



# The Commonwealth of Massachusetts

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



## December 2020 Radio, and CAD Statistics

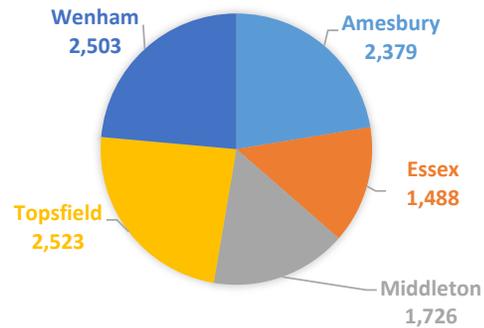
### CAD INCIDENTS

Fire Incidents	Count
Amesbury	516
Essex	53
Middleton	269
Topsfield	194
Wenham	93
<b>Total</b>	<b>1,125</b>

Police Incidents	Count
Amesbury	1,863
Essex	1,435
Middleton	1,457
Topsfield	2,329
Wenham	2,410
<b>Total</b>	<b>9,494</b>

Incidents by Town	Count
Amesbury	2,379
Essex	1,488
Middleton	1,726
Topsfield	2,523
Wenham	2,503
<b>Total</b>	<b>10,619</b>

### CAD INCIDENTS BY TOWN



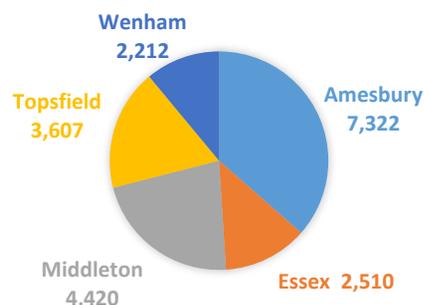
### RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	2,991
Essex Fire	509
Middleton Fire	1,660
Topsfield Fire	1,017
Wenham Fire	503
<b>Total</b>	<b>6,680</b>

Police Radio Transmissions	Count
Amesbury Police	4,331
Essex Police	2,001
Middleton Police	2,760
Topsfield Police	2,590
Wenham Police	1,709
<b>Total</b>	<b>13,391</b>

Transmissions by Community	Count
Amesbury	7,322
Essex	2,510
Middleton	4,420
Topsfield	3,607
Wenham	2,212
<b>Total</b>	<b>20,071</b>

### RADIO TRANSMISSIONS BY TOWN

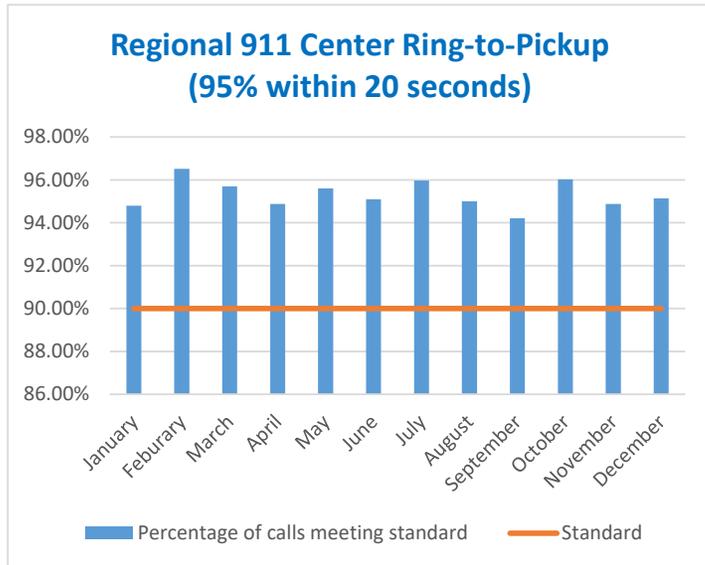




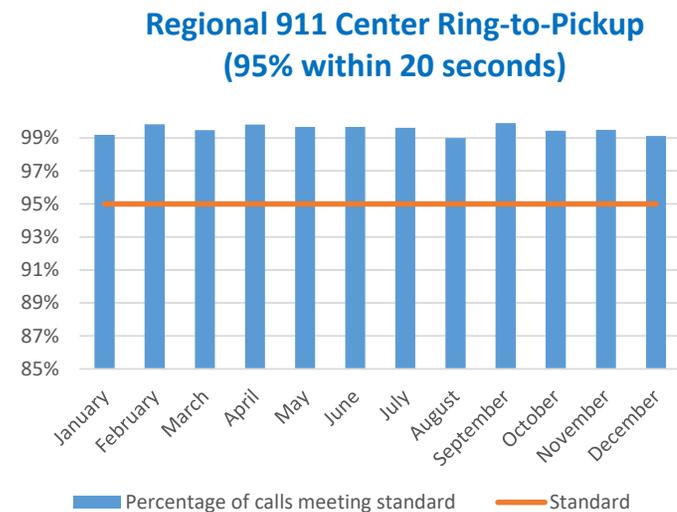
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## December 2020 Regional 911 Center Ring to Pick Up Time



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	861	905	95.14%	90.00%



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	897	905	99.12%	95.00%

### 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.

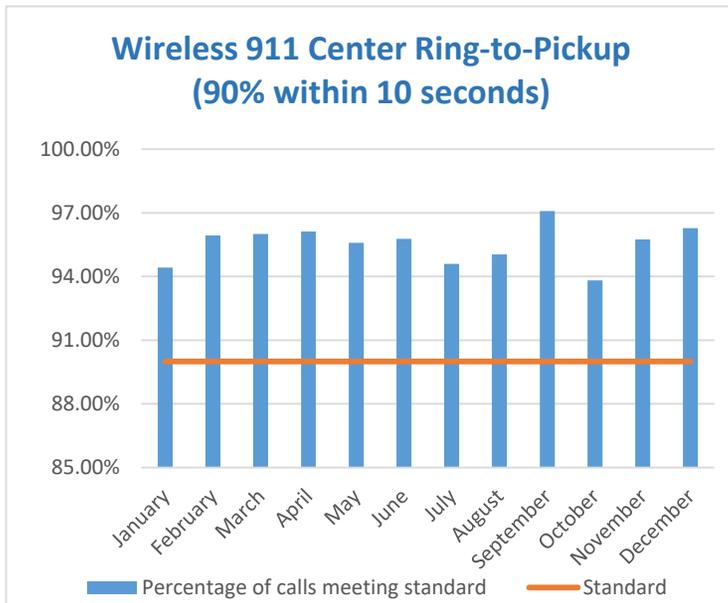
**Objective:** To answer all 911 calls within ten (10) seconds or less.



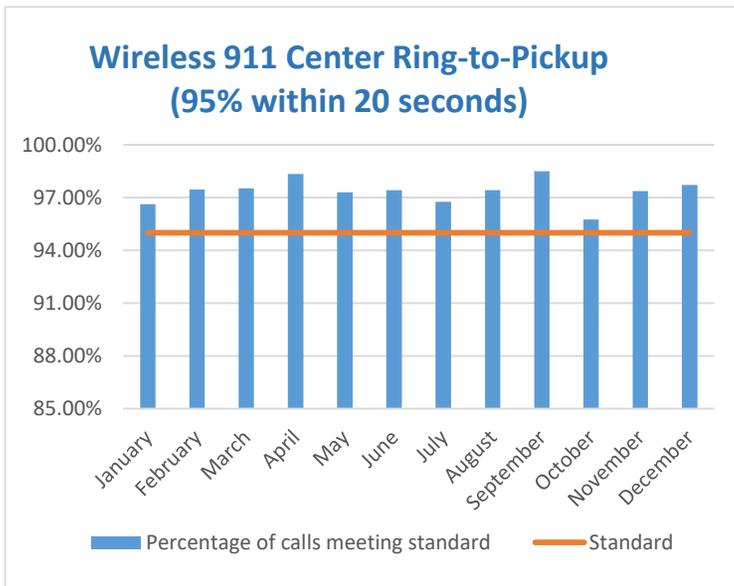
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## December 2020 Wireless 911 Center Ring to Pick Up Time



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	12,041	12,506	96.28%	90.00%



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	12,221	12,506	97.72%	95.00%

### 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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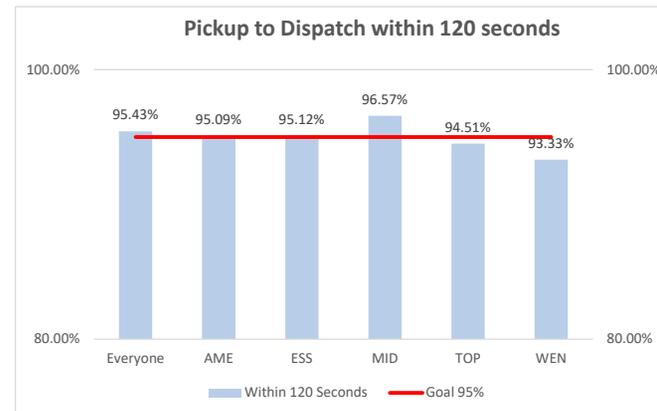
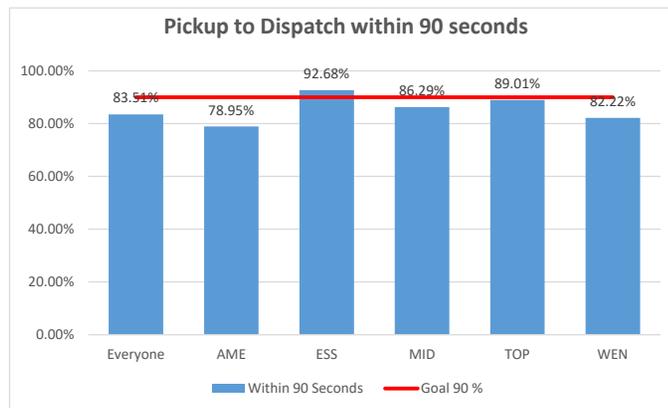
## STATE 911 DEPARTMENT

### NORTH SHORE REGIONAL 911 CENTER



## December 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	679	40.50%	83.51%	95.43%	112		8	3	69	27	66	90.00%	95.00%
AME	285	34.04%	78.95%	95.09%	60		5	3	73	28	69	90.00%	95.00%
ESS	41	48.78%	92.68%	95.12%	3		2	0	63	28	61	90.00%	95.00%
MID	175	46.86%	86.29%	96.57%	24		1	0	65	25	63	90.00%	95.00%
TOP	91	43.96%	89.01%	94.51%	10		0	0	66	22	64	90.00%	95.00%
WEN	45	46.67%	82.22%	93.33%	8		0	0	66	28	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	638	67	30	2	309
December	679	66	27	0	241



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December 2020 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
M-SICK/ OTHER	85	73	18.78	40	124
FIRE ALARM	84	54	20.03	9	130
M-FALL	74	69	24.15	12	155
DISTURBANCE	49	81	29.75	37	181
MVA NO PI	44	80	30.59	35	171
MV COMPLAINT/ERRATIC OP	30	76	27.22	33	150
M-BREATHING DIFFICULTY	29	68	19.4	43	136
FIRE MUTUAL AID AMESBURY	27	71	25.7	14	120
M-CHEST PAIN/ CARDIAC PROBLEM	27	57	17.47	25	104
M-MVA WITH INJURY	26	61	41.36	0	241
M-UNKNOWN MEDICAL PROBLEM	24	72	28.6	32	137
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	20	82	38.96	33	207
M-UNCONSCIOUS/UNRESPONSIVE/FAI	17	65	14.93	36	87
DOMESTIC	15	56	21.16	0	95
M-BLEEDING (NON-TRAUMATIC)	14	67	20.12	20	108
M-SEIZURE	12	59	16.29	38	98
FIRE OTHER	11	67	42.94	16	155
M-ABDOMINAL PAIN	11	69	16.54	49	96
FIRE MUTUAL AID MIDDLETON	10	59	24.07	11	84
FIRE WIRES DOWN	7	110	29.84	63	158
M-STROKE/ CVA	7	55	15.78	29	72
M-ALTERED MENTAL STATUS	6	60	22.36	25	90
FIRE STRUCTURE	5	70	9.57	55	78
M-OVERDOSE	5	60	9.11	48	73
M-ALLERGIC REACTION	4	49	15.17	32	68
M-DIABETIC	4	59	6.45	55	69
M-EXTREMITY INJURY	4	51	14.01	31	63
MISSING PERSON	4	89	26.71	52	111
ASSAULT & BATTERY	3	62	51.47	3	95
FIRE BRUSH	3	77	35.39	49	117
FIRE MUTUAL AID TOPSFIELD	3	80	42.51	53	129
M-CHOKING	3	71	6.11	65	77
M-HEAD INJURY	3	83	17.9	73	104
FIRE MUTUAL AID WENHAM	2	74	47.38	41	108
FIRE VEHICLE	2	103	26.16	85	122
M-TRAUMA WITH INJURY	2	54	10.61	47	62
BREAKING & ENTERING	1	55		55	55
M-ASSAULT	1	93		93	93
M-BACK PAIN	1	57		57	57



# The Commonwealth of Massachusetts

## STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER



### October 2020 Priority 1 By Town

AMESBURY						TOPSFIELD					
	Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max
M-SICK/ OTHER	53	73	18.26	42	117	FIRE ALARM	19	55	10.93	40	73
DISTURBANCE	33	80	32.17	37	181	MV COMPLAINT/ERRATIC OP	11	77	27.82	33	122
M-FALL	27	71	19.9	40	130	M-FALL	9	58	24.82	12	91
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	24	70	40.43	24	207	FIRE OTHER	8	62	31.52	32	130
FIRE ALARM	23	64	24.48	34	130	M-BLEEDING (NON-TRAUMATIC)	7	67	15.28	50	96
M-BREATHING DIFFICULTY	18	72	22.92	43	136	M-SICK/ OTHER	7	82	20.65	56	124
M-CHEST PAIN/ CARDIAC PROBLEM	16	54	20.29	25	104	MVA NO PI	5	71	20.62	44	96
MVA NO PI	14	88	26.36	54	147	M-CHEST PAIN/ CARDIAC PROBLEM	5	68	10.14	55	79
DOMESTIC	13	58	18.59	23	95	M-UNCONSCIOUS/UNRESPONSIVE/FAI	4	60	8.02	49	67
M-MVA WITH INJURY	10	69	63.47	0	241	M-UNKNOWN MEDICAL PROBLEM	4	46	34.2	0	81
M-UNKNOWN MEDICAL PROBLEM	9	71	41.25	26	137	M-MVA WITH INJURY	4	39	30.71	0	69
M-SEIZURE	7	58	13.56	38	83	DISTURBANCE	3	81	36.61	51	122
M-UNCONSCIOUS/UNRESPONSIVE/FAI	6	70	17.91	41	87	M-ABDOMINAL PAIN	2	58	4.24	55	61
MV COMPLAINT/ERRATIC OP	6	71	24.58	45	103	M-ALTERED MENTAL STATUS	2	70	4.95	67	74
FIRE OTHER	5	79	51.86	16	155	M-STROKE/ CVA	2	55	14.14	45	65
M-BLEEDING (NON-TRAUMATIC)	4	80	18.81	69	108	MISSING PERSON	1	90		90	90
M-ABDOMINAL PAIN	4	81	16.79	65	96	M-BACK PAIN	1	57		57	57
M-STROKE/ CVA	4	62	11.86	47	72	M-ALLERGIC REACTION	1	44		44	44
M-OVERDOSE	4	59	12.92	42	73	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	1	80		80	80
M-DIABETIC	3	60	7.37	55	69	FIRE VEHICLE	1	64		64	64
MISSING PERSON	3	89	32.72	52	111	FIRE WIRES DOWN	1	113		113	113
M-ALTERED MENTAL STATUS	3	55	32.72	25	90	FIRE MUTUAL AID TOPSFIELD	1	58		58	58
FIRE WIRES DOWN	3	95	41.15	52	134	FIRE MUTUAL AID WENHAM	1	41		41	41
FIRE STRUCTURE	3	68	11.85	55	76						
ASSAULT & BATTERY	2	92	4.24	89	95	WENHAM					
M-ASSAULT	2	77	21.92	62	93	M-FALL	10	70	37.88	31	144
M-ALLERGIC REACTION	2	42	14.85	32	53	FIRE ALARM	7	58	18.33	34	79
M-HEAD INJURY	1	104		104	104	M-UNKNOWN MEDICAL PROBLEM	6	47	22.89	29	83
M-CHOKING	1	65		65	65	MVA NO PI	4	88	20.25	59	106
BREAKING & ENTERING	1	55		55	55	M-MVA WITH INJURY	4	47	25.79	18	72
FIRE VEHICLE	1	85		85	85	M-SICK/ OTHER	4	63	10.53	54	78
FIRE BRUSH	1	117		117	117	M-ABDOMINAL PAIN	3	64	19.47	49	86
						M-CHEST PAIN/ CARDIAC PROBLEM	2	57	6.36	53	62
ESSEX						MV COMPLAINT/ERRATIC OP	2	80	21.92	65	96
FIRE ALARM	6	43	10.61	29	56	M-SEIZURE	1	51		51	51
MVA NO PI	6	77	47.69	35	171	DISTURBANCE	1	94		94	94
M-BREATHING DIFFICULTY	5	67	9.81	54	78	DOMESTIC	1	0		0	0
DISTURBANCE	4	71	24.9	44	104	M-CHOKING	1	77		77	77
M-FALL	4	59	11.18	48	72	M-ALTERED MENTAL STATUS	1	53		53	53
M-SICK/ OTHER	4	62	13.4	45	77	M-BREATHING DIFFICULTY	1	52		52	52
M-UNKNOWN MEDICAL PROBLEM	4	49	12.28	40	67	FIRE OTHER	1	54		54	54
DOMESTIC	2	57	2.12	56	59	FIRE STRUCTURE	1	47		47	47
MV COMPLAINT/ERRATIC OP	2	70	0.71	70	71	FIRE VEHICLE	1	122		122	122
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	2	44	15.56	33	55						
M-EXTREMITY INJURY	2	44	18.38	31	57						
M-TRAUMA WITH INJURY	1	62		62	62						
FIRE WIRES DOWN	1	158		158	158						
MIDDLETON											
FIRE ALARM	36	46	17.47	9	104						
M-FALL	26	68	22.88	30	155						
M-SICK/ OTHER	18	74	21.37	40	109						
MVA NO PI	17	187	466.95	44	1996						
MV COMPLAINT/ERRATIC OP	11	72	35.17	34	150						
M-UNKNOWN MEDICAL PROBLEM	10	71	26.66	36	114						
M-MVA WITH INJURY	9	60	21.26	22	94						
DISTURBANCE	8	88	23.41	56	119						
M-UNCONSCIOUS/UNRESPONSIVE/FAI	7	63	15.87	36	85						
M-BREATHING DIFFICULTY	6	61	9.14	48	73						
M-CHEST PAIN/ CARDIAC PROBLEM	5	54	14.74	35	72						
M-BLEEDING (NON-TRAUMATIC)	4	50	21.28	20	66						
M-SEIZURE	4	63	23.63	47	98						
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	4	61	40.71	1	87						
FIRE WIRES DOWN	3	89	22.94	63	105						
M-ABDOMINAL PAIN	2	64	13.44	55	74						
FIRE OTHER	2	50	19.09	37	64						
FIRE STRUCTURE	2	72	8.49	66	78						
FIRE BRUSH	2	57	12.02	49	66						
M-EXTREMITY INJURY	2	58	6.36	54	63						
M-OVERDOSE	2	52	6.36	48	57						
M-HEAD INJURY	2	73	0	73	73						
M-CHOKING	1	73		73	73						
M-DIABETIC	1	56		56	56						
M-STROKE/ CVA	1	29		29	29						
M-TRAUMA WITH INJURY	1	47		47	47						
FIRE MUTUAL AID TOPSFIELD	1	78		78	78						
ASSAULT & BATTERY	1	3		3	3						
M-ALLERGIC REACTION	1	68		68	68						



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December 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	516	0.00%
AMESBURY PD						0	1,863	0.00%
ESSEX FD						0	53	0.00%
ESSEX PD						0	1,435	0.00%
MIDDLETON FD						0	269	0.00%
MIDDLETON PD						0	1,457	0.00%
TOPSFIELD FD	1	1				2	194	1.03%
TOPSFIELD PD	1				1	2	2,329	0.09%
WENHAM FD			1			1	93	1.08%
WENHAM PD						0	2,410	0.00%
OTHER								
Total	2	1	1	0	1	5	10,619	2.19%

*\*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.



# December 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	984
Answered 9-1-1 Calls	905
Answered 9-1-1 Calls within 10 seconds	861
Answered 9-1-1 Calls within 20 seconds	897
Answered 9-1-1 Text Calls	1
Abandoned 9-1-1 Calls	79
7-Digit Emergency Calls	1,509
Answered 7-Digit Emergency Calls	1,468
Abandoned 7-Digit Emergency Calls	41
Outbound Calls	1,232
Total Calls Received	112
Total % 911 Calls Reviewed	12.38%

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	93.36%	99.32%	22
Regional Call Taking QA	79.17%	97.75%	62
Regional EMD QA	94.62%	95.73%	27
Text-to-911 QA	100.00%	100.00%	1
<b>Regional 911 Center Total QAs</b>	<b>91.79%</b>	<b>98.20%</b>	<b>112</b>

## Wireless 911 Center

9-1-1 Calls answered and abandoned	13,663
Answered 9-1-1 Calls	12,506
Answered 9-1-1 Calls within 10 seconds	12,041
Answered 9-1-1 Calls within 20 seconds	12,221
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	1,157
7-Digit Emergency Calls	342
Answered 7-Digit Emergency Calls	264
Abandoned 7-Digit Emergency Calls	78
Outbound Calls	3,587
Total Calls Received	510
Total % 911 Calls Reviewed	4.08%

Call Type Reviewed	LOW	AVERAGE	COUNT
<b>Wireless 911 Center Total QAs</b>	<b>54.04%</b>	<b>99.45%</b>	<b>510</b>

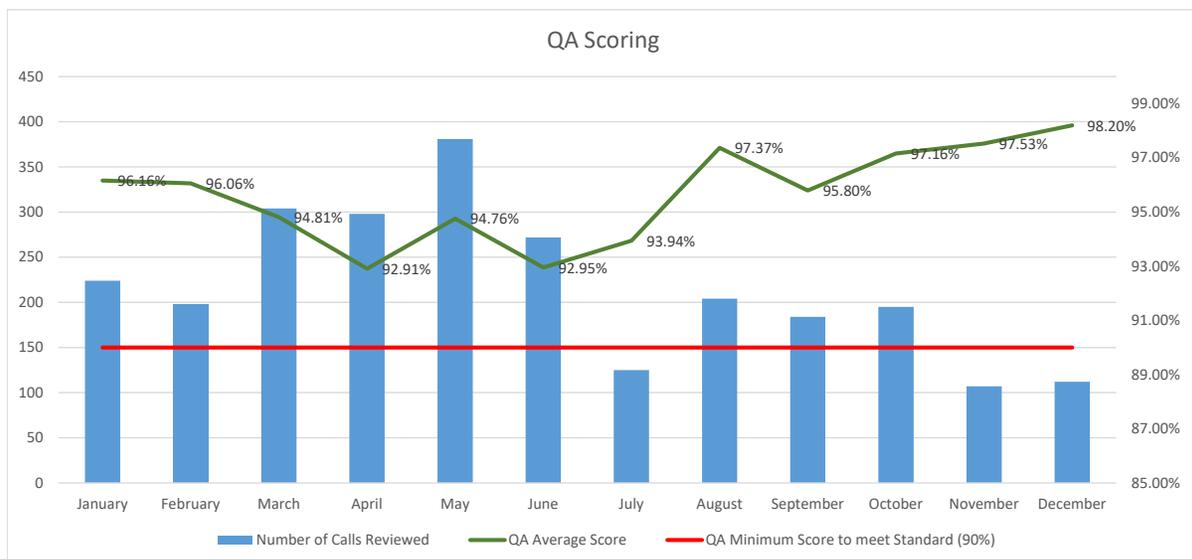
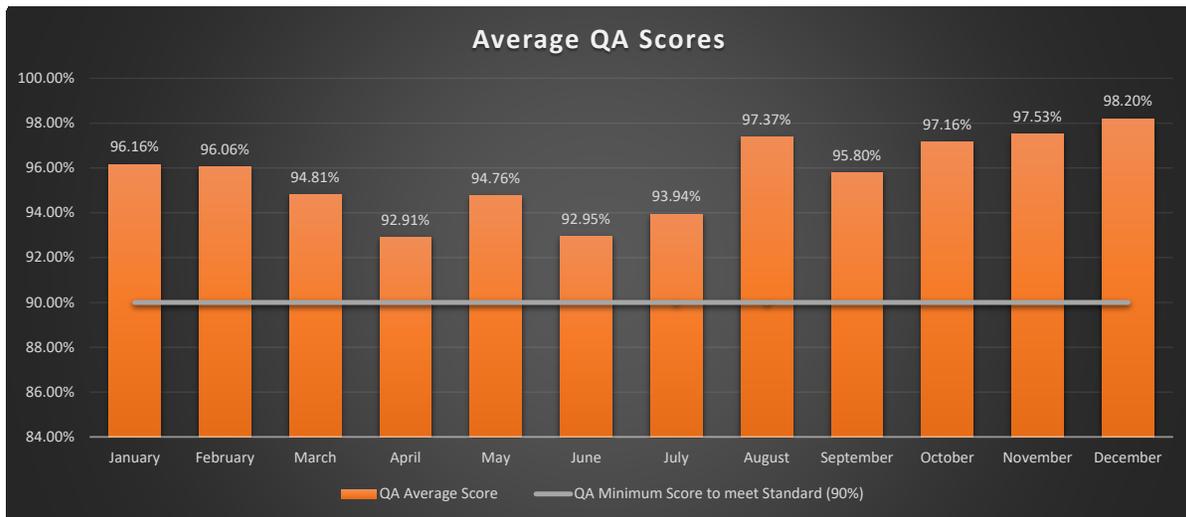


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## 2020 Calendar Year RECC QA Scores

	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	112	98.20%	90.00%





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## December 2020 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned
00:00 - 01:00	14	13	1	7.7%
01:00 - 02:00	15	15	0	0.0%
02:00 - 03:00	14	14	0	0.0%
03:00 - 04:00	17	16	1	6.3%
04:00 - 05:00	12	12	0	0.0%
05:00 - 06:00	11	9	2	22.2%
06:00 - 07:00	23	18	5	27.8%
07:00 - 08:00	37	36	1	2.8%
08:00 - 09:00	45	39	6	15.4%
09:00 - 10:00	54	49	5	10.2%
10:00 - 11:00	60	56	4	7.1%
11:00 - 12:00	64	56	8	14.3%
12:00 - 13:00	51	47	4	8.5%
13:00 - 14:00	51	45	6	13.3%
14:00 - 15:00	77	68	9	13.2%
15:00 - 16:00	72	65	7	10.8%
16:00 - 17:00	52	47	5	10.6%
17:00 - 18:00	86	81	5	6.2%
18:00 - 19:00	48	45	3	6.7%
19:00 - 20:00	42	40	2	5.0%
20:00 - 21:00	45	44	1	2.3%
21:00 - 22:00	48	45	3	6.7%
22:00 - 23:00	36	34	2	5.9%
23:00 - 24:00	30	30	0	0.0%
Total	1,004	924	80	8.7%
Average Answer Time:		00:05:02*		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



## December 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	314	290	24	8.3%
<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	229	217	12	5.5%	3
	02:00 - 03:00	215	202	13	6.4%	3
<b>Objective:</b> To answer all 911 calls within ten (10) seconds or less.	03:00 - 04:00	196	183	13	7.1%	2
	04:00 - 05:00	159	146	13	8.9%	2
<b>Average Number of Calls Per Agent Per Hour:</b>	05:00 - 06:00	233	209	24	11.5%	3
	06:00 - 07:00	312	286	26	9.1%	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	489	447	42	9.4%	6
	08:00 - 09:00	582	534	48	9.0%	5
<b>Objective:</b> Each wireless telecommunicator should handle 15 calls or less per hour of each shift.	09:00 - 10:00	638	597	41	6.9%	6
	10:00 - 11:00	749	677	72	10.6%	6
<b>Call Abandonment Rate:</b>	11:00 - 12:00	862	777	85	10.9%	7
	12:00 - 13:00	871	781	90	11.5%	7
<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	824	758	66	8.7%	7
	14:00 - 15:00	1,008	914	94	10.3%	8
<b>Objective:</b> To have an average abandonment rate of 6% or less.	15:00 - 16:00	958	873	85	9.7%	8
	16:00 - 17:00	992	905	87	9.6%	8
<b>Call Handling Time:</b>	17:00 - 18:00	1,055	966	89	9.2%	9
	18:00 - 19:00	808	734	74	10.1%	7
<b>Metric:</b> Average call handling time.	19:00 - 20:00	750	678	72	10.6%	6
	20:00 - 21:00	687	624	63	10.1%	6
<b>Objective:</b> To spend less than 2 minutes 25 seconds per call on average	21:00 - 22:00	581	540	41	7.6%	5
	22:00 - 23:00	506	458	48	10.5%	4
	23:00 - 24:00	433	392	41	10.5%	4
	Total	14,451	13,188	1,263	9.6%	
		Average Answer Time:		0:04:3	MM:SS.s	
		Average Call Duration:		02:23.6	MM:SS.s	