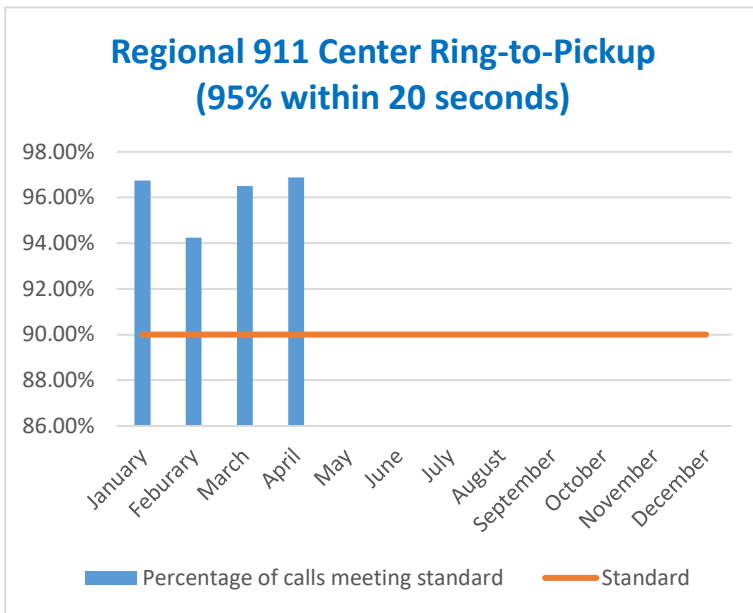




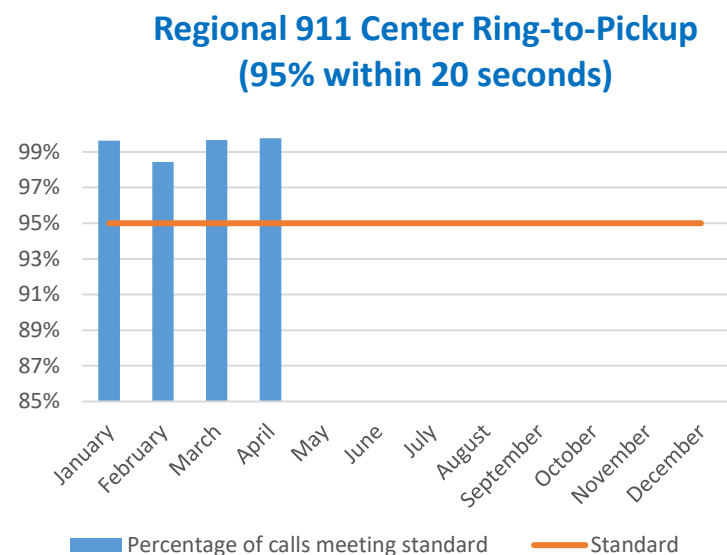
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## April 2021 Regional 911 Center Ring to Pick Up Time



Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
January	804	831	96.75%	90.00%
February	721	765	94.25%	90.00%
March	884	916	96.51%	90.00%
April	840	867	96.89%	90.00%
May				90.00%
June				90.00%
July				90.00%
August				90.00%
September				90.00%
October				90.00%
November				90.00%
December				90.00%



Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
January	828	831	99.64%	95.00%
February	753	765	98.43%	95.00%
March	913	916	99.67%	95.00%
April	865	867	99.77%	95.00%
May				95.00%
June				95.00%
July				95.00%
August				95.00%
September				95.00%
October				95.00%
November				95.00%
December				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.

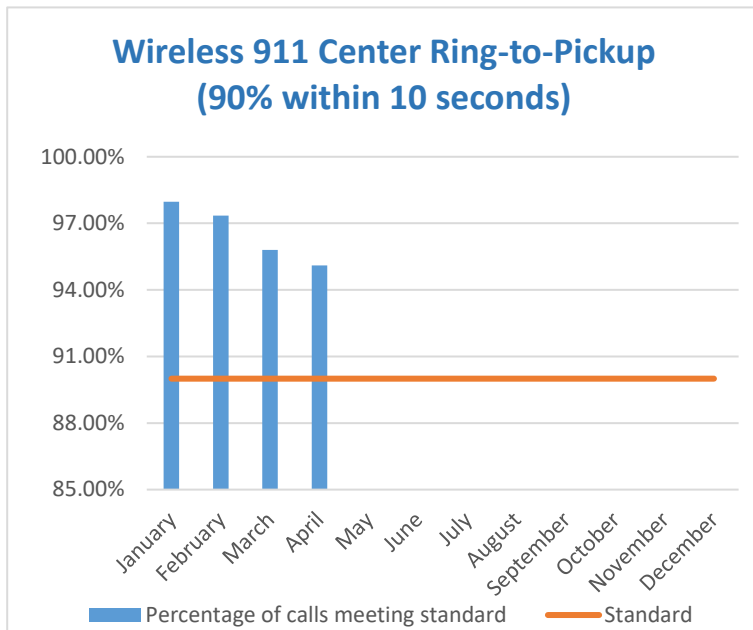
**Objective:** To answer all 911 calls within ten (10) seconds or less.



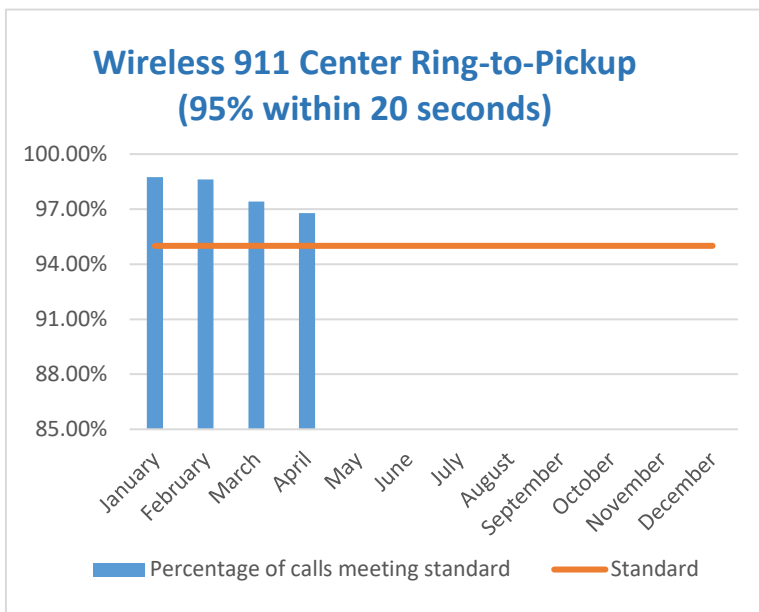
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## April 2021 Wireless 911 Center Ring to Pick Up Time



Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
January	9,983	10,190	97.97%	90.00%
February	9,262	9,514	97.35%	90.00%
March	9,463	9,877	95.81%	90.00%
April	9,293	9,772	95.10%	90.00%
May				90.00%
June				90.00%
July				90.00%
August				90.00%
September				90.00%
October				90.00%
November				90.00%
December				90.00%



Month	Number of Calls Meeting Standard	Total Calls	Percentage of calls meeting standard	Standard
January	10,063	10,190	98.75%	95.00%
February	9,383	9,514	98.62%	95.00%
March	9,621	9,877	97.41%	95.00%
April	9,458	9,772	96.79%	95.00%
May				95.00%
June				95.00%
July				95.00%
August				95.00%
September				95.00%
October				95.00%
November				95.00%
December				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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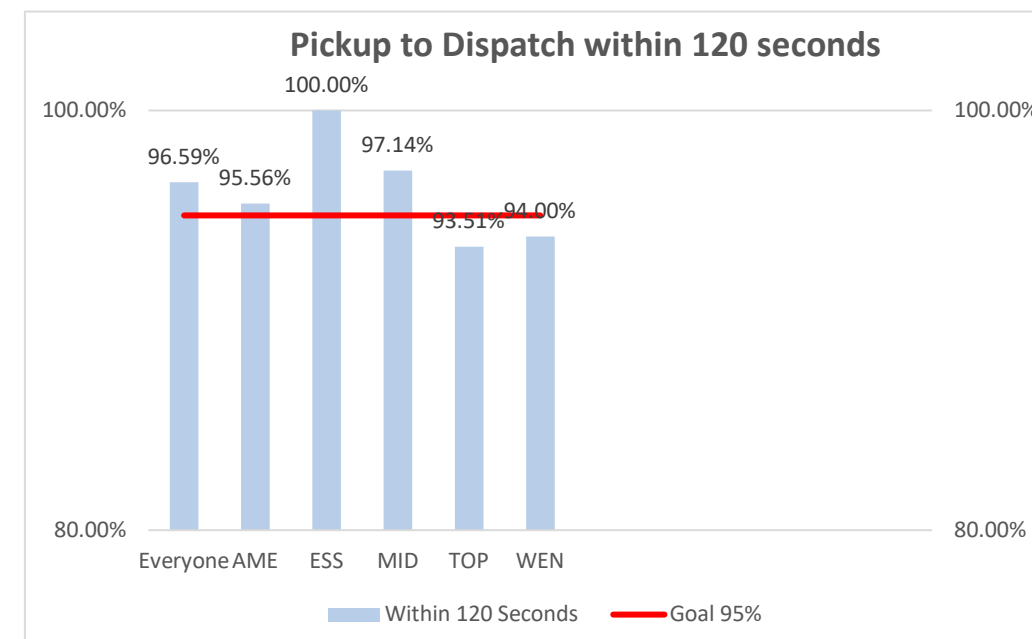
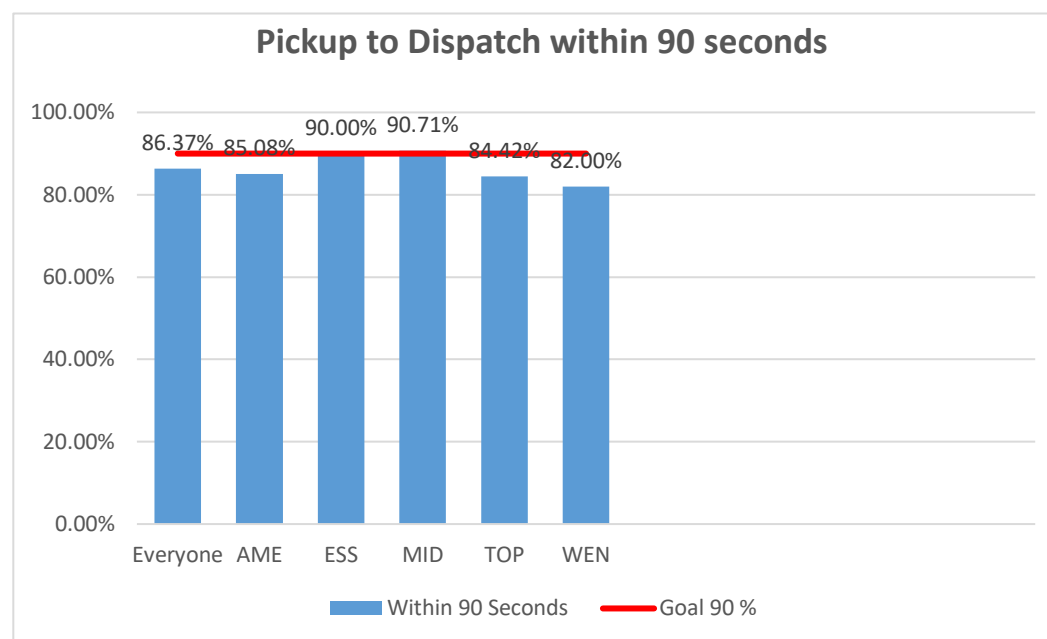
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## April 2021 Pick Up to Dispatch Times

City	Total	Below 60	Below 90	Below 120	Greater 90	Greater 150	Greater 180	AvgTime	StdDevTime	Median Time	Goal 90 %	Goal 95%
Everyone	587	41.57%	86.37%	96.59%	80	6	3	67	28	64	90.00%	95.00%
AME	248	39.52%	85.08%	95.56%	37	2	2	67	26	66	90.00%	95.00%
ESS	40	32.50%	90.00%	100.00%	4	0	0	68	17	67	90.00%	95.00%
MID	140	46.43%	90.71%	97.14%	13	1	0	61	24	61	90.00%	95.00%
TOP	77	38.96%	84.42%	93.51%	12	2	1	74	41	68	90.00%	95.00%
WEN	50	48.00%	82.00%	94.00%	9	1	0	66	30	61	90.00%	95.00%



## Priority 1 by Month 2021

Month	Count	Mean	StdDev	Min	Max
January	576	62	25	0	239
February	529	63	26	0	189
March	657	71	28	0	268
April	587	64	28	0	372
May					
June					
July					
August					
September					
October					
November					
December					



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April 2021 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
FIRE ALARM	97	54	19.3	0	122
M-FALL	57	66	21.84	8	136
M-SICK/ OTHER	45	70	27.9	31	184
MV COMPLAINT/ERRATIC OP	39	66	27.65	1	141
MVA NO PI	34	85	39.33	9	199
DISTURBANCE	32	65	18.58	19	128
M-UNKNOWN MEDICAL PROBLEM	25	71	23.1	39	115
M-CHEST PAIN/ CARDIAC PROBLEM	23	67	20.49	39	118
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	21	85	70.96	26	372
M-MVA WITH INJURY	21	57	20.17	24	111
M-UNCONSCIOUS/UNRESPONSIVE/FAI	21	59	17.62	23	91
FIRE OTHER	19	72	30.67	29	163
M-BREATHING DIFFICULTY	17	72	18.01	42	111
FIRE MUTUAL AID AMESBURY	16	69	37.76	1	150
M-SEIZURE	16	60	16.05	33	92
FIRE WIRES DOWN	12	73	26.31	25	124
FIRE MUTUAL AID MIDDLETON	11	61	16.97	37	96
DOMESTIC	10	61	20.17	16	87
FIRE STRUCTURE	8	70	15.58	48	92
M-EXTREMITY INJURY	8	51	28.14	3	83
FIRE BRUSH	6	96	20.69	62	120
M-ABDOMINAL PAIN	6	63	18.75	43	95
M-ALTERED MENTAL STATUS	5	69	9.82	52	77
FIRE VEHICLE	4	63	19.11	37	83
M-BLEEDING (NON-TRAUMATIC)	4	66	16.34	46	82
M-STROKE/ CVA	4	80	16.3	70	105
ASSAULT & BATTERY	3	84	43.94	54	135
FIRE MUTUAL AID TOPSFIELD	3	72	16.01	57	89
M-DIABETIC	3	62	19.08	40	74
M-OVERDOSE	3	64	11.02	52	72
M-ALLERGIC REACTION	2	93	7.78	88	99
M-BACK PAIN	2	51	20.51	37	66
M-HEAD INJURY	2	50	12.02	42	59
M-TRAUMA WITH INJURY	2	81	20.51	67	96
MISSING PERSON	2	88	21.21	73	103
BREAKING & ENTERING	1	120		120	120
FIRE HAZMAT	1	52		52	52
FIRE MUTUAL AID ESSEX	1	46		46	46
M-CHOKING	1	71		71	71



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April 2021 Priority 1 By Town

AMESBURY						MIDDLETON con't					
	Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max
FIRE ALARM	31	62	22.14	33	122	DOMESTIC	3	68	17.56	52	87
M-FALL	27	64	18.32	39	120	M-BREATHING DIFFICULTY	3	55	13.65	43	70
M-SICK/ OTHER	21	70	32.91	31	184	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	3	55	25.89	26	75
DISTURBANCE	21	65	21.13	19	128	M-MVA WITH INJURY	2	61	0	61	61
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	18	66	28.44	19	121	M-OVERDOSE	2	61	12.73	52	70
M-UNKNOWN MEDICAL PROBLEM	17	51	27.58	1	115	M-SEIZURE	2	54	12.02	46	63
MVA NO PI	15	89	41.75	44	199	FIRE STRUCTURE	2	86	8.49	80	92
M-MVA WITH INJURY	14	54	25.04	24	111	M-ALLERGIC REACTION	2	21	29.7	0	42
M-BREATHING DIFFICULTY	13	75	19.44	42	111	M-HEAD INJURY	1	42		42	42
FIRE OTHER	11	56	25.99	18	114	M-TRAUMA WITH INJURY	1	67		67	67
M-UNCONSCIOUS/UNRESPONSIVE/FAI	11	58	19.43	23	88	FIRE HAZMAT	1	57		57	57
M-SEIZURE	10	61	19.52	33	92	ASSAULT & BATTERY	1	54		54	54
M-CHEST PAIN/ CARDIAC PROBLEM	10	68	20.35	45	118	BREAKING & ENTERING	1	120		120	120
MV COMPLAINT/ERRATIC OP	9	68	37.28	18	141	M-ALTERED MENTAL STATUS	1	77		77	77
DOMESTIC	6	53	19.37	16	69	M-BACK PAIN	1	37		37	37
FIRE WIRES DOWN	5	73	30.77	42	124	M-BLEEDING (NON-TRAUMATIC)	1	61		61	61
M-EXTREMITY INJURY	4	61	45.38	3	113	FIRE VEHICLE	1	67		67	67
M-DIABETIC	3	62	19.08	40	74	M-ABDOMINAL PAIN	1	60		60	60
M-ABDOMINAL PAIN	3	59	15.28	43	73	M-EXTREMITY INJURY	1	21		21	21
M-ALTERED MENTAL STATUS	3	65	11.93	52	74	TOPSFIELD					
MISSING PERSON	2	88	21.21	73	103	FIRE ALARM	16	56	9.4	41	80
M-STROKE/ CVA	2	89	22.63	73	105	M-FALL	10	67	13.13	42	87
FIRE STRUCTURE	2	72	20.51	58	87	M-UNKNOWN MEDICAL PROBLEM	9	78	48.61	29	182
ASSAULT & BATTERY	2	100	49.5	65	135	MV COMPLAINT/ERRATIC OP	8	70	31.27	30	136
FIRE HAZMAT	2	46	8.49	40	52	FIRE OTHER	8	56	20.11	25	74
FIRE VEHICLE	1	37		37	37	FIRE WIRES DOWN	6	57	24.11	25	82
FIRE BRUSH	1	108		108	108	M-CHEST PAIN/ CARDIAC PROBLEM	5	74	24.14	52	111
M-BACK PAIN	1	66		66	66	M-SICK/ OTHER	4	65	18.66	48	92
M-BLEEDING (NON-TRAUMATIC)	1	46		46	46	DISTURBANCE	4	81	17.38	58	100
M-ALLERGIC REACTION	1	99		99	99	FIRE BRUSH	4	91	24.68	62	120
M-CHOKING	1	71		71	71	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	3	183	167.1	54	372
M-TRAUMA WITH INJURY	1	96		96	96	M-UNCONSCIOUS/UNRESPONSIVE/FAI	3	57	29.51	38	91
M-OVERDOSE	1	72		72	72	MVA NO PI	2	108	75.66	55	162
ESSEX						M-MVA WITH INJURY	2	55	3.54	53	58
FIRE ALARM	6	55	12.27	46	72	M-STROKE/ CVA	2	72	3.54	70	75
FIRE OTHER	5	56	33.58	6	99	FIRE STRUCTURE	2	24	33.94	0	48
M-SICK/ OTHER	4	77	13.64	61	94	FIRE VEHICLE	1	83		83	83
M-UNKNOWN MEDICAL PROBLEM	4	58	20.37	33	80	FIRE MUTUAL AID MIDDLETON	1	45		45	45
FIRE WIRES DOWN	3	70	26.15	52	100	M-ABDOMINAL PAIN	1	95		95	95
MV COMPLAINT/ERRATIC OP	3	72	10.26	61	81	M-ALLERGIC REACTION	1	88		88	88
MVA NO PI	3	79	9.24	74	90	M-ALTERED MENTAL STATUS	1	71		71	71
M-FALL	3	59	14.01	48	75	M-BREATHING DIFFICULTY	1	69		69	69
M-SEIZURE	3	57	8.5	51	67	M-BURNS-THERMAL/ELECTRICAL/CHE	1	49		49	49
M-MVA WITH INJURY	2	71	14.14	61	81	M-SEIZURE	1	66		66	66
M-BLEEDING (NON-TRAUMATIC)	2	79	3.54	77	82	M-EXTREMITY INJURY	1	74		74	74
DOMESTIC	1	86		86	86	M-HEAD INJURY	1	59		59	59
M-BREATHING DIFFICULTY	1	62		62	62	WENHAM					
M-CHEST PAIN/ CARDIAC PROBLEM	1	49		49	49	FIRE ALARM	14	50	14.73	26	80
M-EXTREMITY INJURY	1	38		38	38	M-FALL	8	87	33.89	51	136
M-UNCONSCIOUS/UNRESPONSIVE/FAI	1	47		47	47	MV COMPLAINT/ERRATIC OP	5	52	37.63	21	115
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	1	51		51	51	M-SICK/ OTHER	4	67	27.34	32	90
FIRE BRUSH	1	105		105	105	FIRE OTHER	3	102	57.71	48	163
MIDDLETON						FIRE STRUCTURE	3	65	8.14	56	71
FIRE ALARM	34	47	20.04	0	98	M-MVA WITH INJURY	3	56	11.59	46	69
M-SICK/ OTHER	18	62	32.34	13	153	M-UNKNOWN MEDICAL PROBLEM	3	74	25.81	57	104
MV COMPLAINT/ERRATIC OP	18	64	23.54	1	99	MVA NO PI	2	51	59.4	9	93
M-UNKNOWN MEDICAL PROBLEM	15	43	25.73	5	96	M-EXTREMITY INJURY	2	73	13.44	64	83
MVA NO PI	13	77	40.62	1	136	M-ABDOMINAL PAIN	2	55	9.9	48	62
M-FALL	11	58	18.94	8	72	M-UNCONSCIOUS/UNRESPONSIVE/FAI	2	62	9.9	55	69
DISTURBANCE	8	62	11.61	51	86	DISTURBANCE	1	74		74	74
M-CHEST PAIN/ CARDIAC PROBLEM	6	57	14.54	39	74	FIRE WIRES DOWN	1	103		103	103
M-UNCONSCIOUS/UNRESPONSIVE/FAI	5	58	21.57	21	75	M-CHEST PAIN/ CARDIAC PROBLEM	1	98		98	98
FIRE OTHER	5	53	23.27	29	88						





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April 2021 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	379	0.00%
AMESBURY PD						0	1,394	0.00%
ESSEX FD						0	68	0.00%
ESSEX PD						0	1,215	0.00%
MIDDLETON FD						0	208	0.00%
MIDDLETON PD						0	1,664	0.00%
TOPSFIELD FD						0	162	0.00%
TOPSFIELD PD						0	2,180	0.00%
WENHAM FD						0	94	0.00%
WENHAM PD						0	2,342	0.00%
OTHER								
Total	0	0	0	0	0	0	9,706	0.00%

\*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.



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# April 2021 Quality Assurance & Quality Improvement

**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%.

<b>Regional 911 Center</b>	
9-1-1 Calls answered and abandoned	932
Answered 9-1-1 Calls	867
Answered 9-1-1 Calls within 10 seconds	840
Answered 9-1-1 Calls within 20 seconds	865
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	65
7-Digit Emergency Calls	1,498
Answered 7-Digit Emergency Calls	1,445
Abandoned 7-Digit Emergency Calls	53
Outbound Calls	1,437
Total Calls Received	135
Total % 911 Calls Reviewed	<b>15.57%</b>

Call Type Reviewed	LOW	AVERAGE	COUNT
Regional Dispatcher QA	95.57%	99.17%	50
Regional Call Taking QA	88.10%	98.63%	17
Regional EMD QA	82.05%	97.94%	68
Text-to-911 QA			0
<b>Regional 911 Center Total QAs</b>	<b>88.57%</b>	<b>98.58%</b>	<b>135</b>

<b>Wireless 911 Center</b>	
9-1-1 Calls answered and abandoned	10,758
Answered 9-1-1 Calls	9,772
Answered 9-1-1 Calls within 10 seconds	9,293
Answered 9-1-1 Calls within 20 seconds	9,458
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	986
7-Digit Emergency Calls	291
Answered 7-Digit Emergency Calls	228
Abandoned 7-Digit Emergency Calls	63
Outbound Calls	2,961
Total Calls Received	417
Total % 911 Calls Reviewed	<b>4.27%</b>

Call Type Reviewed	LOW	AVERAGE	COUNT
<b>Wireless 911 Center Total QAs</b>	<b>69.59%</b>	<b>99.83%</b>	<b>417</b>

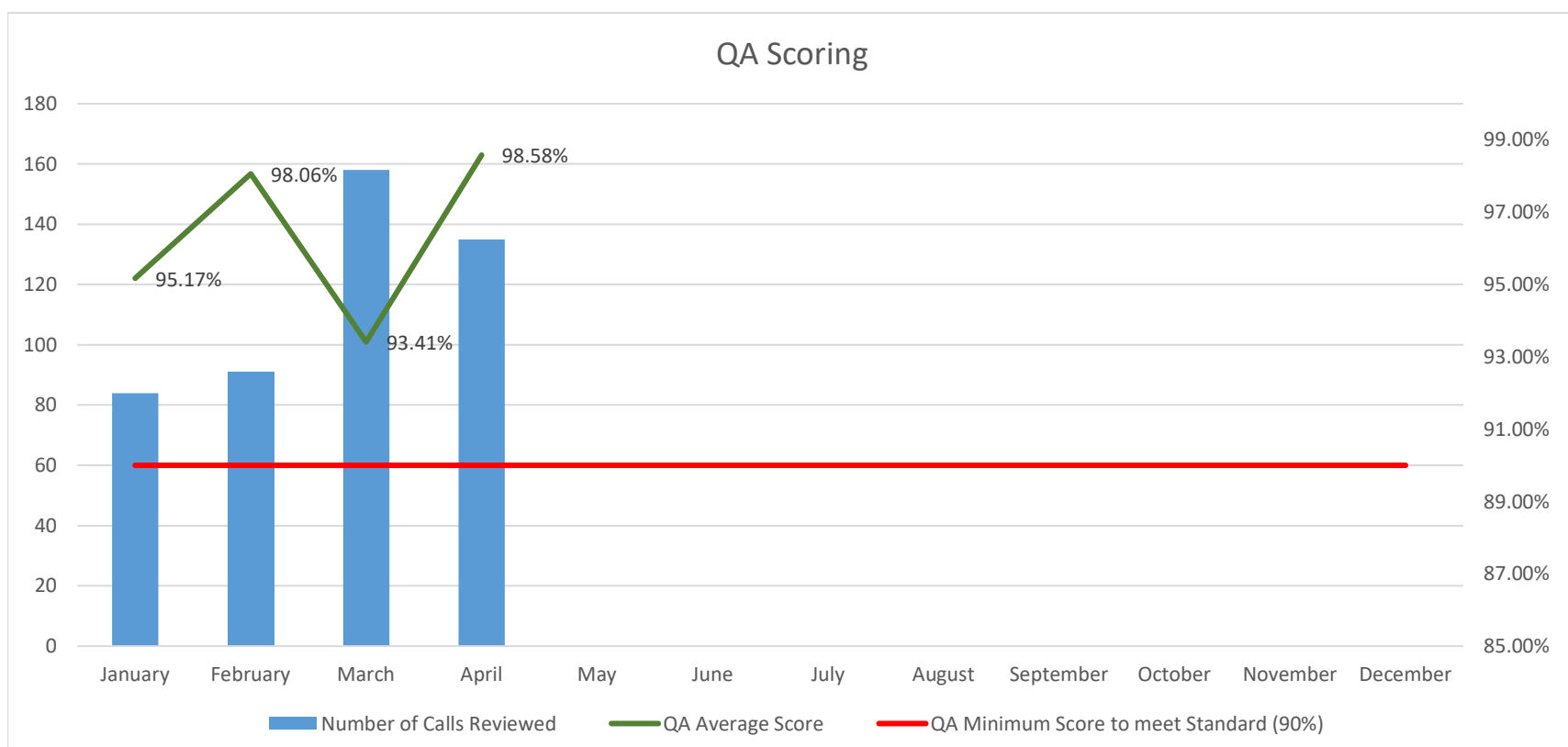
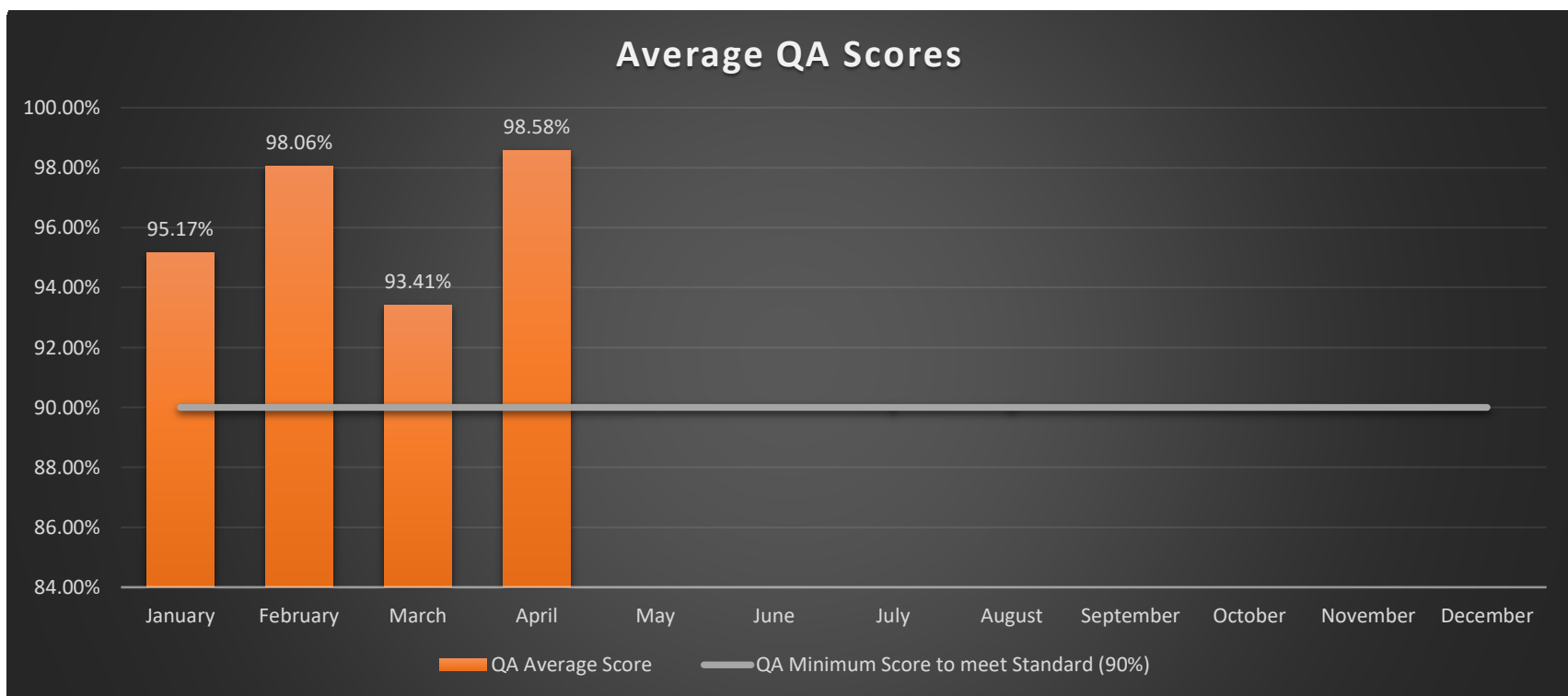


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## 2021 Calendar Year RECC QA Scores

	Number of Calls Reviewed	QA Average Score	QA Minimum Score to meet Standard (90%)
January	84	95.17%	90.00%
February	91	98.06%	90.00%
March	158	93.41%	90.00%
April	135	98.58%	90.00%
May			90.00%
June			90.00%
July			90.00%
August			90.00%
September			90.00%
October			90.00%
November			90.00%
December			90.00%







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## April 2021 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned
00:00 - 01:00	11	10	1	10.0%
01:00 - 02:00	18	18	0	0.0%
02:00 - 03:00	8	8	0	0.0%
03:00 - 04:00	7	6	1	16.7%
04:00 - 05:00	7	6	1	16.7%
05:00 - 06:00	9	8	1	12.5%
06:00 - 07:00	21	18	3	16.7%
07:00 - 08:00	25	22	3	13.6%
08:00 - 09:00	44	40	4	10.0%
09:00 - 10:00	61	58	3	5.2%
10:00 - 11:00	50	47	3	6.4%
11:00 - 12:00	61	56	5	8.9%
12:00 - 13:00	56	50	6	12.0%
13:00 - 14:00	54	51	3	5.9%
14:00 - 15:00	67	63	4	6.3%
15:00 - 16:00	67	65	2	3.1%
16:00 - 17:00	80	73	7	9.6%
17:00 - 18:00	62	60	2	3.3%
18:00 - 19:00	50	48	2	4.2%
19:00 - 20:00	52	47	5	10.6%
20:00 - 21:00	39	36	3	8.3%
21:00 - 22:00	34	32	2	6.3%
22:00 - 23:00	27	24	3	12.5%
23:00 - 24:00	22	21	1	4.8%
Total	932	867	65	7.5%
Average Answer Time:		00:04:7*		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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## April 2021 Wireless 911 Center KPI Call Statistics

Key Performance Indicators:	Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned	Average Calls per WRLS TC
<p><b>Ring-to-Pickup Time:</b></p> <p><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.</p> <p><b>Objective:</b> To answer all 911 calls within ten (10) seconds or less.</p> <p><b>Average Number of Calls Per Agent Per Hour:</b></p> <p><b>Metric:</b> This measurement utilizes the Call Statistics per Hour – Average Count divided by 15 calls per each hourly employee.</p> <p><b>Objective:</b> Each wireless telecommunicator should handle 15 calls or less per hour of each shift.</p> <p><b>Call Abandonment Rate:</b></p> <p><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.</p> <p><b>Objective:</b> To have an average abandonment rate of 6% or less.</p> <p><b>Call Handling Time:</b></p> <p><b>Metric:</b> Average call handling time.</p> <p><b>Objective:</b> To spend less than 2 minutes 25 seconds per call on average</p>	00:00 - 01:00	216	203	13	6.4%	3
	01:00 - 02:00	191	182	9	4.9%	3
	02:00 - 03:00	173	160	13	8.1%	2
	03:00 - 04:00	117	107	10	9.3%	2
	04:00 - 05:00	121	111	10	9.0%	2
	05:00 - 06:00	158	149	9	6.0%	2
	06:00 - 07:00	235	209	26	12.4%	3
	07:00 - 08:00	333	300	33	11.0%	4
	08:00 - 09:00	399	358	41	11.5%	5
	09:00 - 10:00	451	418	33	7.9%	6
	10:00 - 11:00	559	510	49	9.6%	8
	11:00 - 12:00	637	580	57	9.8%	9
	12:00 - 13:00	679	623	56	9.0%	9
	13:00 - 14:00	810	721	89	12.3%	11
	14:00 - 15:00	738	662	76	11.5%	10
	15:00 - 16:00	786	699	87	12.4%	10
	16:00 - 17:00	732	666	66	9.9%	10
	17:00 - 18:00	681	634	47	7.4%	9
	18:00 - 19:00	613	555	58	10.5%	8
	19:00 - 20:00	547	497	50	10.1%	7
	20:00 - 21:00	512	460	52	11.3%	7
	21:00 - 22:00	437	393	44	11.2%	6
	22:00 - 23:00	339	303	36	11.9%	4
	23:00 - 24:00	294	272	22	8.1%	4
<b>Total</b>	<b>10,758</b>	<b>9,772</b>	<b>986</b>	<b>10.1%</b>	<b>**</b>	
<b>Average Answer Time:</b>		<b>0:04:7</b>		<b>MM:SS.s</b>		
<b>Average Call Duration:</b>		<b>02:21.2</b>		<b>MM:SS.s</b>		



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

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2021 Calendar Year Call Abandonment Rate

**2021 Wireless 911 Center**

MONTH	TYPE	TOTAL CALLS	TOTAL ANSWERED	TOTAL ABANDONED	ABANDONED %
January	WRLS	11,167	10,190	977	9.59%
February	WRLS	10,411	9,514	897	9.43%
March	WRLS	10,859	9,877	982	9.94%
April	WRLS	10,758	9,772	986	10.09%
May	WRLS			-	
June	WRLS			-	
July	WRLS			-	
August	WRLS			-	
September	WRLS			-	
October	WRLS			-	
November	WRLS			-	
December	WRLS			-	

**2021 Regional 911 Center**

MONTH	TYPE	TOTAL CALLS	TOTAL ANSWERED	TOTAL ABANDONED	ABANDONED %
January	RECC	929	831	98	12%
February	RECC	844	761	83	11%
March	RECC	1,016	916	100	11%
April	RECC	932	867	65	7%
May	RECC				
June	RECC				
July	RECC				
August	RECC				
September	RECC				
October	RECC				
November	RECC				
December	RECC				