



# The Commonwealth of Massachusetts

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



## June 2021 Radio, and CAD Statistics

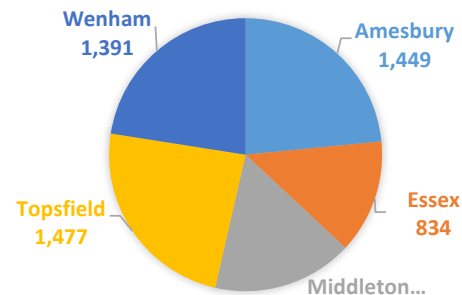
### CAD INCIDENTS

Fire Incidents	Count
Amesbury	375
Essex	69
Middleton	221
Topsfield	163
Wenham	60
<b>Total</b>	<b>888</b>

Police Incidents	Count
Amesbury	1,236
Essex	810
Middleton	955
Topsfield	1,412
Wenham	1,371
<b>Total</b>	<b>5,784</b>

Incidents by Town	Count
Amesbury	1,449
Essex	834
Middleton	1,027
Topsfield	1,477
Wenham	1,391
<b>Total</b>	<b>6,178</b>

### CAD INCIDENTS BY TOWN



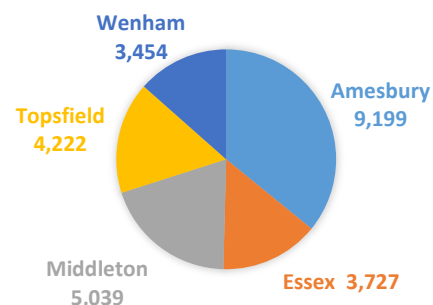
### RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	3,597
Essex Fire	968
Middleton Fire	1,986
Topsfield Fire	1,310
Wenham Fire	628
<b>Total</b>	<b>8,489</b>

Police Radio Transmissions	Count
Amesbury Police	5,602
Essex Police	2,759
Middleton Police	3,053
Topsfield Police	2,912
Wenham Police	2,826
<b>Total</b>	<b>17,152</b>

Transmissions by Community	Count
Amesbury	9,199
Essex	3,727
Middleton	5,039
Topsfield	4,222
Wenham	3,454
<b>Total</b>	<b>25,641</b>

### RADIO TRANSMISSIONS BY TOWN

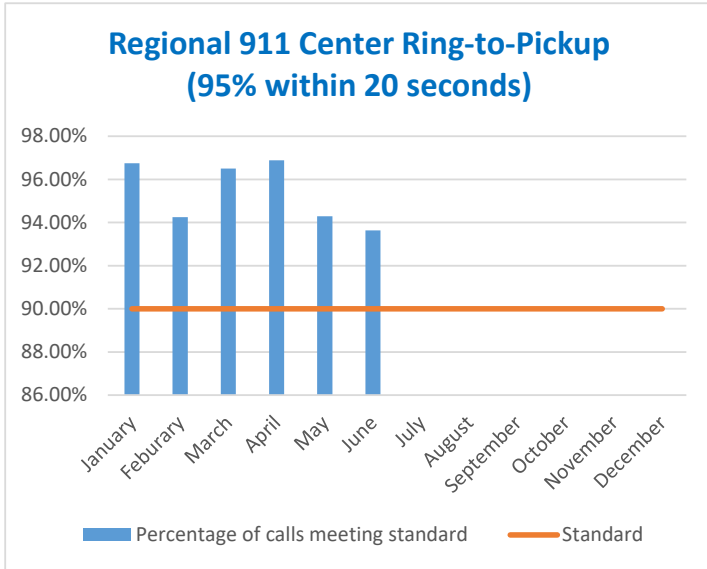




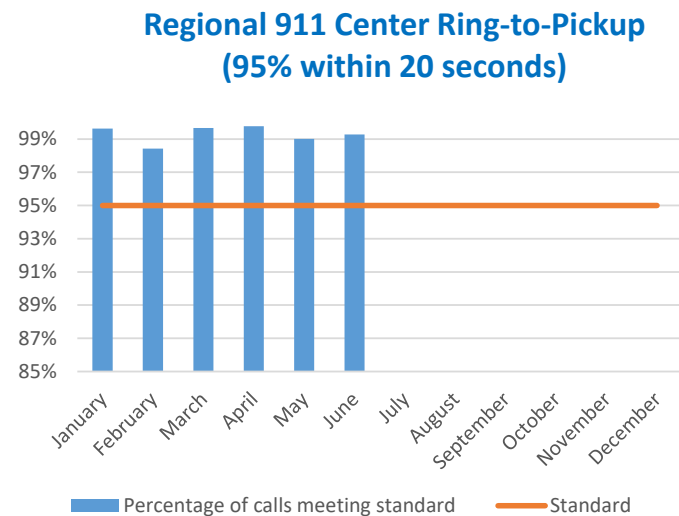
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## May 2021 Regional 911 Center Ring to Pick Up Time



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	1,056	1,120	94.29%	90.00%
June	1,178	1,258	93.64%	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	1,109	1,120	99.02%	95.00%
June	1,250	1,259	99.29%	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.

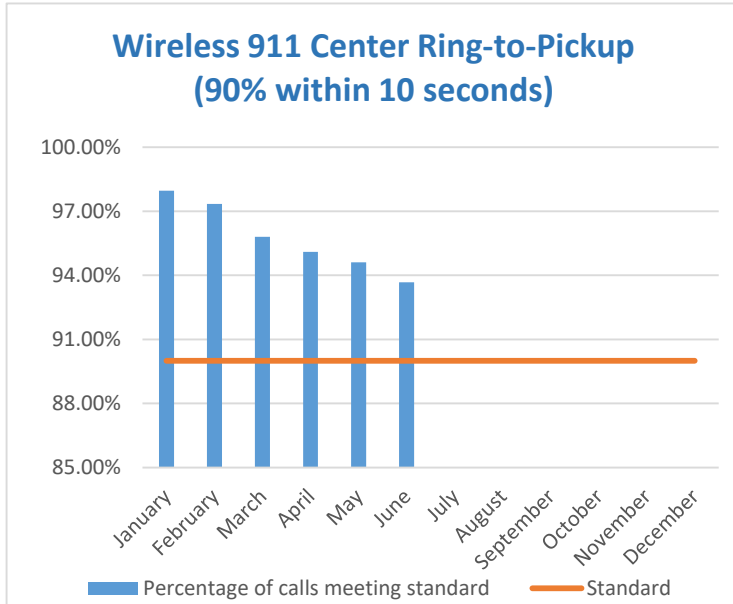
**Objective:** To answer all 911 calls within ten (10) seconds or less.



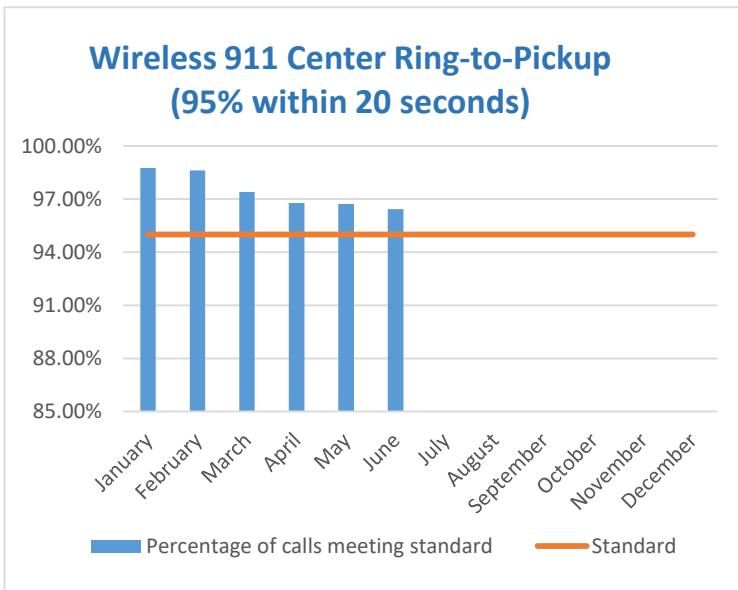
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## May 2021 Wireless 911 Center Ring to Pick Up Time



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	11,055	11,685	94.61%	90.00%
June	11,510	12,288	93.67%	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	11,303	11,685	96.73%	95.00%
June	11,850	12,288	96.44%	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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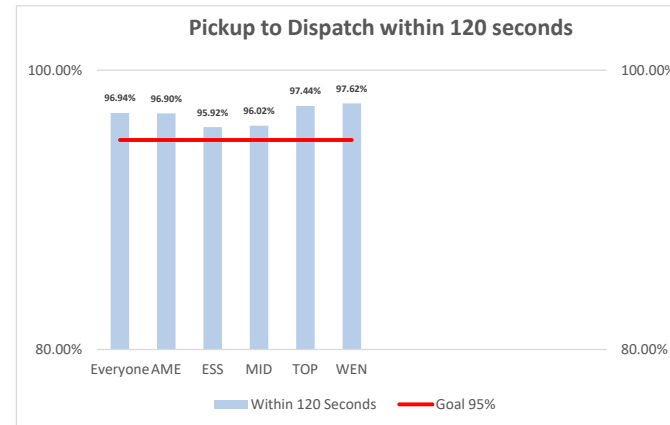
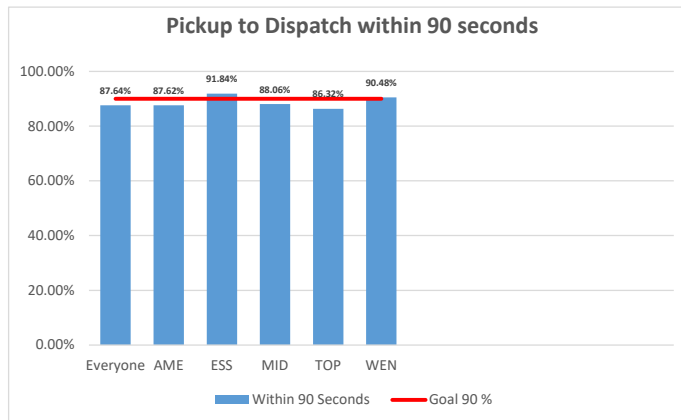
## STATE 911 DEPARTMENT

### NORTH SHORE REGIONAL 911 CENTER



## June 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	785	42.42%	87.64%	96.94%	97	8	5	66	26	64	90.00%	95.00%
AME	323	43.34%	87.62%	96.90%	40	4	1	67	26	65	90.00%	95.00%
ESS	49	40.82%	91.84%	95.92%	4	0	0	66	20	64	90.00%	95.00%
MID	201	46.27%	88.06%	96.02%	24	4	4	65	30	62	90.00%	95.00%
TOP	117	39.32%	86.32%	97.44%	16	0	0	67	22	64	90.00%	95.00%
WEN	42	28.57%	90.48%	97.62%	4	0	0	67	22	67	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	738	63	28	0	320
June	785	64	26	0	265
July					
August					
September					
October					
November					
December					



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June 2021 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
FIRE ALARM	114	53	19.3	0	111
M-FALL	88	65	17.33	30	143
M-SICK/ OTHER	72	74	25.29	42	179
DISTURBANCE	53	66	23.74	18	141
MV COMPLAINT/ERRATIC OP	47	76	37.66	27	240
MVA NO PI	44	92	44.88	23	265
M-UNKNOWN MEDICAL PROBLEM	34	65	22.64	14	131
M-UNCONSCIOUS/UNRESPONSIVE/FAI	32	60	18.31	4	104
M-CHEST PAIN/ CARDIAC PROBLEM	31	62	19.61	25	133
M-MVA WITH INJURY	29	54	16.14	22	90
FIRE OTHER	27	65	26.66	0	118
M-BREATHING DIFFICULTY	27	64	13.23	46	90
FIRE MUTUAL AID AMESBURY	26	68	25.29	17	120
DOMESTIC	17	70	25.22	36	135
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	17	73	21.79	41	112
FIRE MUTUAL AID MIDDLETON	15	66	27.58	31	133
M-ABDOMINAL PAIN	13	75	22.86	47	125
M-SEIZURE	13	56	15.07	37	85
M-STROKE/ CVA	13	59	14.98	41	86
FIRE WIRES DOWN	11	75	9.42	63	93
M-ALTERED MENTAL STATUS	7	80	26.72	54	129
M-EXTREMITY INJURY	7	66	24.86	38	100
FIRE MUTUAL AID ESSEX	6	69	45.29	1	116
M-ALLERGIC REACTION	6	68	13.31	53	90
M-BLEEDING (NON-TRAUMATIC)	6	71	8.06	56	80
FIRE MUTUAL AID WENHAM	4	60	5.57	55	68
M-BACK PAIN	4	65	18.86	49	91
FIRE STRUCTURE	3	54	4.51	50	59
BREAKING & ENTERING	2	77	19.8	63	91
FIRE BRUSH	2	63	4.95	60	67
FIRE MUTUAL AID TOPSFIELD	2	62	24.75	45	80
FIRE VEHICLE	2	54	4.95	51	58
M-OVERDOSE	2	45	6.36	41	50
M-TRAUMA WITH INJURY	2	65	9.19	59	72
ASSAULT & BATTERY	1	172		172	172
M-ANIMAL BITE	1	69		69	69
M-CHOKING	1	67		67	67
M-DIABETIC	1	65		65	65
M-DROWNING/WATER RELATED	1	47		47	47
M-HEAD INJURY	1	58		58	58
M-HEADACHE	1	69		69	69



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May 2021 Priority 1 By Town

AMESBURY						Count	Average	StdDev	Min	Max
M-FALL	42	64	17.99	30	143					
FIRE ALARM	38	59	16.55	31	100					
M-SICK/ OTHER	37	75	29.12	34	179					
DISTURBANCE	25	56	11.53	18	75					
MVA NO PI	18	98	54.73	23	265					
MV COMPLAINT/ERRATIC OP	17	70	35.63	27	187					
FIRE OTHER	17	63	21.25	33	110					
M-UNCONSCIOUS/UNRESPONSIVE/FAI	16	60	14.02	25	81					
M-MVA WITH INJURY	15	51	15.62	22	73					
DOMESTIC	15	66	20	36	104					
M-BREATHING DIFFICULTY	15	63	13.78	46	89					
M-CHEST PAIN/ CARDIAC PROBLEM	15	62	24.01	25	133					
M-UNKNOWN MEDICAL PROBLEM	14	58	28.62	14	105					
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	13	65	26.73	28	107					
M-SEIZURE	7	58	17.22	38	85					
M-EXTREMITY INJURY	6	50	32.32	4	100					
M-ABDOMINAL PAIN	6	86	25.72	65	125					
M-ALLERGIC REACTION	5	69	14.38	53	90					
M-STROKE/ CVA	4	60	14.89	49	81					
FIRE WIRES DOWN	4	77	8.35	73	90					
M-BLEEDING (NON-TRAUMATIC)	4	74	4.03	71	80					
M-ALTERED MENTAL STATUS	4	95	26.82	67	129					
FIRE STRUCTURE	2	52	3.54	50	55					
FIRE VEHICLE	1	58		58	58					
ASSAULT & BATTERY	1	172		172	172					
BREAKING & ENTERING	1	91		91	91					
M-BACK PAIN	1	41		41	41					
M-CHOKING	1	67		67	67					
M-DROWNING/WATER RELATED	1	47		47	47					
M-HEADACHE	1	69		69	69					
M-HEAT/ COLD EMERGENCY	1	48		48	48					
M-OVERDOSE	1	50		50	50					
ESSEX						Count	Average	StdDev	Min	Max
M-FALL	7	76	22.8	55	120					
M-SICK/ OTHER	7	81	31.82	30	127					
FIRE ALARM	6	66	10.45	55	84					
DISTURBANCE	5	61	19.31	32	78					
M-CHEST PAIN/ CARDIAC PROBLEM	3	64	23.69	50	92					
M-STROKE/ CVA	3	55	7.81	50	64					
M-UNKNOWN MEDICAL PROBLEM	3	50	33.71	13	78					
MVA NO PI	3	70	12.22	57	81					
M-UNCONSCIOUS/UNRESPONSIVE/FAI	2	54	26.87	35	73					
M-BREATHING DIFFICULTY	2	61	16.26	50	73					
M-ABDOMINAL PAIN	2	65	24.04	48	82					
FIRE OTHER	2	59	32.53	36	82					
FIRE STRUCTURE	1	59		59	59					
FIRE BRUSH	1	60		60	60					
FIRE MUTUAL AID WENHAM	1	61		61	61					
M-ALLERGIC REACTION	1	61		61	61					
M-BACK PAIN	1	54		54	54					
M-MVA WITH INJURY	1	50		50	50					
M-SEIZURE	1	40		40	40					
MV COMPLAINT/ERRATIC OP	1	85		85	85					
MIDDLETON						Count	Average	StdDev	Min	Max
FIRE ALARM	47	45	19.73	0	92					
MV COMPLAINT/ERRATIC OP	20	93	66.69	27	270					
M-FALL	19	63	14.31	42	93					
M-SICK/ OTHER	18	69	22.67	42	118					
MVA NO PI	16	90	45.92	29	205					
M-UNKNOWN MEDICAL PROBLEM	16	60	20.19	0	93					
DISTURBANCE	15	75	27.79	35	127					
M-MVA WITH INJURY	9	53	18.29	24	79					
M-UNCONSCIOUS/UNRESPONSIVE/FAI	8	65	17.05	47	104					
FIRE OTHER	7	59	28.93	28	118					
M-BREATHING DIFFICULTY	6	63	13.05	46	78					
MIDDLETON con't						Count	Average	StdDev	Min	Max
M-CHEST PAIN/ CARDIAC PROBLEM	6	62	9.53	46	72					
M-SEIZURE	4	56	14.76	37	70					
M-STROKE/ CVA	4	59	16.99	41	74					
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	3	60	16.44	48	79					
FIRE WIRES DOWN	2	65	2.83	63	67					
M-ABDOMINAL PAIN	2	54	9.9	47	61					
FIRE MUTUAL AID TOPSFIELD	2	39	4.95	36	43					
M-HEAD INJURY	1	58		58	58					
M-TRAUMA WITH INJURY	1	72		72	72					
M-OVERDOSE	1	41		41	41					
M-ALLERGIC REACTION	1	34		34	34					
M-ANIMAL BITE	1	69		69	69					
M-ASSAULT	1	34		34	34					
M-BACK PAIN	1	49		49	49					
M-BLEEDING (NON-TRAUMATIC)	1	59		59	59					
M-DIABETIC	1	65		65	65					
M-EXTREMITY INJURY	1	96		96	96					
DOMESTIC	1	135		135	135					
FIRE BRUSH	1	67		67	67					
BREAKING & ENTERING	1	63		63	63					
TOPSFIELD						Count	Average	StdDev	Min	Max
FIRE ALARM	20	60	19.46	30	111					
M-FALL	19	62	22.78	3	107					
M-SICK/ OTHER	13	63	21.1	23	90					
MV COMPLAINT/ERRATIC OP	13	73	23.42	29	103					
FIRE OTHER	11	43	27.25	0	71					
MVA NO PI	9	69	39.51	4	131					
M-UNKNOWN MEDICAL PROBLEM	8	63	30.47	32	131					
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	6	70	23.94	41	112					
M-MVA WITH INJURY	6	48	26.19	0	76					
M-UNCONSCIOUS/UNRESPONSIVE/FAI	6	57	28.32	4	89					
M-CHEST PAIN/ CARDIAC PROBLEM	5	61	20.17	34	89					
DISTURBANCE	4	88	22.35	69	115					
M-BREATHING DIFFICULTY	3	71	16.2	61	90					
M-ABDOMINAL PAIN	3	73	14.98	61	90					
M-ALTERED MENTAL STATUS	3	62	11.36	54	75					
FIRE WIRES DOWN	2	72	3.54	70	75					
DOMESTIC	1	56		56	56					
FIRE MUTUAL AID MIDDLETON	1	0		0	0					
FIRE MUTUAL AID WENHAM	1	0		0	0					
FIRE VEHICLE	1	51		51	51					
M-BACK PAIN	1	91		91	91					
M-BLEEDING (NON-TRAUMATIC)	1	56		56	56					
M-EXTREMITY INJURY	1	71		71	71					
M-STROKE/ CVA	1	43		43	43					
M-TRAUMA WITH INJURY	1	59		59	59					
M-SEIZURE	1	56		56	56					
WENHAM						Count	Average	StdDev	Min	Max
FIRE ALARM	9	48	17.16	17	74					
DISTURBANCE	6	69	36.43	44	141					
FIRE OTHER	5	92	28.38	56	120					
FIRE WIRES DOWN	4	69	25.17	35	93					
M-SICK/ OTHER	4	67	13.65	53	85					
M-CHEST PAIN/ CARDIAC PROBLEM	3	70	6.43	63	75					
M-FALL	3	70	6.24	63	75					
M-UNKNOWN MEDICAL PROBLEM	3	73	10.02	63	83					
MVA NO PI	2	62	0.71	62	63					
M-MVA WITH INJURY	2	67	31.82	45	90					
FIRE MUTUAL AID TOPSFIELD	1	46		46	46					
M-STROKE/ CVA	1	86		86	86					
M-TRAUMA WITH INJURY	1	35		35	35					
M-UNCONSCIOUS/UNRESPONSIVE/FAI	1	41		41	41					
M-BACK PAIN	1	69		69	69					
M-BLEEDING (NON-TRAUMATIC)	1	74		74	74					
MV COMPLAINT/ERRATIC OP	1	67		67	67					



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June 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	375	0.00%
AMESBURY PD						0	1,236	0.00%
ESSEX FD						0	69	0.00%
ESSEX PD						0	810	0.00%
MIDDLETON FD						0	221	0.00%
MIDDLETON PD	1					1	955	0.10%
TOPSFIELD FD						0	163	0.00%
TOPSFIELD PD	1	1				2	1,412	0.14%
WENHAM FD						0	60	0.00%
WENHAM PD						0	1,371	0.00%
OTHER								
Total	2	1	0	0	0	3	6,672	0.25%

\*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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# June 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%.

## Regional 911 Center

9-1-1 Calls answered and abandoned	1,367
Answered 9-1-1 Calls	1,258
Answered 9-1-1 Calls within 10 seconds	1,178
Answered 9-1-1 Calls within 20 seconds	1,250
Answered 9-1-1 Text Calls	2
Abandoned 9-1-1 Calls	109
7-Digit Emergency Calls	1,729
Answered 7-Digit Emergency Calls	1,679
Abandoned 7-Digit Emergency Calls	50
Outbound Calls	1,909
Total Calls Received	166
Total % 911 Calls Reviewed	13.20%

Call Type Reviewed	# of perfect scores	# of reviews below 90%	LOWEST	AVERAGE	COUNT
Regional Fire Dispatcher QA	17	1	88.24%	96.98%	38
Regional Police Dispatcher QA	18	3	81.54%	97.09%	27
Regional Call Taking QA	18	3	72.31%	96.98%	25
Regional EMD QA	40	18	68.18%	94.09%	74
Text-to-911 QA	1	0	92.77%	96.39%	2
<b>Regional 911 Center Total QAs</b>	<b>94</b>	<b>25</b>	<b>80.61%</b>	<b>96.31%</b>	<b>166</b>

## Wireless 911 Center

9-1-1 Calls answered and abandoned	13,531
Answered 9-1-1 Calls	12,288
Answered 9-1-1 Calls within 10 seconds	11,510
Answered 9-1-1 Calls within 20 seconds	11,850
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	1,243
7-Digit Emergency Calls	329
Answered 7-Digit Emergency Calls	266
Abandoned 7-Digit Emergency Calls	63
Outbound Calls	3,578
Total Calls Received	495
Total % 911 Calls Reviewed	4.03%

Call Type Reviewed	# of perfect scores	# of reviews below 90%	LOWEST	AVERAGE	COUNT
<b>Wireless 911 Center Total QAs</b>	<b>473</b>	<b>11</b>	<b>70.59%</b>	<b>99.45%</b>	<b>495</b>



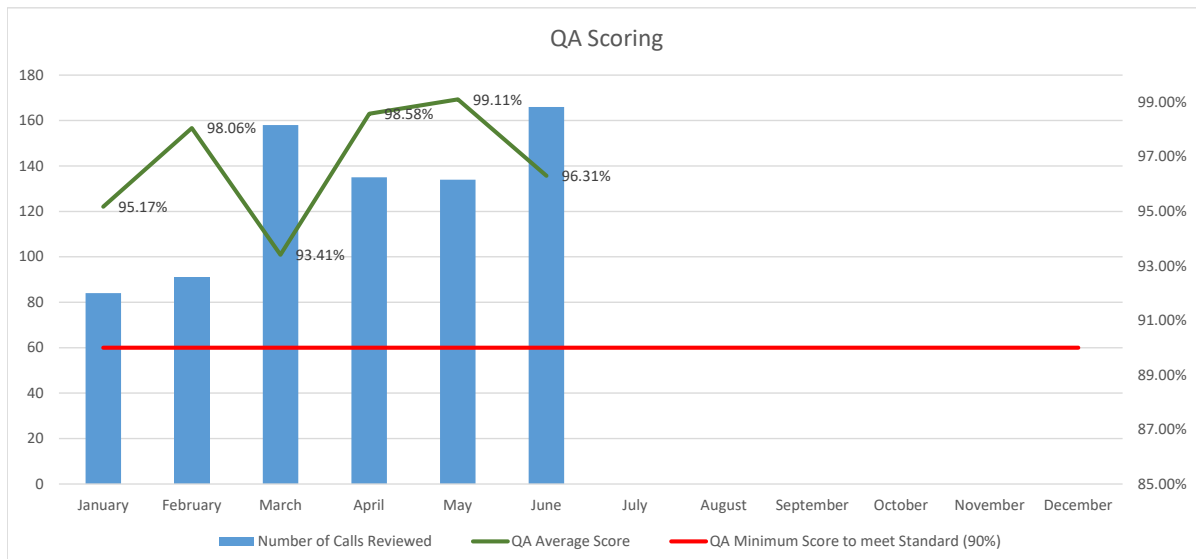
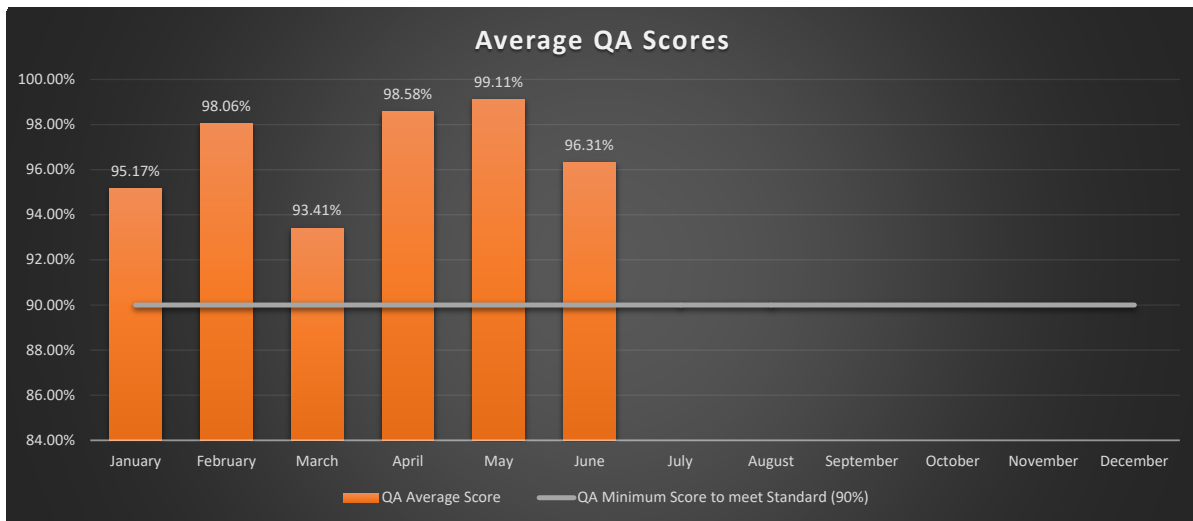


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## 2021 Calendar Year RECC QA Scores

	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	134	99.11%	90.00%
June	166	96.31%	90.00%
July			90.00%
August			90.00%
September			90.00%
October			90.00%
November			90.00%
December			90.00%





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



## June 2021 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned
00:00 - 01:00	24	24	0	0.0%
01:00 - 02:00	25	24	1	4.2%
02:00 - 03:00	16	16	0	0.0%
03:00 - 04:00	15	13	2	15.4%
04:00 - 05:00	16	15	1	6.7%
05:00 - 06:00	23	21	2	9.5%
06:00 - 07:00	51	45	6	13.3%
07:00 - 08:00	48	45	3	6.7%
08:00 - 09:00	44	40	4	10.0%
09:00 - 10:00	78	73	5	6.8%
10:00 - 11:00	73	66	7	10.6%
11:00 - 12:00	92	83	9	10.8%
12:00 - 13:00	93	85	8	9.4%
13:00 - 14:00	78	71	7	9.9%
14:00 - 15:00	79	72	7	9.7%
15:00 - 16:00	100	91	9	9.9%
16:00 - 17:00	82	78	4	5.1%
17:00 - 18:00	83	79	4	5.1%
18:00 - 19:00	86	76	10	13.2%
19:00 - 20:00	78	74	4	5.4%
20:00 - 21:00	47	43	4	9.3%
21:00 - 22:00	77	74	3	4.1%
22:00 - 23:00	39	32	7	21.9%
23:00 - 24:00	20	18	2	11.1%
Total	1,367	1,258	109	8.7%
Average Answer Time:		00:05:2*		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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## June 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	296	279	17	6.1%
	01:00 - 02:00	221	205	16	7.8%	3
	02:00 - 03:00	191	174	17	9.8%	3
	03:00 - 04:00	154	147	7	4.8%	2
	04:00 - 05:00	142	138	4	2.9%	2
	05:00 - 06:00	197	185	12	6.5%	3
	06:00 - 07:00	263	243	20	8.2%	4
	07:00 - 08:00	423	395	28	7.1%	6
	08:00 - 09:00	430	399	31	7.8%	6
	09:00 - 10:00	589	532	57	10.7%	8
	10:00 - 11:00	698	624	74	11.9%	9
	11:00 - 12:00	717	651	66	10.1%	10
	12:00 - 13:00	753	677	76	11.2%	10
	13:00 - 14:00	870	767	103	13.4%	11
	14:00 - 15:00	870	791	79	10.0%	12
	15:00 - 16:00	975	874	101	11.6%	13
	16:00 - 17:00	976	855	121	14.2%	13
	17:00 - 18:00	999	908	91	10.0%	13
	18:00 - 19:00	871	776	95	12.2%	11
	19:00 - 20:00	697	641	56	8.7%	9
	20:00 - 21:00	690	628	62	9.9%	9
	21:00 - 22:00	595	546	49	9.0%	8
	22:00 - 23:00	511	464	47	10.1%	7
	23:00 - 24:00	403	389	14	3.6%	6
	Total	13,531	12,288	1,243	10.1%	**
	Average Answer Time:		0:05:0		MM:SS.s	
	Average Call Duration:		02:15.5		MM:SS.s	



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**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	12,874	11,685	1,189	10.18%
June	WRLS	13,531	12,288	1,243	10.12%
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	1,225	1,120	105	9%
June	RECC	1,367	1,258	109	9%
July	RECC				
August	RECC				
September	RECC				
October	RECC				
November	RECC				
December	RECC				