.7%	8
	20:00 - 21:00	826	753	73	9.7%	7
<b>Objective:</b> To spend less than 2 minutes 25 seconds per call on average	21:00 - 22:00	703	652	51	7.8%	6
	22:00 - 23:00	568	529	39	7.4%	5
	23:00 - 24:00	456	414	42	10.1%	4
	Total	17,371	15,328	2,043	13.3%	
		Average Answer Time:		0:05:3	MM:SS.s	
		Average Call Duration:		02:19.1	MM:SS.s	



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

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2020 Calendar Year Call Abandonment Rate

**2020 Wireless 911 Center**

MONTH	TYPE	TOTAL CALLS	TOTAL ANSWERED	TOTAL ABANDONED	ABANDONED %
January	WRLS	19,162	17,091	2,071	12.12%
February	WRLS	17,035	15,331	1,704	11.11%
March	WRLS	17,420	15,540	1,880	12.10%
April	WRLS	15,009	13,192	1,817	13.77%
May	WRLS	18,671	16,646	2,025	12.17%
June	WRLS	20,389	18,223	2,166	11.89%
July	WRLS	21,056	18,363	2,693	14.67%
August	WRLS	19,565	17,533	2,032	11.59%
September	WRLS	16,666	15,243	1,423	9.34%
October	WRLS	16,838	14,842	1,996	13.45%
November	WRLS				
December	WRLS				

**2020 Regional 911 Center**

MONTH	TYPE	TOTAL CALLS	TOTAL ANSWERED	TOTAL ABANDONED	ABANDONED %
January	RECC	2,510	2,410	100	4%
February	RECC	2,091	1,945	146	8%
March	RECC	2,323	2,151	172	8%
April	RECC	1,577	1,509	68	5%
May	RECC	1,851	1,803	48	3%
June	RECC	2,060	1,987	73	4%
July	RECC	2,447	2,374	73	3%
August	RECC	1,082	999	83	8%
September	RECC	1,014	932	82	9%
October	RECC	1,047	880	167	19%
November	RECC				
December	RECC				