



The Commonwealth of Massachusetts

STATE 911 DEPARTMENT
NORTH SHORE REGIONAL 911 CENTER



November 2020 Radio, and CAD Statistics

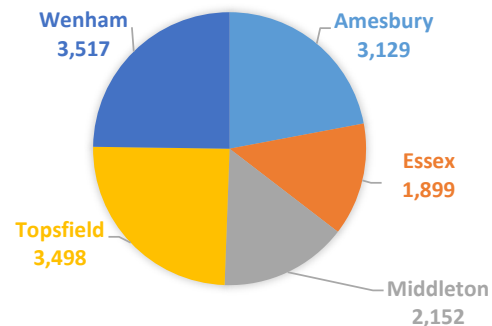
CAD INCIDENTS

Fire Incidents	Count
Amesbury	673
Essex	107
Middleton	318
Topsfield	228
Wenham	118
Total	1,444

Police Incidents	Count
Amesbury	2,456
Essex	1,792
Middleton	1,834
Topsfield	3,270
Wenham	3,399
Total	12,751

Incidents by Town	Count
Amesbury	3,129
Essex	1,899
Middleton	2,152
Topsfield	3,498
Wenham	3,517
Total	14,195

CAD INCIDENTS BY TOWN



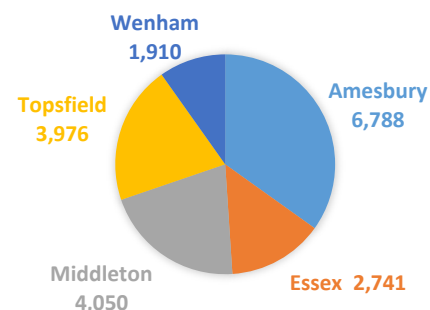
RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	2,600
Essex Fire	531
Middleton Fire	1,445
Topsfield Fire	1,093
Wenham Fire	428
Total	6,097

Police Radio Transmissions	Count
Amesbury Police	4,188
Essex Police	2,210
Middleton Police	2,605
Topsfield Police	2,883
Wenham Police	1,482
Total	13,368

Transmissions by Community	Count
Amesbury	6,788
Essex	2,741
Middleton	4,050
Topsfield	3,976
Wenham	1,910
Total	19,465

RADIO TRANSMISSIONS BY TOWN

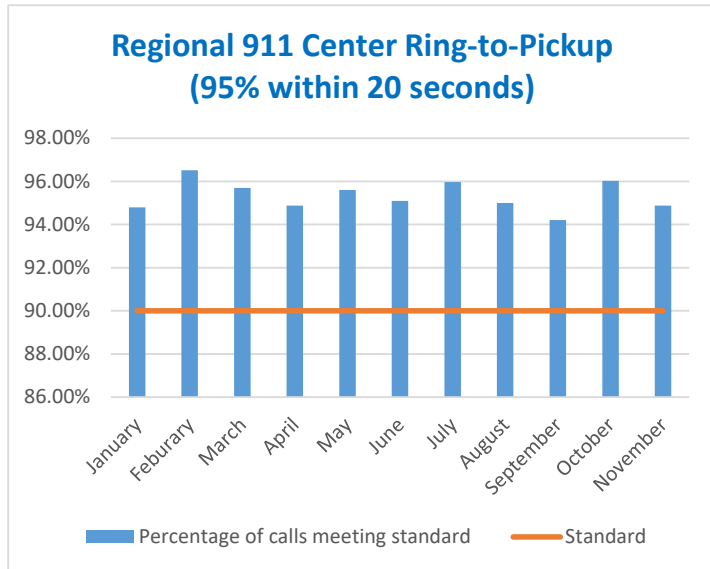




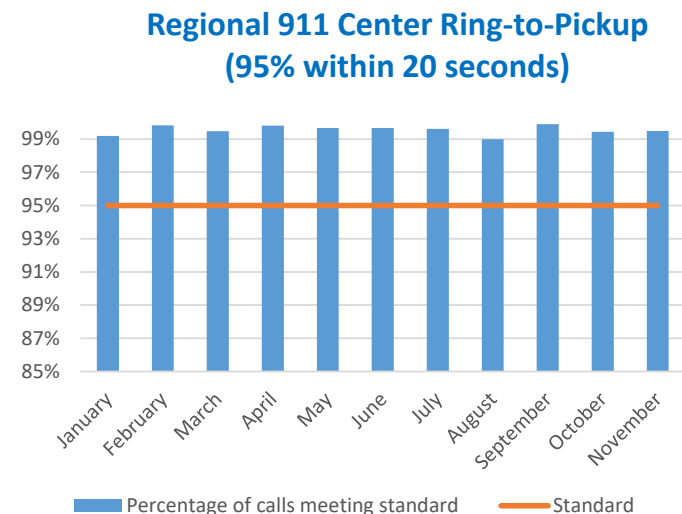
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November 2020 Regional 911 Center Ring to Pick Up Time



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	925	975	94.87%	90.00%
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	970	975	99.49%	95.00%
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.

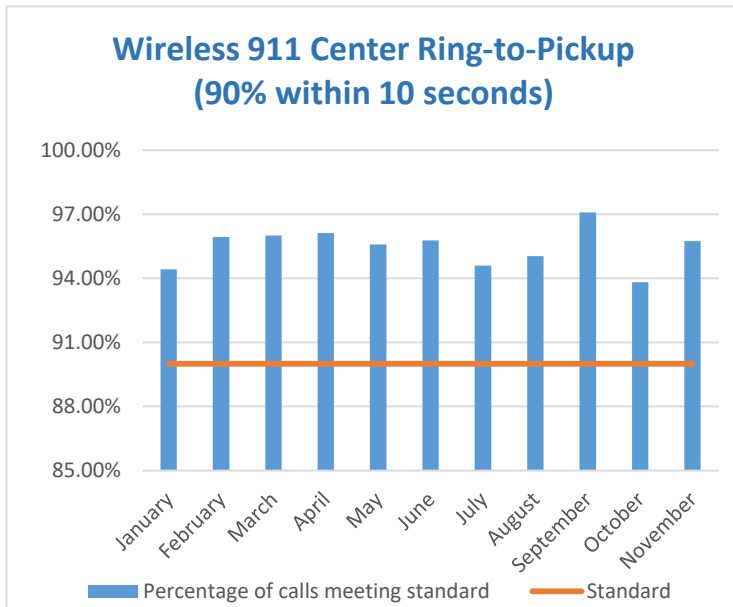
Objective: To answer all 911 calls within ten (10) seconds or less.



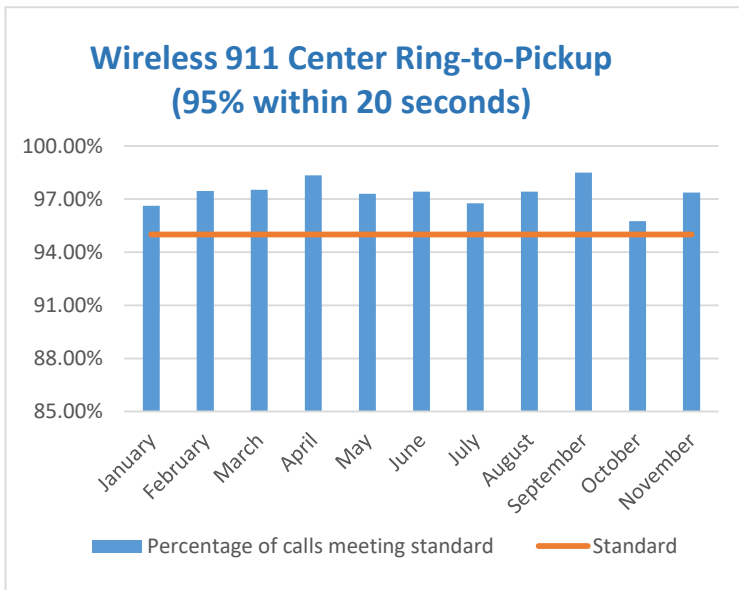
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November 2020 Wireless 911 Center Ring to Pick Up Time



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	12,712	13,276	95.75%	90.00%
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	12,927	13,276	97.37%	95.00%
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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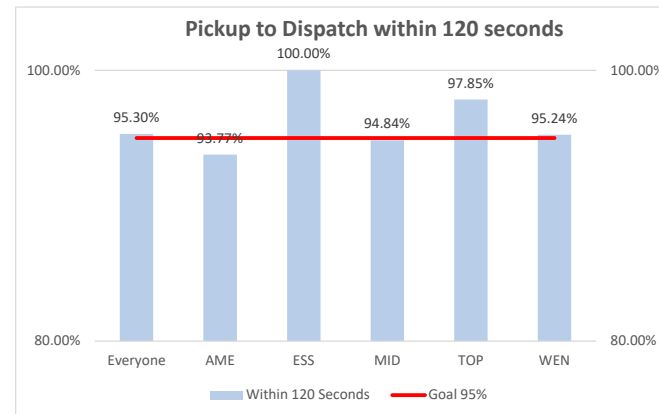
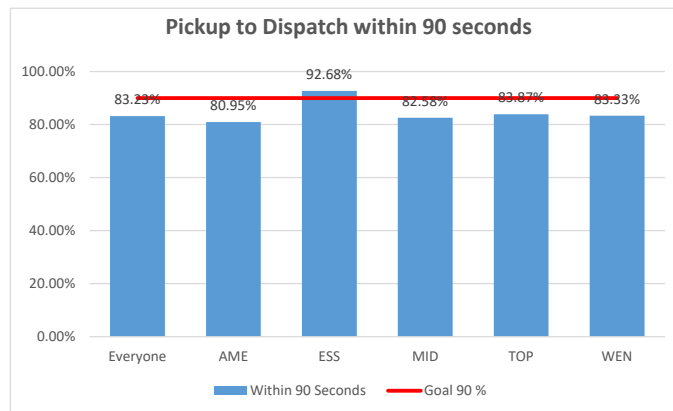
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NORTH SHORE REGIONAL 911 CENTER



November 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	638	36.83%	83.23%	95.30%	107		10	6	70	30	67	90.00%	95.00%
AME	273	37.36%	80.95%	93.77%	52		6	3	71	31	66	90.00%	95.00%
ESS	41	34.15%	92.68%	100.00%	3		0	0	63	19	67	90.00%	95.00%
MID	55	38.71%	82.58%	94.84%	27		2	1	70	32	66	90.00%	95.00%
TOP	93	40.86%	83.87%	97.85%	15		1	1	70	28	66	90.00%	95.00%
WEN	42	26.19%	83.33%	95.24%	7		1	1	74	31	70	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	638	67	30	2	309
December					



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November 2020 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
FIRE MUTUAL AID TOPSFIELD	1	74		74	74
KIDNAPPING/ATTEMPT	1	309		309	309
M-HEADACHE	1	99		99	99
MISSING PERSON	1	51		51	51
BREAKING & ENTERING	2	54	3.54	52	57
M-ALLERGIC REACTION	2	47	25.46	29	65
M-CHOKING	2	105	94.05	39	172
M-DIABETIC	2	68	17.68	56	81
ROBBERY/ATTEMPT	2	75	6.36	71	80
FIRE MUTUAL AID ESSEX	3	74	5.51	69	80
FIRE VEHICLE	3	79	20.66	56	96
M-OVERDOSE	4	68	17.46	44	84
FIRE BRUSH	5	72	27.1	37	110
FIRE STRUCTURE	5	67	10.08	51	75
M-ALTERED MENTAL STATUS	5	81	20.86	58	113
M-TRAUMA WITH INJURY	5	70	27.05	31	97
M-SEIZURE	6	59	14.71	36	75
M-ABDOMINAL PAIN	7	74	15.37	57	99
M-STROKE/ CVA	8	62	15.38	38	87
M-BLEEDING (NON-TRAUMATIC)	11	67	15.09	48	101
FIRE MUTUAL AID MIDDLETON	12	63	13.41	44	92
FIRE WIRES DOWN	13	74	21.88	47	119
M-UNCONSCIOUS/UNRESPONSIVE/FAI	14	61	22.41	23	102
FIRE MUTUAL AID AMESBURY	18	69	27.51	2	142
DOMESTIC	20	74	34.28	32	189
FIRE OTHER	20	70	28.93	42	162
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	20	75	27.2	7	134
M-MVA WITH INJURY	20	70	24.28	36	127
M-UNKNOWN MEDICAL PROBLEM	27	60	19.44	20	105
M-BREATHING DIFFICULTY	28	65	18.06	30	101
M-CHEST PAIN/ CARDIAC PROBLEM	30	65	22.47	32	126
DISTURBANCE	39	80	33.81	6	155
MVA NO PI	41	74	31.77	20	201
MV COMPLAINT/ERRATIC OP	43	92	54.74	30	305
M-FALL	70	65	20.42	34	132
M-SICK/ OTHER	70	74	21.87	35	148
FIRE ALARM	77	59	17.58	11	104



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November 2020 Priority 1 By Town

AMESBURY						TOPSFIELD					
	Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max
M-SICK/ OTHER	35	75	23.26	35	148	FIRE ALARM	15	58	18.76	25	97
FIRE ALARM	30	58	14.28	36	104	M-SICK/ OTHER	10	78	25.07	50	129
M-FALL	29	68	20.64	42	122	M-FALL	9	68	16.79	47	101
2-Nov	25	82	34.36	6	155	MV COMPLAINT/ERRATIC OP	9	89	71.4	30	266
M-UNKNOWN MEDICAL PROBLEM	19	-127	832.55	-3565	105	MVA NO PI	9	57	16.67	35	77
DOMESTIC	18	78	34.08	33	189	M-CHEST PAIN/ CARDIAC PROBLEM	8	75	18.37	54	115
M-CHEST PAIN/ CARDIAC PROBLEM	15	61	25.32	32	126	M-UNKNOWN MEDICAL PROBLEM	7	63	24.3	21	91
FIRE OTHER	14	59	26.55	6	113	M-MVA WITH INJURY	6	61	17.56	36	86
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	13	69	23.01	33	108	M-BREATHING DIFFICULTY	6	76	20.16	53	101
M-MVA WITH INJURY	12	81	30.67	40	128	M-UNCONSCIOUS/UNRESPONSIVE/FAI	4	69	23.05	46	100
MVA NO PI	12	102	79.47	20	311	DISTURBANCE	4	57	8.1	51	69
M-BREATHING DIFFICULTY	12	63	21.42	30	100	FIRE OTHER	4	73	26.04	52	110
MV COMPLAINT/ERRATIC OP	11	87	33.01	40	168	M-SEIZURE	2	60	2.12	59	62
M-BLEEDING (NON-TRAUMATIC)	6	60	23.09	33	101	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	2	75	39.6	47	103
FIRE WIRES DOWN	5	82	21.94	61	119	FIRE WIRES DOWN	2	59	1.41	58	60
M-UNCONSCIOUS/UNRESPONSIVE/FAI	5	50	2.51	48	53	M-BLEEDING (NON-TRAUMATIC)	2	60	13.44	51	70
M-OVERDOSE	3	77	7	70	84	DOMESTIC	1	52		52	52
M-ABDOMINAL PAIN	3	71	23.97	57	99	FIRE BRUSH	1	82		82	82
M-ALTERED MENTAL STATUS	2	85	38.89	58	113	FIRE MUTUAL AID TOPSFIELD	1	1		1	1
M-TRAUMA WITH INJURY	2	74	24.75	57	92	M-CHOKING	1	39		39	39
MISSING PERSON	1	51		51	51	M-DIABETIC	1	56		56	56
ROBBERY/ATTEMPT	1	80		80	80	M-ABDOMINAL PAIN	1	82		82	82
M-SEIZURE	1	51		51	51	M-ALTERED MENTAL STATUS	1	83		83	83
M-HEADACHE	1	99		99	99	FIRE STRUCTURE	1	51		51	51
M-STROKE/ CVA	1	64		64	64	M-STROKE/ CVA	1	87		87	87
BREAKING & ENTERING	1	52		52	52	WENHAM					
M-ALLERGIC REACTION	1	29		29	29	FIRE ALARM	7	56	19.79	28	85
M-CHOKING	1	172		172	172	M-FALL	6	55	11.54	38	69
KIDNAPPING/ATTEMPT	1	309		309	309	MVA NO PI	5	170	193.77	59	513
FIRE STRUCTURE	1	66		66	66	FIRE WIRES DOWN	3	81	22.11	56	98
FIRE VEHICLE	1	56		56	56	M-UNCONSCIOUS/UNRESPONSIVE/FAI	3	84	21.08	61	102
FIRE BRUSH	1	37		37	37	M-UNKNOWN MEDICAL PROBLEM	3	66	26.31	38	90
FIRE MUTUAL AID AMESBURY	1	2		2	2	MV COMPLAINT/ERRATIC OP	3	126	86.03	46	217
ESSEX						M-SICK/ OTHER	3	78	15.63	62	93
MV COMPLAINT/ERRATIC OP	8	73	21.43	47	121	M-CHEST PAIN/ CARDIAC PROBLEM	3	63	22.52	41	86
M-FALL	6	67	18.84	49	102	FIRE OTHER	2	97	49.5	62	132
M-SICK/ OTHER	5	68	20.53	50	103	FIRE VEHICLE	2	90	7.78	85	96
MVA NO PI	4	58	19.69	29	69	M-MVA WITH INJURY	2	31	9.19	25	38
FIRE ALARM	4	70	6.65	64	79	DISTURBANCE	2	71	1.41	70	72
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	3	81	12.5	67	90	FIRE BRUSH	1	72		72	72
M-TRAUMA WITH INJURY	2	64	46.67	31	97	M-ABDOMINAL PAIN	1	74		74	74
FIRE OTHER	2	47	5.66	43	51	M-ALLERGIC REACTION	1	26		26	26
M-UNKNOWN MEDICAL PROBLEM	2	73	56.57	33	113	M-ALTERED MENTAL STATUS	1	68		68	68
FIRE BRUSH	1	59		59	59	M-BLEEDING (NON-TRAUMATIC)	1	75		75	75
DOMESTIC	1	32		32	32	M-BREATHING DIFFICULTY	1	73		73	73
FIRE STRUCTURE	1	72		72	72	M-STROKE/ CVA	1	72		72	72
FIRE WIRES DOWN	1	75		75	75						
M-BLEEDING (NON-TRAUMATIC)	1	74		74	74						
M-BREATHING DIFFICULTY	1	69		69	69						
M-CHEST PAIN/ CARDIAC PROBLEM	1	47		47	47						
M-UNCONSCIOUS/UNRESPONSIVE/FAI	1	23		23	23						
M-SEIZURE	1	36		36	36						
MIDDLETON											
FIRE ALARM	31	52	22.23	5	94						
M-FALL	20	62	23.98	34	132						
M-SICK/ OTHER	19	69	18.76	46	109						
MVA NO PI	18	77	24.75	29	116						
MV COMPLAINT/ERRATIC OP	14	99	63.7	39	305						
M-UNKNOWN MEDICAL PROBLEM	8	52	14.81	32	72						
DISTURBANCE	8	89	41.05	39	149						
M-BREATHING DIFFICULTY	8	59	8.94	51	74						
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	6	66	41.9	7	134						
FIRE OTHER	5	90	43.06	60	162						
M-STROKE/ CVA	5	54	12.91	38	74						
M-MVA WITH INJURY	3	69	7.57	64	78						
M-CHEST PAIN/ CARDIAC PROBLEM	3	62	21.5	41	84						
M-BLEEDING (NON-TRAUMATIC)	3	59	25.71	30	79						
FIRE WIRES DOWN	3	71	32.32	47	108						
M-SEIZURE	2	74	0.71	74	75						
M-ABDOMINAL PAIN	2	75	13.44	66	85						
FIRE STRUCTURE	2	75	0	75	75						
FIRE BRUSH	1	110		110	110						
BREAKING & ENTERING	1	57		57	57						
M-ALLERGIC REACTION	1	65		65	65						
M-ALTERED MENTAL STATUS	1	85		85	85						
M-DIABETIC	1	81		81	81						
M-OVERDOSE	1	44		44	44						
M-TRAUMA WITH INJURY	1	75		75	75						
M-UNCONSCIOUS/UNRESPONSIVE/FAI	1	49		49	49						
ROBBERY/ATTEMPT	1	71		71	71						



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November 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	673	0.00%
AMESBURY PD						0	2,456	0.00%
ESSEX FD						0	107	0.00%
ESSEX PD						0	1,792	0.00%
MIDDLETON FD						0	318	0.00%
MIDDLETON PD						0	1,834	0.00%
TOPSFIELD FD					1	1	228	0.44%
TOPSFIELD PD						0	3,270	0.00%
WENHAM FD						0	118	0.00%
WENHAM PD						0	3,399	0.00%
OTHER								
Total	0	0	0	0	1	1	14,195	0.44%

*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.



November 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	1079
Answered 9-1-1 Calls	975
Answered 9-1-1 Calls within 10 seconds	925
Answered 9-1-1 Calls within 20 seconds	970
Answered 9-1-1 Text Calls	3
Abandoned 9-1-1 Calls	104
7-Digit Emergency Calls	1,283
Answered 7-Digit Emergency Calls	1,244
Abandoned 7-Digit Emergency Calls	39
Outbound Calls	1,938
Total Calls Received	107
Total % 911 Calls Reviewed	10.97%

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	73.43%	97.93%	47
Regional Call Taking QA	75.00%	95.88%	39
Regional EMD QA	71.79%	96.30%	18
Text-to-911 QA	98.73%	100.00%	3
Regional 911 Center Total QAs	79.74%	97.53%	107

Wireless 911 Center

9-1-1 Calls answered and abandoned	14,504
Answered 9-1-1 Calls	13,276
Answered 9-1-1 Calls within 10 seconds	12,712
Answered 9-1-1 Calls within 20 seconds	12,927
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	1,228
7-Digit Emergency Calls	368
Answered 7-Digit Emergency Calls	295
Abandoned 7-Digit Emergency Calls	73
Outbound Calls	4,565
Total Calls Received	399
Total % 911 Calls Reviewed	3.01%

Call Type Reviewed	LOW	AVERAGE	COUNT
Wireless 911 Center Total QAs	64.86%	99.44%	399

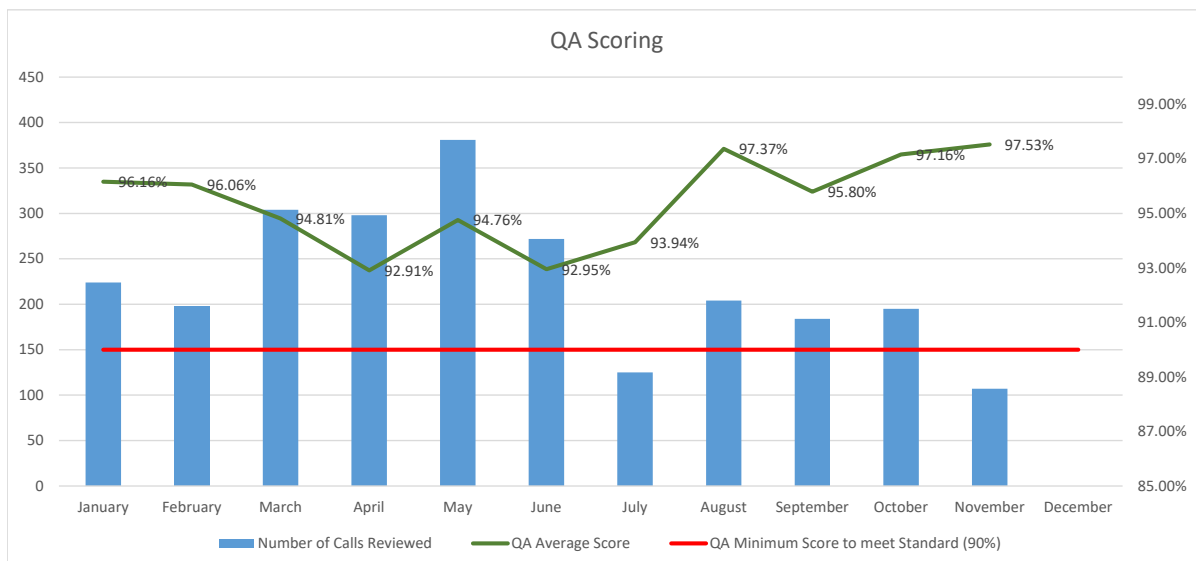
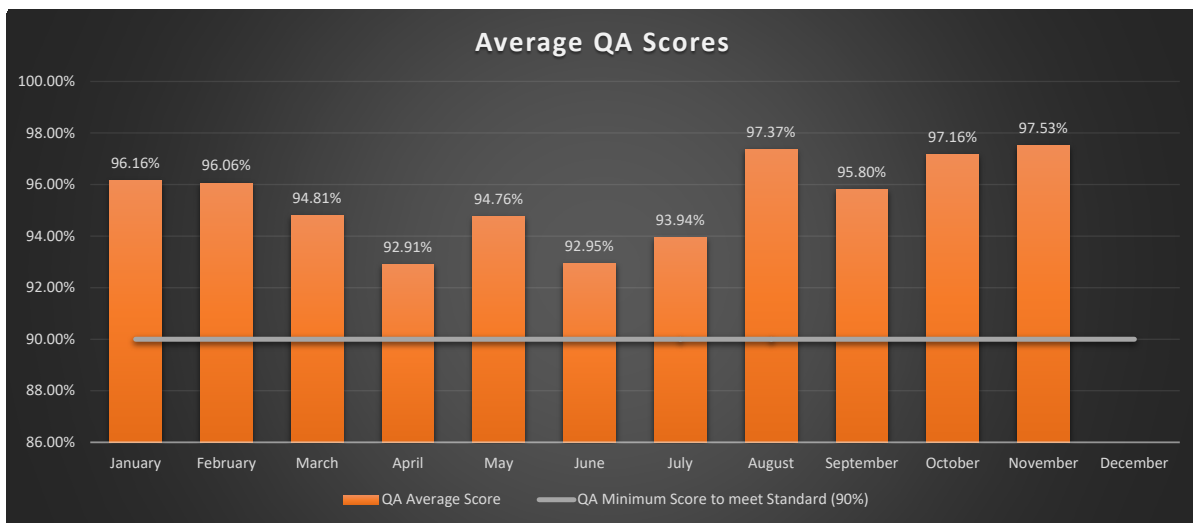


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2020 Calendar Year QA Scores

	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	107	97.53%	90.00%
December			90.00%





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November 2020 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned
00:00 - 01:00	13	13	0	0.0%
01:00 - 02:00	13	13	0	0.0%
02:00 - 03:00	9	9	0	0.0%
03:00 - 04:00	17	15	2	13.3%
04:00 - 05:00	12	11	1	9.1%
05:00 - 06:00	20	17	3	17.6%
06:00 - 07:00	31	27	4	14.8%
07:00 - 08:00	31	30	1	3.3%
08:00 - 09:00	38	37	1	2.7%
09:00 - 10:00	62	54	8	14.8%
10:00 - 11:00	57	51	6	11.8%
11:00 - 12:00	64	56	8	14.3%
12:00 - 13:00	84	72	12	16.7%
13:00 - 14:00	73	69	4	5.8%
14:00 - 15:00	94	86	8	9.3%
15:00 - 16:00	65	56	9	16.1%
16:00 - 17:00	95	88	7	8.0%
17:00 - 18:00	75	71	4	5.6%
18:00 - 19:00	97	89	8	9.0%
19:00 - 20:00	44	41	3	7.3%
20:00 - 21:00	40	33	7	21.2%
21:00 - 22:00	40	37	3	8.1%
22:00 - 23:00	26	24	2	8.3%
23:00 - 24:00	29	23	6	26.1%
Total	1,129	1,022	107	10.5%
Average Answer Time:		00:05:00*		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



November 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	330	311	19	6.1%
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	263	247	16	6.5%	3
	02:00 - 03:00	204	191	13	6.8%	2
Objective: To answer all 911 calls within ten (10) seconds or less.	03:00 - 04:00	171	167	4	2.4%	2
	04:00 - 05:00	166	160	6	3.8%	2
Average Number of Calls Per Agent Per Hour:	05:00 - 06:00	231	207	24	11.6%	3
	06:00 - 07:00	305	267	38	14.2%	3
Metric: This measurement utilizes the Call Statistics per Hour – Average Count divided by 15 calls per each hourly employee.	07:00 - 08:00	477	427	50	11.7%	6
	08:00 - 09:00	592	546	46	8.4%	5
Objective: Each wireless telecommunicator should handle 15 calls or less per hour of each shift.	09:00 - 10:00	651	589	62	10.5%	5
	10:00 - 11:00	795	735	60	8.2%	7
Call Abandonment Rate:	11:00 - 12:00	815	745	70	9.4%	7
	12:00 - 13:00	981	909	72	7.9%	8
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	940	840	100	11.9%	8
	14:00 - 15:00	988	905	83	9.2%	8
Objective: To have an average abandonment rate of 6% or less.	15:00 - 16:00	1,009	912	97	10.6%	8
	16:00 - 17:00	1,016	928	88	9.5%	9
Call Handling Time:	17:00 - 18:00	1,037	960	77	8.0%	9
	18:00 - 19:00	960	876	84	9.6%	8
Metric: Average call handling time.	19:00 - 20:00	770	699	71	10.2%	6
	20:00 - 21:00	683	623	60	9.6%	6
Objective: To spend less than 2 minutes 25 seconds per call on average	21:00 - 22:00	591	544	47	8.6%	5
	22:00 - 23:00	566	524	42	8.0%	5
	23:00 - 24:00	425	394	31	7.9%	4
	Total	14,966	13,706	1,260	9.2%	
		Average Answer Time:		0:04:3	MM:SS.s	
		Average Call Duration:		02:17.8	MM:SS.s	