



# The Commonwealth of Massachusetts

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



## July 2021 Radio, and CAD Statistics

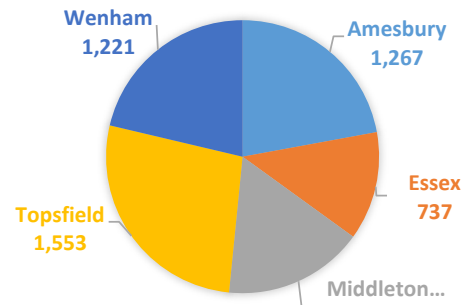
### CAD INCIDENTS

Fire Incidents	Count
Amesbury	330
Essex	50
Middleton	193
Topsfield	163
Wenham	60
<b>Total</b>	<b>796</b>

Police Incidents	Count
Amesbury	1,048
Essex	731
Middleton	805
Topsfield	1,474
Wenham	1,204
<b>Total</b>	<b>5,262</b>

Incidents by Town	Count
Amesbury	1,267
Essex	737
Middleton	952
Topsfield	1,553
Wenham	1,221
<b>Total</b>	<b>5,730</b>

### CAD INCIDENTS BY TOWN



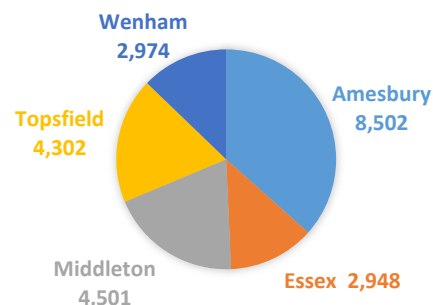
### RADIO TRANSMISSIONS

Fire Radio Transmissions	Count
Amesbury Fire	3,244
Essex Fire	674
Middleton Fire	1,780
Topsfield Fire	1,251
Wenham Fire	505
<b>Total</b>	<b>7,454</b>

Police Radio Transmissions	Count
Amesbury Police	5,258
Essex Police	2,274
Middleton Police	2,721
Topsfield Police	3,051
Wenham Police	2,469
<b>Total</b>	<b>15,773</b>

Transmissions by Community	Count
Amesbury	8,502
Essex	2,948
Middleton	4,501
Topsfield	4,302
Wenham	2,974
<b>Total</b>	<b>23,227</b>

### RADIO TRANSMISSIONS BY TOWN

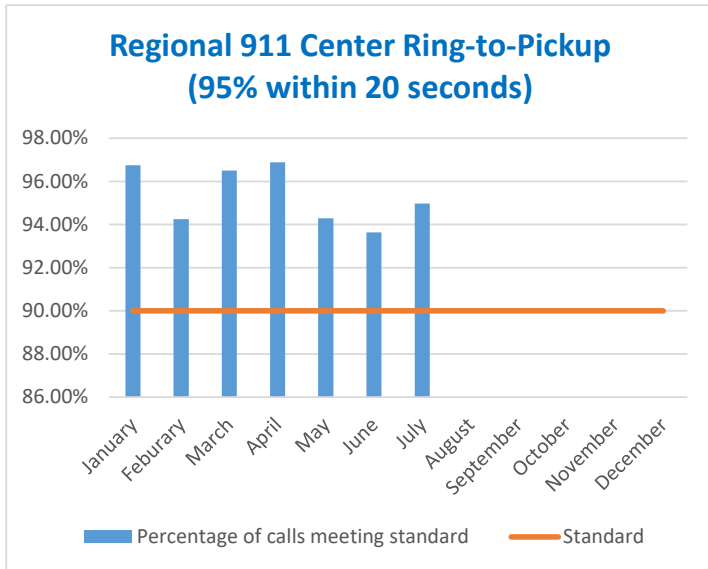




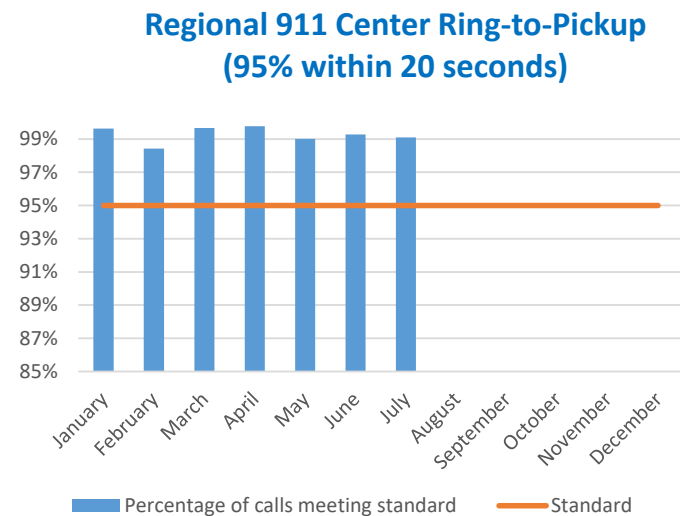
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## May 2021 Regional 911 Center Ring to Pick Up Time



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	1,170	1,232	94.97%	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	1,221	1,232	99.11%	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.

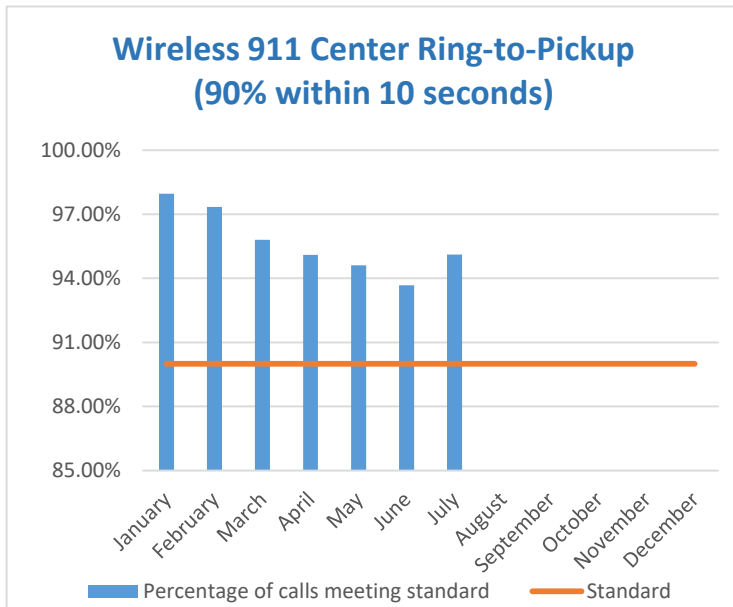
**Objective:** To answer all 911 calls within ten (10) seconds or less.



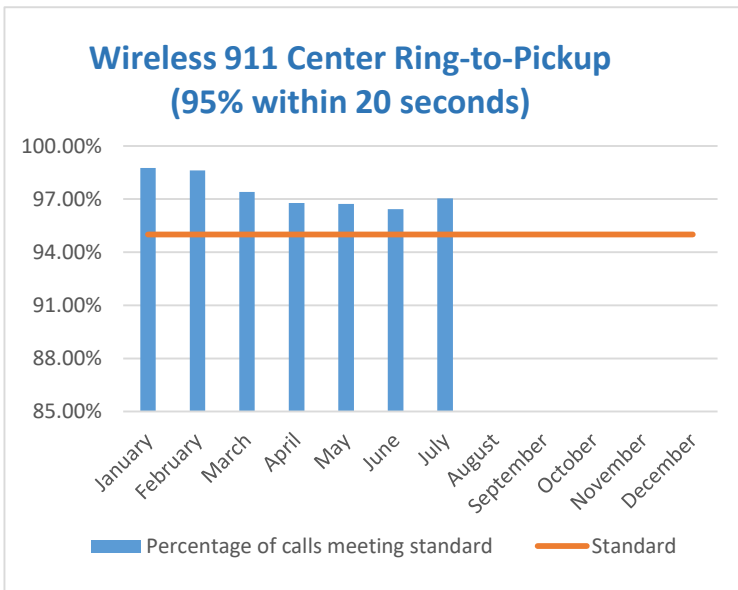
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## May 2021 Wireless 911 Center Ring to Pick Up Time



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	10,637	11,184	95.11%	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	10,849	11,181	97.03%	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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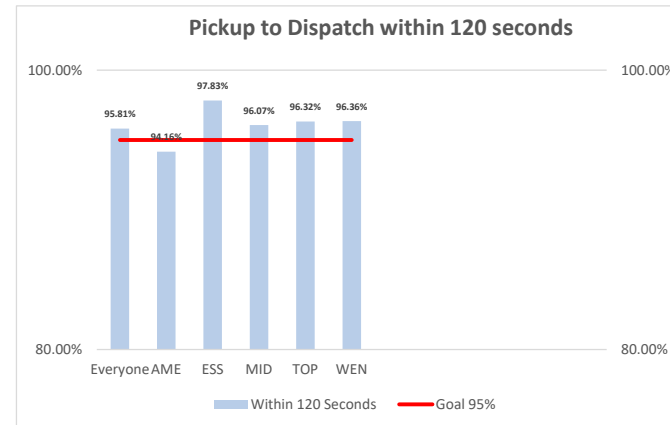
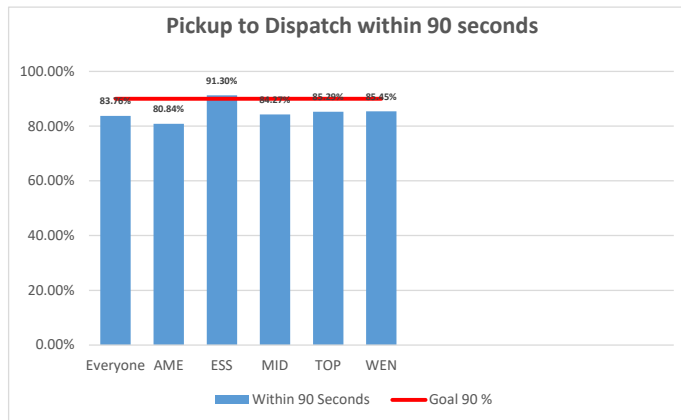
## STATE 911 DEPARTMENT

### NORTH SHORE REGIONAL 911 CENTER



## July 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	788	38.83%	83.76%	95.81%	128	10	2	68	26	66	90.00%	95.00%
AME	308	31.49%	80.84%	94.16%	59	4	1	71	27	69	90.00%	95.00%
ESS	46	21.74%	91.30%	97.83%	4	0	0	70	21	69	90.00%	95.00%
MID	178	46.07%	84.27%	96.07%	28	2	0	65	26	62	90.00%	95.00%
TOP	136	41.91%	85.29%	96.32%	20	2	0	68	25	65	90.00%	95.00%
WEN	55	45.45%	85.45%	96.36%	8	2	1	68	31	62	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	788	66	26	0	209
August					
September					
October					
November					
December					



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July 2021 Priority 1 by Nature

Nature	Total	Avg	StdDev	Min	Max
FIRE ALARM	136	58	21.83	2	122
M-FALL	80	67	22.86	3	151
M-SICK/ OTHER	78	74	24.38	36	169
DISTURBANCE	49	80	29.58	20	180
MV COMPLAINT/ERRATIC OP	48	70	33.7	2	162
M-BREATHING DIFFICULTY	35	65	18.45	36	108
MVA NO PI	35	74	20.22	38	123
FIRE MUTUAL AID AMESBURY	34	68	23.1	2	122
M-UNKNOWN MEDICAL PROBLEM	29	76	20.31	51	127
M-MVA WITH INJURY	26	65	26.06	0	120
M-UNCONSCIOUS/UNRESPONSIVE/FAI	24	67	14.96	42	103
FIRE OTHER	23	74	31.3	4	139
M-CHEST PAIN/ CARDIAC PROBLEM	23	66	18.48	38	111
FIRE MUTUAL AID MIDDLETON	20	51	25.43	3	106
FIRE WIRES DOWN	19	87	37.3	7	151
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	18	71	23.27	28	117
DOMESTIC	16	63	17.85	34	113
M-SEIZURE	10	57	10.15	40	74
MISSING PERSON	10	102	62.49	33	209
M-STROKE/ CVA	8	54	20.44	35	96
M-ALTERED MENTAL STATUS	7	81	25.64	52	129
M-BLEEDING (NON-TRAUMATIC)	7	78	27.17	27	108
FIRE MUTUAL AID TOPSFIELD	6	41	24.85	0	71
M-ABDOMINAL PAIN	6	65	27.02	21	102
BREAKING & ENTERING	5	69	15.37	55	93
M-ALLERGIC REACTION	5	65	9.6	57	78
FIRE MUTUAL AID ESSEX	4	71	18.51	56	98
M-EXTREMITY INJURY	4	77	18.37	60	103
FIRE STRUCTURE	3	57	17.21	44	77
M-DIABETIC	3	77	27.21	60	109
M-OVERDOSE	3	80	25.54	54	105
FIRE BRUSH	2	68	16.97	56	80
FIRE HAZMAT	2	27	36.77	1	53
M-ANIMAL BITE	2	36	48.79	2	71
M-BACK PAIN	2	98	45.25	66	130
M-CHOKING	2	57	4.95	54	61
FIRE MUTUAL AID WENHAM	1	94		94	94
M-BURNS-THERMAL/ELECTRICAL/CHE	1	48		48	48
M-HEADACHE	1	87		87	87
M-HEAT/ COLD EMERGENCY	1	66		66	66



# The Commonwealth of Massachusetts

## STATE 911 DEPARTMENT NORTH SHORE REGIONAL 911 CENTER



### July 2021 Priority 1 By Town

AMESBURY						MIDDLETON con't					
	Count	Average	StdDev	Min	Max		Count	Average	StdDev	Min	Max
FIRE ALARM	46	68	20.92	20	122	M-UNCONSCIOUS/UNRESPONSIVE/FAI	8	70	13.73	54	97
M-SICK/ OTHER	37	77	30.08	34	169	M-CHEST PAIN/ CARDIAC PROBLEM	6	53	15.29	38	81
M-FALL	35	65	23.7	3	132	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	6	77	21.82	50	98
DISTURBANCE	25	77	23.37	20	139	M-SEIZURE	4	58	8.98	49	70
M-BREATHING DIFFICULTY	19	62	13.76	36	82	DOMESTIC	3	60	7.57	52	66
FIRE OTHER	17	67	38.19	3	139	M-MVA WITH INJURY	3	43	2.52	41	46
M-MVA WITH INJURY	17	68	27.98	0	120	M-OVERDOSE	2	79	36.06	54	105
MVA NO PI	16	72	19.72	44	123	M-DIABETIC	2	84	34.65	60	109
M-UNKNOWN MEDICAL PROBLEM	15	66	26.32	30	116	M-EXTREMITY INJURY	2	69	12.73	60	78
MV COMPLAINT/ERRATIC OP	15	72	45.13	2	162	FIRE WIRES DOWN	2	71	7.78	66	77
M-CHEST PAIN/ CARDIAC PROBLEM	12	64	28.17	3	111	M-ALLERGIC REACTION	2	59	3.54	57	62
DOMESTIC	11	66	19.8	44	113	M-BLEEDING (NON-TRAUMATIC)	2	88	28.28	68	108
M-UNCONSCIOUS/UNRESPONSIVE/FAI	11	68	15.41	47	103	M-STROKE/ CVA	2	39	4.95	36	43
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	9	56	27.4	21	117	BREAKING & ENTERING	1	93		93	93
FIRE WIRES DOWN	7	62	20.28	32	85	FIRE MUTUAL AID TOPSFIELD	1	33		33	33
MISSING PERSON	6	105	58.38	52	201	M-ALTERED MENTAL STATUS	1	80		80	80
M-SEIZURE	5	54	16.91	34	74	M-HEAT/ COLD EMERGENCY	1	66		66	66
M-ABDOMINAL PAIN	5	63	29.89	21	102	TOPSFIELD					
M-STROKE/ CVA	4	55	10.69	46	65	FIRE ALARM	25	58	17.08	29	103
BREAKING & ENTERING	3	65	9.61	55	74	M-SICK/ OTHER	19	67	16.61	44	106
M-ALTERED MENTAL STATUS	3	104	21.66	91	129	M-FALL	18	71	22.44	40	132
M-ANIMAL BITE	2	36	48.79	2	71	MV COMPLAINT/ERRATIC OP	14	58	16.76	17	86
M-BACK PAIN	2	98	45.25	66	130	FIRE WIRES DOWN	11	95	41.18	7	151
M-BLEEDING (NON-TRAUMATIC)	2	81	13.44	72	91	DISTURBANCE	7	85	45.31	55	180
FIRE STRUCTURE	2	48	5.66	44	52	FIRE OTHER	6	53	10.93	41	72
FIRE BRUSH	2	68	16.97	56	80	M-MVA WITH INJURY	6	50	28.61	1	80
M-EXTREMITY INJURY	2	86	23.33	70	103	M-BREATHING DIFFICULTY	5	67	31.02	31	100
M-HEADACHE	1	87		87	87	MVA NO PI	5	68	26.02	38	110
M-SEX OFFENSE/ RAPE	1	49		49	49	M-UNKNOWN MEDICAL PROBLEM	5	81	25.89	65	127
M-OVERDOSE	1	82		82	82	M-CHEST PAIN/ CARDIAC PROBLEM	4	69	9.04	56	75
M-ALLERGIC REACTION	1	58		58	58	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	4	76	22.1	57	103
M-CHOKING	1	54		54	54	FIRE MUTUAL AID MIDDLETON	4	34	8.19	23	42
M-DIABETIC	1	64		64	64	M-UNCONSCIOUS/UNRESPONSIVE/FAI	3	61	18.08	42	78
M-BURNS-THERMAL/ELECTRICAL/CHE	1	48		48	48	M-ALTERED MENTAL STATUS	3	60	7	52	65
M-HEAT/ COLD EMERGENCY	1	48		48	48	M-BLEEDING (NON-TRAUMATIC)	3	69	38.73	27	103
M-OVERDOSE	1	50		50	50	MISSING PERSON	2	51	25.46	33	69
ESSEX						M-STROKE/ CVA	2	65	43.13	35	96
FIRE ALARM	10	60	26.73	2	105	DOMESTIC	2	47	18.38	34	60
M-SICK/ OTHER	8	78	22.81	47	113	FIRE MUTUAL AID WENHAM	1	48		48	48
M-UNKNOWN MEDICAL PROBLEM	6	66	7.64	56	75	FIRE HAZMAT	1	64		64	64
M-FALL	6	59	22.28	35	87	FIRE STRUCTURE	1	77		77	77
MV COMPLAINT/ERRATIC OP	4	64	5.5	57	69	M-ALLERGIC REACTION	1	78		78	78
MVA NO PI	3	76	8.19	69	85	M-SEIZURE	1	53		53	53
FIRE OTHER	3	57	8.19	48	64	WENHAM					
FIRE WIRES DOWN	2	108	33.94	84	132	FIRE ALARM	12	51	17.93	26	95
DISTURBANCE	2	84	4.24	81	87	M-FALL	10	66	14.12	41	88
M-BREATHING DIFFICULTY	2	69	16.26	58	81	M-SICK/ OTHER	6	53	8.29	40	66
M-CHEST PAIN/ CARDIAC PROBLEM	1	79		79	79	DISTURBANCE	5	69	27.72	45	117
M-CHOKING	1	61		61	61	MVA NO PI	4	81	25.25	62	117
DOMESTIC	1	61		61	61	M-UNKNOWN MEDICAL PROBLEM	3	46	28.43	15	70
M-ABDOMINAL PAIN	1	73		73	73	MV COMPLAINT/ERRATIC OP	3	100	60.58	38	159
M-BLEEDING (NON-TRAUMATIC)	1	31		31	31	FIRE OTHER	3	50	18.33	30	66
M-MENTAL/EMOTIONAL/PSYCHOLOGIC	1	42		42	42	M-MENTAL/EMOTIONAL/PSYCHOLOGIC	2	68	6.36	64	73
BREAKING & ENTERING	1	57		57	57	MISSING PERSON	2	142	94.75	75	209
MIDDLETON						M-UNCONSCIOUS/UNRESPONSIVE/FAI	2	59	21.21	44	74
FIRE ALARM	51	47	22.96	2	116	M-BREATHING DIFFICULTY	2	90	24.75	73	108
M-UNKNOWN MEDICAL PROBLEM	15	67	21.3	36	112	M-CHEST PAIN/ CARDIAC PROBLEM	1	80		80	80
M-SICK/ OTHER	14	62	30.6	2	122	M-MVA WITH INJURY	1	105		105	105
M-FALL	14	68	26.88	33	151	M-SEIZURE	1	52		52	52
MV COMPLAINT/ERRATIC OP	12	77	27.17	39	129	M-ABDOMINAL PAIN	1	54		54	54
DISTURBANCE	11	83	38.92	27	166	M-ALLERGIC REACTION	1	74		74	74
FIRE OTHER	10	69	39.48	4	128	FIRE MUTUAL AID WENHAM	1	67		67	67
MVA NO PI	9	73	21.99	47	114	DOMESTIC	1	58		58	58
M-BREATHING DIFFICULTY	8	61	20.89	39	102						



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July 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	330	0.00%
AMESBURY PD						0	1,048	0.00%
ESSEX FD						0	50	0.00%
ESSEX PD						0	731	0.00%
MIDDLETON FD						0	193	0.00%
MIDDLETON PD						0	805	0.00%
TOPSFIELD FD						0	163	0.00%
TOPSFIELD PD	2	1				3	1,474	0.20%
WENHAM FD						0	60	0.00%
WENHAM PD						0	1,204	0.00%
OTHER								
Total	2	1	0	0	0	3	6,058	0.20%

\*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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# July 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	1,311
Answered 9-1-1 Calls	1,232
Answered 9-1-1 Calls within 10 seconds	1,170
Answered 9-1-1 Calls within 20 seconds	1,221
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	79
7-Digit Emergency Calls	1,791
Answered 7-Digit Emergency Calls	1,752
Abandoned 7-Digit Emergency Calls	39
Outbound Calls	1,829
Total Calls Received	162
Total % 911 Calls Reviewed	13.15%

Call Type Reviewed	# of perfect scores	# of reviews below 90%	LOWEST	AVERAGE	COUNT
Regional Fire Dispatcher QA	32	1	88.24%	98.78%	41
Regional Police Dispatcher QA	17	2	87.69%	97.88%	24
Regional Call Taking QA	14	5	81.54%	85.68%	31
Regional EMD QA	34	12	75.00%	94.97%	66
Text-to-911 QA	0	0			0
<b>Regional 911 Center Total QAs</b>	<b>97</b>	<b>20</b>	<b>83.12%</b>	<b>94.33%</b>	<b>162</b>

## Wireless 911 Center

9-1-1 Calls answered and abandoned	12,189
Answered 9-1-1 Calls	11,184
Answered 9-1-1 Calls within 10 seconds	10,637
Answered 9-1-1 Calls within 20 seconds	10,849
Answered 9-1-1 Text Calls	0
Abandoned 9-1-1 Calls	1,005
7-Digit Emergency Calls	324
Answered 7-Digit Emergency Calls	259
Abandoned 7-Digit Emergency Calls	65
Outbound Calls	3,469
Total Calls Received	584
Total % 911 Calls Reviewed	5.22%

Call Type Reviewed	# of perfect scores	# of reviews below 90%	LOWEST	AVERAGE	COUNT
<b>Wireless 911 Center Total QAs</b>	<b>563</b>	<b>11</b>	<b>70.59%</b>	<b>99.54%</b>	<b>584</b>



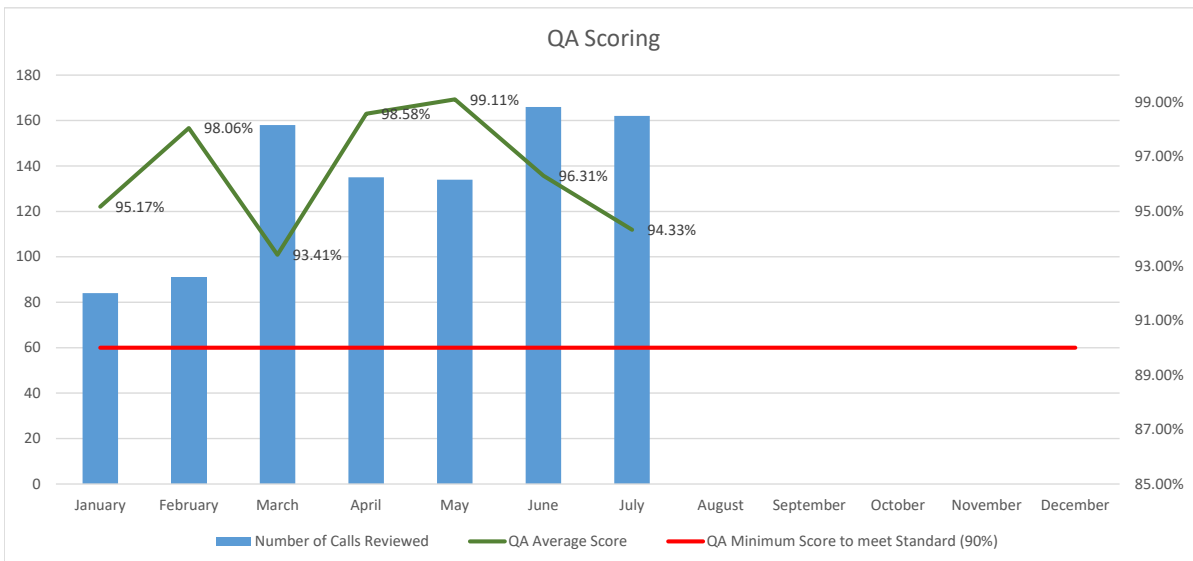
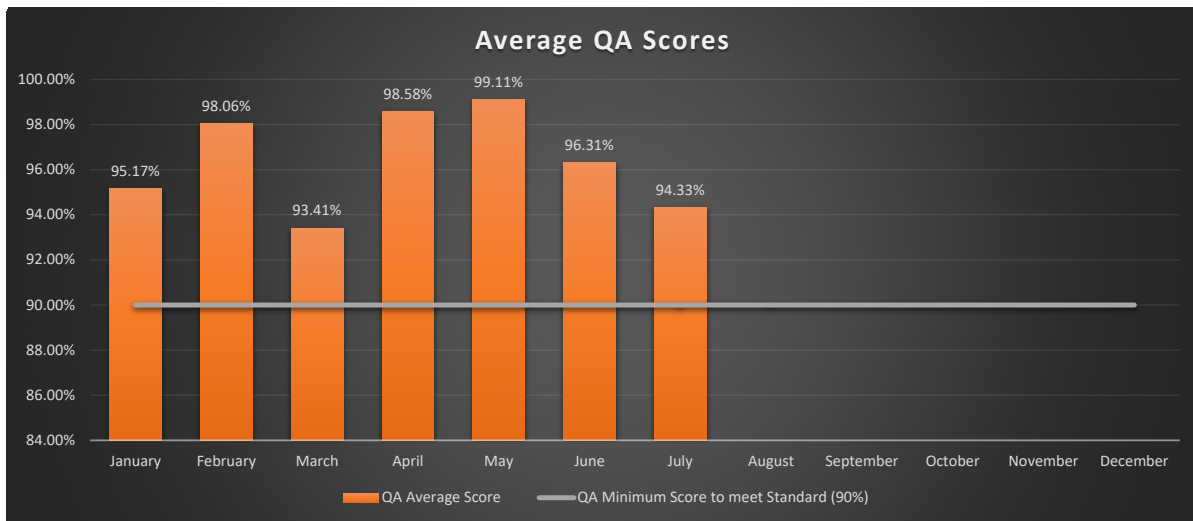


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## 2021 Calendar Year RECC QA Scores

	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	162	94.33%	90.00%
August			90.00%
September			90.00%
October			90.00%
November			90.00%
December			90.00%





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## July 2021 Regional 911 Center KPI Call Statistics

Hour	Total Calls	Total Answered	Total Abandoned	% Abandoned
00:00 - 01:00	65	65	0	0.0%
01:00 - 02:00	42	42	0	0.0%
02:00 - 03:00	42	42	0	0.0%
03:00 - 04:00	41	41	0	0.0%
04:00 - 05:00	24	23	1	4.3%
05:00 - 06:00	38	34	4	11.8%
06:00 - 07:00	52	52	0	0.0%
07:00 - 08:00	79	77	2	2.6%
08:00 - 09:00	149	144	5	3.5%
09:00 - 10:00	185	177	8	4.5%
10:00 - 11:00	223	210	13	6.2%
11:00 - 12:00	193	186	7	3.8%
12:00 - 13:00	194	187	7	3.7%
13:00 - 14:00	177	172	5	2.9%
14:00 - 15:00	188	178	10	5.6%
15:00 - 16:00	200	192	8	4.2%
16:00 - 17:00	201	190	11	5.8%
17:00 - 18:00	162	158	4	2.5%
18:00 - 19:00	192	187	5	2.7%
19:00 - 20:00	167	159	8	5.0%
20:00 - 21:00	151	143	8	5.6%
21:00 - 22:00	142	138	4	2.9%
22:00 - 23:00	112	106	6	5.7%
23:00 - 24:00	83	81	2	2.5%
Total	3,102	2,984	118	4.0%
Average Answer Time:		00:05:1*		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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## July 2021 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	333	314	19	6.1%
<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	272	259	13	5.0%	4
	02:00 - 03:00	203	199	4	2.0%	3
<b>Objective:</b> To answer all 911 calls within ten (10) seconds or less.	03:00 - 04:00	151	140	11	7.9%	2
	04:00 - 05:00	131	124	7	5.6%	2
<b>Average Number of Calls Per Agent Per Hour:</b>	05:00 - 06:00	199	190	9	4.7%	3
	06:00 - 07:00	227	211	16	7.6%	3
<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	322	301	21	7.0%	4
	08:00 - 09:00	447	414	33	8.0%	6
<b>Objective:</b> Each wireless telecommunicator should handle 15 calls or less per hour of each shift.	09:00 - 10:00	558	512	46	9.0%	8
	10:00 - 11:00	608	543	65	12.0%	8
<b>Call Abandonment Rate:</b>	11:00 - 12:00	668	612	56	9.2%	9
	12:00 - 13:00	710	650	60	9.2%	10
<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	832	751	81	10.8%	11
	14:00 - 15:00	793	730	63	8.6%	11
<b>Objective:</b> To have an average abandonment rate of 6% or less.	15:00 - 16:00	815	741	74	10.0%	11
	16:00 - 17:00	864	760	104	13.7%	11
<b>Call Handling Time:</b>	17:00 - 18:00	838	770	68	8.8%	11
	18:00 - 19:00	716	644	72	11.2%	10
<b>Metric:</b> Average call handling time.	19:00 - 20:00	686	610	76	12.5%	9
	20:00 - 21:00	614	551	63	11.4%	8
<b>Objective:</b> To spend less than 2 minutes 25 seconds per call on average	21:00 - 22:00	636	593	43	7.3%	9
	22:00 - 23:00	486	449	37	8.2%	7
	23:00 - 24:00	404	375	29	7.7%	6
	Total	12,513	11,443	1,070	9.4%	**
		Average Answer Time:		0:04:6	MM:SS.s	
		Average Call Duration:		02:16.5	MM:SS.s	



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**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	12,874	11,685	1,189	10.18%
June	WRLS	13,531	12,288	1,243	10.12%
July	WRLS	12,189	11,184	1,005	8.99%
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	1,311	1,232	79	6%
August	RECC				
September	RECC				
October	RECC				
November	RECC				
December	RECC				