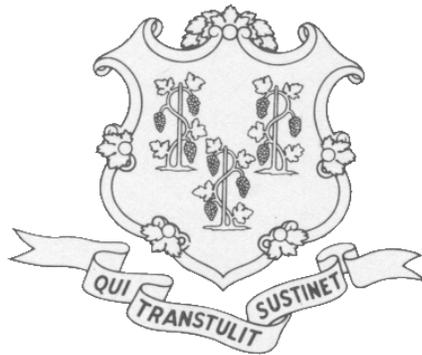


**Department of Public Safety  
Office of Statewide Emergency Telecommunications**

**E9-1-1 PSAP  
TOTAL CALL COUNT REPORTS**



**October - December 2010**

# ***E9-1-1 TOTAL CALL COUNT REPORT 4<sup>th</sup> QUARTER 2010***

## **Executive Summary**

107 PSAPs submitted an E9-1-1 Total Call Report for the fourth quarter of 2010

Two PSAPs did not achieve the State standard that requires that 90% of all 9-1-1 calls received by the PSAP be answered in ten seconds.

- Bridgeport Public Safety Communications Center answered 88.7% of its 9-1-1 calls in 10 sec of receipt.
- Waterbury Police Department answered 87.3% of its 9-1-1 calls in 10 sec of receipt.

The statewide average for all PSAPs in the fourth quarter of 2010 was 95.8%.

# Fractile 911 Call Response Time Distribution

-- ALL PSAPs - SUMMARY --

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	456417	95.8%	95.8%	3132	2.5%	2.7%	61508	12.9%	12.9%	18255	81.0%	81.0%
<= 0m 20s	17371	3.6%	99.4%	48006	38.5%	41.2%	61682	12.9%	25.8%	1072	4.8%	85.8%
<= 0m 30s	2432	0.5%	99.9%	37914	30.4%	71.6%	69783	14.6%	40.5%	2366	10.5%	96.3%
<= 0m 40s	107	0.0%	99.9%	17512	14.0%	85.7%	65472	13.7%	54.2%	14	0.1%	96.3%
<= 0m 50s	46	0.0%	100.0	7015	5.6%	91.3%	41881	8.8%	63.0%	9	0.0%	96.4%
<= 1m 0s	14	0.0%	100.0	3834	3.1%	94.4%	31707	6.6%	69.6%	11	0.0%	96.4%
<= 1m 30s	9	0.0%	100.0	4670	3.7%	98.1%	61757	12.9%	82.6%	9	0.0%	96.5%
<= 2m 0s	2	0.0%	100.0	1270	1.0%	99.1%	31874	6.7%	89.3%	10	0.0%	96.5%
<= 2m 30s	2	0.0%	100.0	458	0.4%	99.5%	17265	3.6%	92.9%	3	0.0%	96.5%
<= 3m 0s	2	0.0%	100.0	209	0.2%	99.7%	9926	2.1%	95.0%	4	0.0%	96.5%
<= 3m 30s	3	0.0%	100.0	109	0.1%	99.7%	6044	1.3%	96.2%	6	0.0%	96.6%
<= 4m 0s	1	0.0%	100.0	77	0.1%	99.8%	4268	0.9%	97.1%	5	0.0%	96.6%
<= 4m 30s	2	0.0%	100.0	52	0.0%	99.8%	2996	0.6%	97.7%	4	0.0%	96.6%
<= 5m 0s	0	0.0%	100.0	22	0.0%	99.9%	2117	0.4%	98.2%	2	0.0%	96.6%
<= 6m 0s	2	0.0%	100.0	30	0.0%	99.9%	2873	0.6%	98.8%	9	0.0%	96.7%
<= 7m 0s	8	0.0%	100.0	17	0.0%	99.9%	1734	0.4%	99.2%	7	0.0%	96.7%
<= 8m 0s	1	0.0%	100.0	5	0.0%	99.9%	1168	0.2%	99.4%	7	0.0%	96.7%
<= 9m 0s	0	0.0%	100.0	9	0.0%	99.9%	841	0.2%	99.6%	4	0.0%	96.7%
<= 10m 0s	2	0.0%	100.0	3	0.0%	99.9%	530	0.1%	99.7%	5	0.0%	96.8%
<= 11m 0s	2	0.0%	100.0	2	0.0%	99.9%	345	0.1%	99.8%	8	0.0%	96.8%
<= 12m 0s	0	0.0%	100.0	4	0.0%	99.9%	249	0.1%	99.8%	2	0.0%	96.8%
<= 13m 0s	0	0.0%	100.0	0	0.0%	99.9%	163	0.0%	99.8%	2	0.0%	96.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	99.9%	127	0.0%	99.9%	3	0.0%	96.8%
<= 15m 0s	1	0.0%	100.0	0	0.0%	99.9%	88	0.0%	99.9%	4	0.0%	96.8%
<= 16m 0s	9	0.0%	100.0	0	0.0%	99.9%	53	0.0%	99.9%	4	0.0%	96.9%
<= 17m 0s	1	0.0%	100.0	0	0.0%	99.9%	53	0.0%	99.9%	4	0.0%	96.9%
<= 18m 0s	0	0.0%	100.0	1	0.0%	99.9%	31	0.0%	99.9%	2	0.0%	96.9%
<= 19m 0s	2	0.0%	100.0	0	0.0%	99.9%	20	0.0%	99.9%	5	0.0%	96.9%
<= 20m 0s	4	0.0%	100.0	0	0.0%	99.9%	20	0.0%	99.9%	6	0.0%	96.9%
>= 20m 0s	134	0.0%	100.0	81	0.1%	100.0	301	0.1%	100.0	566	2.5%	99.5%
<b>Tot. Counts:</b>	476,574			124,432			476,876			22,408		

Notes:

# Fractile 911 Call Response Time Distribution

Ansonia Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1464	96.2%	96.2%	0	0.0%	0.0%	110	7.2%	7.2%	46	83.6%	83.6%
<= 0m 20s	50	3.3%	99.5%	31	6.3%	6.3%	159	10.4%	17.7%	0	0.0%	83.6%
<= 0m 30s	8	0.5%	100.0	100	20.4%	26.8%	157	10.3%	28.0%	9	16.4%	100.0
<= 0m 40s	0	0.0%	100.0	140	28.6%	55.4%	183	12.0%	40.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	105	21.5%	76.9%	195	12.8%	52.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	57	11.7%	88.5%	185	12.2%	65.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	43	8.8%	97.3%	312	20.5%	85.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	13	2.7%	100.0	126	8.3%	93.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	39	2.6%	96.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	23	1.5%	97.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	10	0.7%	98.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	99.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	99.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,522			489			1,522			55		

**Notes:**

Total Records Reported by this PSAP: 1694  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1694

# Fractile 911 Call Response Time Distribution

Avon Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1221	96.9%	96.9%	1	0.2%	0.2%	98	7.8%	7.8%	42	85.7%	85.7%
<= 0m 20s	32	2.5%	99.4%	56	10.7%	10.9%	142	11.3%	19.0%	4	8.2%	93.9%
<= 0m 30s	7	0.6%	100.0	88	16.9%	27.8%	121	9.6%	28.7%	3	6.1%	100.0
<= 0m 40s	0	0.0%	100.0	60	11.5%	39.3%	149	11.8%	40.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	75	14.4%	53.7%	118	9.4%	49.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	92	17.7%	71.4%	121	9.6%	59.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	119	22.8%	94.2%	269	21.3%	80.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	19	3.6%	97.9%	93	7.4%	88.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	6	1.2%	99.0%	36	2.9%	91.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.6%	99.6%	33	2.6%	93.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.8%	18	1.4%	95.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	14	1.1%	96.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	7	0.6%	96.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	97.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	12	1.0%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.8%	98.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,260			521			1,260			49		

**Notes:**

Total Records Reported by this PSAP: 1429  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1429

# Fractile 911 Call Response Time Distribution

Berlin Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1665	96.4%	96.4%	0	0.0%	0.0%	95	5.5%	5.5%	46	85.2%	85.2%
<= 0m 20s	53	3.1%	99.5%	70	12.3%	12.3%	176	10.2%	15.7%	1	1.9%	87.0%
<= 0m 30s	8	0.5%	99.9%	207	36.3%	48.5%	184	10.7%	26.3%	7	13.0%	100.0
<= 0m 40s	1	0.1%	100.0	131	22.9%	71.5%	208	12.0%	38.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	70	12.3%	83.7%	167	9.7%	48.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	44	7.7%	91.4%	143	8.3%	56.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	36	6.3%	97.7%	268	15.5%	71.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	1.1%	98.8%	143	8.3%	80.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.5%	99.3%	110	6.4%	86.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.3%	74	4.3%	90.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	3	0.5%	99.8%	43	2.5%	93.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	100.0	34	2.0%	95.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	29	1.7%	96.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.7%	97.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.8%	98.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,727			571			1,727			54		

**Notes:**

Total Records Reported by this PSAP: 1958  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1958

# Fractile 911 Call Response Time Distribution

Bethel Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1248	99.3%	99.3%	0	0.0%	0.0%	114	9.1%	9.1%	39	97.5%	97.5%
<= 0m 20s	8	0.6%	99.9%	37	23.3%	23.3%	123	9.8%	18.9%	0	0.0%	97.5%
<= 0m 30s	1	0.1%	100.0	58	36.5%	59.7%	117	9.3%	28.2%	1	2.5%	100.0
<= 0m 40s	0	0.0%	100.0	30	18.9%	78.6%	169	13.4%	41.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	13	8.2%	86.8%	130	10.3%	51.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	3.8%	90.6%	119	9.5%	61.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	6.3%	96.9%	239	19.0%	80.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.9%	98.7%	119	9.5%	89.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	99.4%	50	4.0%	93.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	28	2.2%	96.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	17	1.4%	97.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	5	0.4%	97.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.6%	100.0	8	0.6%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,257			159			1,257			40		

**Notes:**

Total Records Reported by this PSAP: 1466  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1466

# Fractile 911 Call Response Time Distribution

Bloomfield Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2599	98.1%	98.1%	333	30.7%	30.7%	260	9.8%	9.8%	67	85.9%	85.9%
<= 0m 20s	47	1.8%	99.9%	35	3.2%	34.0%	548	20.7%	30.5%	1	1.3%	87.2%
<= 0m 30s	2	0.1%	100.0	108	10.0%	44.0%	236	8.9%	39.4%	10	12.8%	100.0
<= 0m 40s	0	0.0%	100.0	125	11.5%	55.5%	240	9.1%	48.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	115	10.6%	66.1%	185	7.0%	55.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	63	5.8%	71.9%	198	7.5%	63.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	194	17.9%	89.8%	393	14.8%	77.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	77	7.1%	97.0%	230	8.7%	86.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	19	1.8%	98.7%	150	5.7%	92.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	6	0.6%	99.3%	65	2.5%	94.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.2%	99.4%	44	1.7%	96.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.5%	20	0.8%	97.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.6%	14	0.5%	97.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	2	0.2%	99.8%	12	0.5%	98.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.1%	99.9%	19	0.7%	98.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.1%	100.0	9	0.3%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.3%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,648			1,083			2,648			78		

**Notes:**

Total Records Reported by this PSAP: 3031  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3031

# Fractile 911 Call Response Time Distribution

Branford Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2174	99.6%	99.6%	0	0.0%	0.0%	128	5.9%	5.9%	41	100.0%	100.0
<= 0m 20s	8	0.4%	100.0	43	21.2%	21.2%	186	8.5%	14.4%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	67	33.0%	54.2%	189	8.7%	23.1%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	40	19.7%	73.9%	203	9.3%	32.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	19	9.4%	83.3%	205	9.4%	41.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	14	6.9%	90.1%	192	8.8%	50.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	14	6.9%	97.0%	447	20.5%	71.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.5%	98.5%	274	12.6%	83.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.0%	99.5%	129	5.9%	89.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.5%	100.0	70	3.2%	92.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	38	1.7%	94.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	27	1.2%	95.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	18	0.8%	96.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.5%	97.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.9%	97.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.9%	98.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.4%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,182			203			2,182			41		

## Notes:

Total Records Reported by this PSAP: 2400  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2400

# Fractile 911 Call Response Time Distribution

Bridgeport Public Safety Communications Ctr.

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	21168	88.7%	88.7%	0	0.0%	0.0%	1924	8.1%	8.1%	1181	67.3%	67.4%
<= 0m 20s	2297	9.6%	98.3%	407	9.4%	9.4%	1784	7.5%	15.6%	114	6.5%	73.9%
<= 0m 30s	270	1.1%	99.5%	1143	26.5%	35.9%	1993	8.4%	23.9%	232	13.2%	87.1%
<= 0m 40s	12	0.1%	99.5%	951	22.1%	58.0%	2344	9.8%	33.7%	0	0.0%	87.1%
<= 0m 50s	4	0.0%	99.5%	511	11.9%	69.9%	1865	7.8%	41.6%	0	0.0%	87.1%
<= 1m 0s	4	0.0%	99.5%	338	7.8%	77.7%	1552	6.5%	48.1%	2	0.1%	87.2%
<= 1m 30s	0	0.0%	99.5%	548	12.7%	90.4%	3969	16.6%	64.7%	3	0.2%	87.4%
<= 2m 0s	0	0.0%	99.5%	201	4.7%	95.1%	2750	11.5%	76.2%	1	0.1%	87.5%
<= 2m 30s	0	0.0%	99.5%	78	1.8%	96.9%	1752	7.3%	83.5%	0	0.0%	87.5%
<= 3m 0s	0	0.0%	99.5%	31	0.7%	97.6%	1086	4.6%	88.1%	0	0.0%	87.5%
<= 3m 30s	0	0.0%	99.5%	13	0.3%	97.9%	709	3.0%	91.1%	0	0.0%	87.5%
<= 4m 0s	0	0.0%	99.5%	9	0.2%	98.1%	463	1.9%	93.0%	0	0.0%	87.5%
<= 4m 30s	1	0.0%	99.5%	10	0.2%	98.3%	321	1.3%	94.4%	0	0.0%	87.5%
<= 5m 0s	0	0.0%	99.5%	1	0.0%	98.4%	239	1.0%	95.4%	0	0.0%	87.5%
<= 6m 0s	0	0.0%	99.5%	2	0.0%	98.4%	333	1.4%	96.7%	0	0.0%	87.5%
<= 7m 0s	8	0.0%	99.6%	0	0.0%	98.4%	223	0.9%	97.7%	0	0.0%	87.5%
<= 8m 0s	0	0.0%	99.6%	0	0.0%	98.4%	143	0.6%	98.3%	2	0.1%	87.6%
<= 9m 0s	0	0.0%	99.6%	1	0.0%	98.4%	80	0.3%	98.6%	0	0.0%	87.6%
<= 10m 0s	0	0.0%	99.6%	0	0.0%	98.4%	55	0.2%	98.8%	1	0.1%	87.6%
<= 11m 0s	0	0.0%	99.6%	0	0.0%	98.4%	50	0.2%	99.1%	1	0.1%	87.7%
<= 12m 0s	0	0.0%	99.6%	0	0.0%	98.4%	35	0.1%	99.2%	0	0.0%	87.7%
<= 13m 0s	0	0.0%	99.6%	0	0.0%	98.4%	26	0.1%	99.3%	1	0.1%	87.7%
<= 14m 0s	0	0.0%	99.6%	0	0.0%	98.4%	18	0.1%	99.4%	0	0.0%	87.7%
<= 15m 0s	0	0.0%	99.6%	0	0.0%	98.4%	12	0.1%	99.4%	0	0.0%	87.7%
<= 16m 0s	2	0.0%	99.6%	0	0.0%	98.4%	8	0.0%	99.5%	2	0.1%	87.9%
<= 17m 0s	0	0.0%	99.6%	0	0.0%	98.4%	7	0.0%	99.5%	1	0.1%	87.9%
<= 18m 0s	0	0.0%	99.6%	0	0.0%	98.4%	2	0.0%	99.5%	0	0.0%	87.9%
<= 19m 0s	0	0.0%	99.6%	0	0.0%	98.4%	0	0.0%	99.5%	1	0.1%	88.0%
<= 20m 0s	4	0.0%	99.6%	0	0.0%	98.4%	0	0.0%	99.5%	0	0.0%	88.0%
>= 20m 0s	94	0.4%	100.0	53	1.2%	99.7%	81	0.3%	99.8%	150	8.6%	96.5%
<b>Tot. Counts:</b>	23,864			4,297			23,824			1,692		

**Notes:**

Total Records Reported by this PSAP: 27829  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 27829

# Fractile 911 Call Response Time Distribution

Bristol Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4957	99.2%	99.2%	0	0.0%	0.0%	366	7.3%	7.3%	163	98.2%	98.2%
<= 0m 20s	39	0.8%	100.0	14	11.6%	11.6%	471	9.4%	16.7%	2	1.2%	99.4%
<= 0m 30s	2	0.0%	100.0	44	36.4%	47.9%	456	9.1%	25.9%	1	0.6%	100.0
<= 0m 40s	0	0.0%	100.0	23	19.0%	66.9%	470	9.4%	35.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	11	9.1%	76.0%	379	7.6%	42.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	5.0%	81.0%	321	6.4%	49.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	16	13.2%	94.2%	770	15.4%	64.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.7%	95.9%	506	10.1%	74.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.7%	97.5%	361	7.2%	82.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	1.7%	99.2%	249	5.0%	87.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.2%	183	3.7%	90.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.2%	128	2.6%	93.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.2%	79	1.6%	94.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.2%	51	1.0%	95.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.2%	45	0.9%	96.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.8%	100.0	44	0.9%	97.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	36	0.7%	98.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	26	0.5%	98.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.3%	99.2%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.3%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	4,998			121			4,998			166		

## Notes:

Total Records Reported by this PSAP: 5671  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 5671

# Fractile 911 Call Response Time Distribution

Brookfield Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1057	99.8%	99.8%	0	0.0%	0.0%	60	5.7%	5.7%	20	100.0%	100.0
<= 0m 20s	2	0.2%	100.0	32	25.8%	25.8%	94	8.9%	14.5%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	45	36.3%	62.1%	147	13.9%	28.4%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	21	16.9%	79.0%	174	16.4%	44.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	6.5%	85.5%	129	12.2%	57.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	5.6%	91.1%	106	10.0%	67.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	5.6%	96.8%	183	17.3%	84.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.6%	98.4%	69	6.5%	90.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.4%	37	3.5%	94.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.4%	6	0.6%	94.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.8%	99.2%	8	0.8%	95.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.8%	100.0	9	0.8%	96.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	96.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	97.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.8%	98.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	98.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,059			124			1,059			20		

**Notes:**

Total Records Reported by this PSAP: 1149  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1149

# Fractile 911 Call Response Time Distribution

Canton Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	710	97.7%	97.7%	0	0.0%	0.0%	100	13.8%	13.8%	21	72.4%	72.4%
<= 0m 20s	14	1.9%	99.6%	3	1.5%	1.5%	96	13.2%	27.0%	5	17.2%	89.7%
<= 0m 30s	3	0.4%	100.0	11	5.4%	6.9%	45	6.2%	33.1%	3	10.3%	100.0
<= 0m 40s	0	0.0%	100.0	30	14.8%	21.7%	65	8.9%	42.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	25	12.3%	34.0%	45	6.2%	48.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	25	12.3%	46.3%	33	4.5%	52.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	67	33.0%	79.3%	137	18.8%	71.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	24	11.8%	91.1%	93	12.8%	84.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	11	5.4%	96.6%	45	6.2%	90.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	1.5%	98.0%	24	3.3%	93.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.5%	98.5%	7	1.0%	94.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.5%	8	1.1%	96.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	2	1.0%	99.5%	7	1.0%	97.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.5%	3	0.4%	97.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.5%	6	0.8%	98.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.5%	100.0	3	0.4%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.6%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	727			203			727			29		

**Notes:**

Total Records Reported by this PSAP: 815  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 815

# Fractile 911 Call Response Time Distribution

Cheshire Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1869	99.4%	99.4%	0	0.0%	0.0%	410	21.8%	21.8%	44	97.8%	97.8%
<= 0m 20s	12	0.6%	100.0	27	5.9%	5.9%	204	10.8%	32.6%	1	2.2%	100.0
<= 0m 30s	0	0.0%	100.0	141	30.7%	36.6%	220	11.7%	44.3%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	145	31.6%	68.2%	265	14.1%	58.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	81	17.6%	85.8%	231	12.3%	70.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	38	8.3%	94.1%	155	8.2%	78.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	17	3.7%	97.8%	213	11.3%	90.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	1.3%	99.1%	82	4.4%	94.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	99.6%	34	1.8%	96.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.8%	18	1.0%	97.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	20	1.1%	98.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	6	0.3%	98.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	6	0.3%	99.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	5	0.3%	99.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	2	0.1%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.2%	100.0	4	0.2%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,881			459			1,881			45		

## Notes:

Total Records Reported by this PSAP: 2086  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2086

# Fractile 911 Call Response Time Distribution

Clinton Emergency Communications Ctr.

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	793	99.1%	99.1%	0	0.0%	0.0%	45	5.6%	5.6%	17	100.0%	100.0
<= 0m 20s	6	0.8%	99.9%	3	3.2%	3.2%	41	5.1%	10.8%	0	0.0%	100.0
<= 0m 30s	1	0.1%	100.0	42	44.2%	47.4%	61	7.6%	18.4%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	26	27.4%	74.7%	75	9.4%	27.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	7	7.4%	82.1%	64	8.0%	35.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	4.2%	86.3%	66	8.3%	44.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	7.4%	93.7%	162	20.3%	64.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	3.2%	96.8%	91	11.4%	75.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	1.1%	97.9%	60	7.5%	83.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	1.1%	98.9%	41	5.1%	88.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.9%	12	1.5%	89.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	1.1%	100.0	27	3.4%	93.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	16	2.0%	95.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	9	1.1%	96.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	10	1.3%	97.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.6%	98.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.9%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	800			95			800			17		

**Notes:**

Total Records Reported by this PSAP: 922  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 922

# Fractile 911 Call Response Time Distribution

Colchester Emergency Comm. Center

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4214	98.7%	98.7%	21	1.7%	1.7%	370	8.7%	8.7%	106	94.6%	94.6%
<= 0m 20s	49	1.1%	99.9%	342	27.5%	29.2%	573	13.4%	22.1%	1	0.9%	95.5%
<= 0m 30s	5	0.1%	100.0	472	37.9%	67.1%	693	16.2%	38.3%	3	2.7%	98.2%
<= 0m 40s	0	0.0%	100.0	244	19.6%	86.7%	768	18.0%	56.3%	0	0.0%	98.2%
<= 0m 50s	0	0.0%	100.0	72	5.8%	92.4%	430	10.1%	66.4%	0	0.0%	98.2%
<= 1m 0s	0	0.0%	100.0	33	2.7%	95.1%	343	8.0%	74.4%	0	0.0%	98.2%
<= 1m 30s	0	0.0%	100.0	48	3.9%	99.0%	558	13.1%	87.5%	0	0.0%	98.2%
<= 2m 0s	0	0.0%	100.0	9	0.7%	99.7%	255	6.0%	93.5%	0	0.0%	98.2%
<= 2m 30s	0	0.0%	100.0	3	0.2%	99.9%	107	2.5%	96.0%	0	0.0%	98.2%
<= 3m 0s	0	0.0%	100.0	1	0.1%	100.0	47	1.1%	97.1%	0	0.0%	98.2%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	30	0.7%	97.8%	0	0.0%	98.2%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.5%	98.3%	0	0.0%	98.2%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	12	0.3%	98.5%	0	0.0%	98.2%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	98.7%	0	0.0%	98.2%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.3%	99.1%	0	0.0%	98.2%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.3%	0	0.0%	98.2%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	99.5%	0	0.0%	98.2%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.6%	0	0.0%	98.2%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.6%	0	0.0%	98.2%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.6%	0	0.0%	98.2%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	98.2%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.7%	0	0.0%	98.2%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	98.2%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	98.2%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	98.2%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	98.2%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	98.2%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.2%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.2%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	100.0	2	1.8%	100.0
<b>Tot. Counts:</b>	4,268			1,245			4,268			112		

**Notes:**

Total Records Reported by this PSAP: 4740  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 4740



# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop B

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1210	98.1%	98.1%	0	0.0%	0.0%	30	2.4%	2.4%	12	80.0%	80.0%
<= 0m 20s	15	1.2%	99.3%	80	23.9%	23.9%	55	4.5%	6.9%	0	0.0%	80.0%
<= 0m 30s	6	0.5%	99.8%	144	43.0%	66.9%	187	15.2%	22.0%	3	20.0%	100.0
<= 0m 40s	0	0.0%	99.8%	57	17.0%	83.9%	223	18.1%	40.1%	0	0.0%	100.0
<= 0m 50s	2	0.2%	99.9%	13	3.9%	87.8%	139	11.3%	51.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.9%	6	1.8%	89.6%	103	8.3%	59.7%	0	0.0%	100.0
<= 1m 30s	1	0.1%	100.0	15	4.5%	94.0%	213	17.3%	77.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	10	3.0%	97.0%	99	8.0%	85.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.6%	97.6%	53	4.3%	89.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	1.2%	98.8%	32	2.6%	91.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.6%	99.4%	24	1.9%	93.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.3%	99.7%	17	1.4%	95.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.3%	100.0	6	0.5%	95.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	96.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.9%	97.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	97.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	97.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	98.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	98.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.1%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.4%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,234			335			1,234			15		

**Notes:**

Total Records Reported by this PSAP: 1334  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1334

# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop E

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	9740	98.3%	98.3%	3	0.1%	0.1%	819	8.3%	8.3%	168	90.8%	90.8%
<= 0m 20s	151	1.5%	99.8%	1368	43.4%	43.5%	1245	12.6%	20.8%	2	1.1%	91.9%
<= 0m 30s	17	0.2%	100.0	1100	34.9%	78.3%	2388	24.1%	44.9%	15	8.1%	100.0
<= 0m 40s	0	0.0%	100.0	384	12.2%	90.5%	2049	20.7%	65.6%	0	0.0%	100.0
<= 0m 50s	2	0.0%	100.0	123	3.9%	94.4%	1048	10.6%	76.1%	0	0.0%	100.0
<= 1m 0s	1	0.0%	100.0	67	2.1%	96.5%	651	6.6%	82.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	64	2.0%	98.5%	939	9.5%	92.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	26	0.8%	99.4%	341	3.4%	95.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	8	0.3%	99.6%	157	1.6%	97.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	0.1%	99.7%	78	0.8%	98.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.0%	99.8%	52	0.5%	98.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.1%	99.8%	27	0.3%	98.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.0%	99.9%	21	0.2%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.0%	99.9%	12	0.1%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.0%	99.9%	19	0.2%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.9%	16	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.9%	9	0.1%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.9%	10	0.1%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	2	0.1%	100.0	9	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	9,911			3,155			9,916			185		

## Notes:

Total Records Reported by this PSAP: 10869  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 10869

# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop G

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	48672	93.2%	93.2%	167	0.8%	0.8%	13584	26.0%	26.0%	2708	78.4%	78.4%
<= 0m 20s	3042	5.8%	99.0%	13910	63.9%	64.7%	7957	15.2%	41.2%	274	7.9%	86.3%
<= 0m 30s	502	1.0%	99.9%	5733	26.3%	91.0%	13077	25.0%	66.3%	468	13.5%	99.9%
<= 0m 40s	19	0.0%	100.0	1287	5.9%	96.9%	9073	17.4%	83.6%	1	0.0%	99.9%
<= 0m 50s	7	0.0%	100.0	329	1.5%	98.4%	3507	6.7%	90.3%	3	0.1%	100.0
<= 1m 0s	2	0.0%	100.0	141	0.6%	99.0%	1804	3.5%	93.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	142	0.7%	99.7%	2051	3.9%	97.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	34	0.2%	99.9%	582	1.1%	98.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	14	0.1%	99.9%	220	0.4%	99.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	6	0.0%	99.9%	120	0.2%	99.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	3	0.0%	100.0	66	0.1%	99.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.0%	100.0	45	0.1%	99.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	3	0.0%	100.0	26	0.0%	99.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	22	0.0%	99.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	31	0.1%	99.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.0%	99.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.0%	100.0	18	0.0%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	1	0.0%	100.0	3	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	52,244			21,774			52,245			3,454		

**Notes:**

Total Records Reported by this PSAP: 63096  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 63096

# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop H

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	29230	91.4%	91.4%	1436	10.9%	10.9%	7329	22.9%	22.9%	1941	74.6%	74.6%
<= 0m 20s	2350	7.3%	98.7%	7508	57.0%	67.9%	7719	24.1%	47.0%	173	6.7%	81.3%
<= 0m 30s	388	1.2%	99.9%	3003	22.8%	90.7%	7091	22.2%	69.2%	411	15.8%	97.1%
<= 0m 40s	17	0.1%	100.0	726	5.5%	96.3%	4436	13.9%	83.1%	2	0.1%	97.2%
<= 0m 50s	4	0.0%	100.0	221	1.7%	97.9%	2038	6.4%	89.4%	1	0.0%	97.2%
<= 1m 0s	1	0.0%	100.0	108	0.8%	98.8%	1166	3.6%	93.1%	3	0.1%	97.3%
<= 1m 30s	2	0.0%	100.0	105	0.8%	99.6%	1349	4.2%	97.3%	1	0.0%	97.3%
<= 2m 0s	0	0.0%	100.0	27	0.2%	99.8%	404	1.3%	98.5%	1	0.0%	97.4%
<= 2m 30s	0	0.0%	100.0	12	0.1%	99.8%	152	0.5%	99.0%	0	0.0%	97.4%
<= 3m 0s	0	0.0%	100.0	5	0.0%	99.9%	95	0.3%	99.3%	2	0.1%	97.5%
<= 3m 30s	0	0.0%	100.0	6	0.0%	99.9%	51	0.2%	99.5%	1	0.0%	97.5%
<= 4m 0s	1	0.0%	100.0	3	0.0%	100.0	36	0.1%	99.6%	2	0.1%	97.6%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	20	0.1%	99.7%	0	0.0%	97.6%
<= 5m 0s	0	0.0%	100.0	1	0.0%	100.0	19	0.1%	99.7%	0	0.0%	97.6%
<= 6m 0s	1	0.0%	100.0	1	0.0%	100.0	20	0.1%	99.8%	1	0.0%	97.6%
<= 7m 0s	0	0.0%	100.0	2	0.0%	100.0	14	0.0%	99.8%	3	0.1%	97.7%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.0%	99.9%	0	0.0%	97.7%
<= 9m 0s	0	0.0%	100.0	1	0.0%	100.0	11	0.0%	99.9%	0	0.0%	97.7%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.0%	99.9%	0	0.0%	97.7%
<= 11m 0s	0	0.0%	100.0	1	0.0%	100.0	3	0.0%	99.9%	1	0.0%	97.8%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	99.9%	0	0.0%	97.8%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	100.0	0	0.0%	97.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	97.8%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	97.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	1	0.0%	97.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.8%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.8%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	97.8%
>= 20m 0s	2	0.0%	100.0	0	0.0%	100.0	4	0.0%	100.0	33	1.3%	99.1%
<b>Tot. Counts:</b>	31,996			13,166			31,996			2,578		

**Notes:**

Total Records Reported by this PSAP: 38964  
 Number of Records not Processed due to Bad 1  
 Total Records Analyzed: 38963

# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop I

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	23154	94.4%	94.4%	233	2.2%	2.2%	4187	17.1%	17.1%	921	77.2%	77.2%
<= 0m 20s	1170	4.8%	99.2%	6120	58.2%	60.5%	6321	25.8%	42.9%	90	7.5%	84.7%
<= 0m 30s	181	0.7%	99.9%	3051	29.0%	89.5%	6510	26.5%	69.4%	178	14.9%	99.7%
<= 0m 40s	9	0.0%	100.0	741	7.1%	96.6%	3690	15.0%	84.4%	3	0.3%	99.9%
<= 0m 50s	5	0.0%	100.0	177	1.7%	98.2%	1459	5.9%	90.4%	1	0.1%	100.0
<= 1m 0s	1	0.0%	100.0	80	0.8%	99.0%	788	3.2%	93.6%	0	0.0%	100.0
<= 1m 30s	1	0.0%	100.0	76	0.7%	99.7%	991	4.0%	97.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	19	0.2%	99.9%	282	1.1%	98.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.0%	99.9%	113	0.5%	99.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.0%	100.0	59	0.2%	99.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	3	0.0%	100.0	45	0.2%	99.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.1%	99.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.0%	99.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.0%	99.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.0%	99.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	99.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.0%	100.0	3	0.0%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	24,521			10,507			24,522			1,193		

**Notes:**

Total Records Reported by this PSAP: 28432  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 28432

# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop L

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1911	97.6%	97.6%	0	0.0%	0.0%	71	3.6%	3.6%	28	90.3%	90.3%
<= 0m 20s	39	2.0%	99.6%	79	22.6%	22.6%	147	7.5%	11.1%	0	0.0%	90.3%
<= 0m 30s	6	0.3%	99.9%	136	38.9%	61.4%	295	15.1%	26.2%	3	9.7%	100.0
<= 0m 40s	2	0.1%	100.0	73	20.9%	82.3%	409	20.9%	47.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	25	7.1%	89.4%	261	13.3%	60.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	14	4.0%	93.4%	185	9.4%	69.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	16	4.6%	98.0%	252	12.9%	82.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.6%	98.6%	130	6.6%	89.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.3%	98.9%	56	2.9%	92.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.3%	99.1%	44	2.2%	94.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	3	0.9%	100.0	27	1.4%	95.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.6%	96.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	11	0.6%	97.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	97.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.8%	98.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.5%	98.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.1%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.2%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,958			350			1,958			31		

**Notes:**

Total Records Reported by this PSAP: 2067  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2067

# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop W

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	528	99.4%	99.4%	1	1.1%	1.1%	87	16.4%	16.4%	14	93.3%	93.3%
<= 0m 20s	2	0.4%	99.8%	13	14.3%	15.4%	159	29.9%	46.3%	0	0.0%	93.3%
<= 0m 30s	0	0.0%	99.8%	30	33.0%	48.4%	65	12.2%	58.6%	1	6.7%	100.0
<= 0m 40s	0	0.0%	99.8%	26	28.6%	76.9%	74	13.9%	72.5%	0	0.0%	100.0
<= 0m 50s	1	0.2%	100.0	5	5.5%	82.4%	41	7.7%	80.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	5.5%	87.9%	32	6.0%	86.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	8.8%	96.7%	40	7.5%	93.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	2.2%	98.9%	18	3.4%	97.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.9%	5	0.9%	98.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	1.1%	100.0	4	0.8%	98.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	99.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	99.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	531			91			531			15		

**Notes:**

Total Records Reported by this PSAP: 641  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 641

# Fractile 911 Call Response Time Distribution

Cromwell Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1178	98.2%	98.2%	2	0.3%	0.3%	69	5.7%	5.7%	20	76.9%	76.9%
<= 0m 20s	16	1.3%	99.6%	268	44.3%	44.6%	72	6.0%	11.7%	1	3.8%	80.8%
<= 0m 30s	5	0.4%	100.0	206	34.0%	78.7%	152	12.7%	24.4%	0	0.0%	80.8%
<= 0m 40s	0	0.0%	100.0	66	10.9%	89.6%	185	15.4%	39.8%	0	0.0%	80.8%
<= 0m 50s	0	0.0%	100.0	28	4.6%	94.2%	146	12.2%	52.0%	2	7.7%	88.5%
<= 1m 0s	0	0.0%	100.0	17	2.8%	97.0%	91	7.6%	59.5%	0	0.0%	88.5%
<= 1m 30s	0	0.0%	100.0	9	1.5%	98.5%	246	20.5%	80.0%	0	0.0%	88.5%
<= 2m 0s	0	0.0%	100.0	3	0.5%	99.0%	98	8.2%	88.2%	1	3.8%	92.3%
<= 2m 30s	0	0.0%	100.0	3	0.5%	99.5%	51	4.2%	92.4%	2	7.7%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.7%	28	2.3%	94.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.3%	100.0	19	1.6%	96.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	96.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	11	0.9%	97.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.7%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.7%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,199			605			1,201			26		

**Notes:**

Total Records Reported by this PSAP: 1292  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1292

# Fractile 911 Call Response Time Distribution

Danbury Fire Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7085	98.5%	98.5%	0	0.0%	0.0%	498	6.9%	6.9%	239	95.2%	95.2%
<= 0m 20s	105	1.5%	100.0	298	9.9%	9.9%	583	8.1%	15.0%	7	2.8%	98.0%
<= 0m 30s	2	0.0%	100.0	1117	37.1%	47.0%	634	8.8%	23.8%	2	0.8%	98.8%
<= 0m 40s	0	0.0%	100.0	849	28.2%	75.2%	1185	16.5%	40.3%	0	0.0%	98.8%
<= 0m 50s	0	0.0%	100.0	362	12.0%	87.2%	998	13.9%	54.2%	0	0.0%	98.8%
<= 1m 0s	0	0.0%	100.0	173	5.7%	93.0%	786	10.9%	65.1%	0	0.0%	98.8%
<= 1m 30s	0	0.0%	100.0	152	5.0%	98.0%	1411	19.6%	84.7%	1	0.4%	99.2%
<= 2m 0s	0	0.0%	100.0	34	1.1%	99.2%	505	7.0%	91.8%	0	0.0%	99.2%
<= 2m 30s	0	0.0%	100.0	15	0.5%	99.7%	222	3.1%	94.9%	0	0.0%	99.2%
<= 3m 0s	0	0.0%	100.0	6	0.2%	99.9%	101	1.4%	96.3%	0	0.0%	99.2%
<= 3m 30s	0	0.0%	100.0	2	0.1%	99.9%	67	0.9%	97.2%	0	0.0%	99.2%
<= 4m 0s	0	0.0%	100.0	1	0.0%	100.0	35	0.5%	97.7%	0	0.0%	99.2%
<= 4m 30s	0	0.0%	100.0	1	0.0%	100.0	27	0.4%	98.1%	0	0.0%	99.2%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	24	0.3%	98.4%	0	0.0%	99.2%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	33	0.5%	98.8%	0	0.0%	99.2%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	31	0.4%	99.3%	0	0.0%	99.2%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.1%	99.4%	0	0.0%	99.2%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.2%	99.6%	0	0.0%	99.2%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.2%	99.7%	0	0.0%	99.2%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.8%	0	0.0%	99.2%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	99.2%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	99.2%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	99.2%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.2%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.2%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.2%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.2%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.2%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.2%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	2	0.8%	100.0
<b>Tot. Counts:</b>	7,192			3,010			7,192			251		

## Notes:

Total Records Reported by this PSAP: 8192  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 8192

# Fractile 911 Call Response Time Distribution

Darien Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1217	96.0%	96.0%	0	0.0%	0.0%	182	14.4%	14.4%	49	90.7%	90.7%
<= 0m 20s	48	3.8%	99.8%	47	28.8%	28.8%	204	16.1%	30.4%	2	3.7%	94.4%
<= 0m 30s	3	0.2%	100.0	60	36.8%	65.6%	200	15.8%	46.2%	2	3.7%	98.1%
<= 0m 40s	0	0.0%	100.0	26	16.0%	81.6%	188	14.8%	61.0%	0	0.0%	98.1%
<= 0m 50s	0	0.0%	100.0	15	9.2%	90.8%	131	10.3%	71.4%	0	0.0%	98.1%
<= 1m 0s	0	0.0%	100.0	6	3.7%	94.5%	99	7.8%	79.2%	0	0.0%	98.1%
<= 1m 30s	0	0.0%	100.0	6	3.7%	98.2%	157	12.4%	91.6%	0	0.0%	98.1%
<= 2m 0s	0	0.0%	100.0	1	0.6%	98.8%	51	4.0%	95.6%	0	0.0%	98.1%
<= 2m 30s	0	0.0%	100.0	1	0.6%	99.4%	21	1.7%	97.2%	0	0.0%	98.1%
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	7	0.6%	97.8%	0	0.0%	98.1%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	6	0.5%	98.3%	0	0.0%	98.1%
<= 4m 0s	0	0.0%	100.0	1	0.6%	100.0	5	0.4%	98.7%	0	0.0%	98.1%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.0%	0	0.0%	98.1%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.1%	0	0.0%	98.1%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.4%	0	0.0%	98.1%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.7%	0	0.0%	98.1%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	98.1%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	98.1%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.1%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.1%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.1%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.1%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	98.1%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	1.9%	100.0
<b>Tot. Counts:</b>	1,268			163			1,268			54		

**Notes:**

Total Records Reported by this PSAP: 1474  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1474

# Fractile 911 Call Response Time Distribution

Derby Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1189	96.8%	96.8%	0	0.0%	0.0%	87	7.1%	7.1%	27	79.4%	79.4%
<= 0m 20s	37	3.0%	99.8%	109	28.1%	28.1%	105	8.6%	15.6%	5	14.7%	94.1%
<= 0m 30s	1	0.1%	99.9%	129	33.2%	61.3%	168	13.7%	29.3%	2	5.9%	100.0
<= 0m 40s	1	0.1%	100.0	76	19.6%	80.9%	189	15.4%	44.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	27	7.0%	87.9%	156	12.7%	57.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	18	4.6%	92.5%	112	9.1%	66.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	21	5.4%	97.9%	239	19.5%	86.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.8%	98.7%	95	7.7%	93.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.3%	99.0%	35	2.9%	96.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.8%	99.7%	14	1.1%	97.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	13	1.1%	98.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	5	0.4%	99.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	2	0.2%	99.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.7%	3	0.2%	99.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.3%	100.0	3	0.2%	99.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,228			388			1,228			34		

**Notes:**

Total Records Reported by this PSAP: 1328  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1328

# Fractile 911 Call Response Time Distribution

East Hartford Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4943	99.3%	99.3%	1	0.4%	0.4%	380	7.6%	7.6%	161	98.2%	98.2%
<= 0m 20s	34	0.7%	100.0	23	9.9%	10.3%	405	8.1%	15.8%	0	0.0%	98.2%
<= 0m 30s	1	0.0%	100.0	93	39.9%	50.2%	388	7.8%	23.6%	0	0.0%	98.2%
<= 0m 40s	0	0.0%	100.0	53	22.7%	73.0%	392	7.9%	31.4%	0	0.0%	98.2%
<= 0m 50s	0	0.0%	100.0	27	11.6%	84.5%	296	5.9%	37.4%	0	0.0%	98.2%
<= 1m 0s	0	0.0%	100.0	16	6.9%	91.4%	271	5.4%	42.8%	0	0.0%	98.2%
<= 1m 30s	0	0.0%	100.0	11	4.7%	96.1%	689	13.8%	56.7%	0	0.0%	98.2%
<= 2m 0s	0	0.0%	100.0	6	2.6%	98.7%	616	12.4%	69.0%	0	0.0%	98.2%
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.7%	510	10.2%	79.3%	0	0.0%	98.2%
<= 3m 0s	0	0.0%	100.0	2	0.9%	99.6%	342	6.9%	86.1%	0	0.0%	98.2%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.6%	170	3.4%	89.6%	0	0.0%	98.2%
<= 4m 0s	0	0.0%	100.0	1	0.4%	100.0	117	2.3%	91.9%	0	0.0%	98.2%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	108	2.2%	94.1%	0	0.0%	98.2%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	69	1.4%	95.5%	0	0.0%	98.2%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	77	1.5%	97.0%	0	0.0%	98.2%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	47	0.9%	98.0%	0	0.0%	98.2%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	35	0.7%	98.7%	0	0.0%	98.2%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	31	0.6%	99.3%	0	0.0%	98.2%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.3%	99.6%	0	0.0%	98.2%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.7%	0	0.0%	98.2%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.8%	0	0.0%	98.2%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	98.2%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	98.2%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.2%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	98.2%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.2%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.2%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	98.2%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	98.2%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	98.2%
<b>Tot. Counts:</b>	4,978			233			4,979			161		

**Notes:**

Total Records Reported by this PSAP: 5659  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 5659

# Fractile 911 Call Response Time Distribution

East Haven Fire Department

For Date Range From 10/1/2010 To 12/30/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2621	97.6%	97.6%	5	0.5%	0.5%	213	7.9%	7.9%	67	89.3%	89.3%
<= 0m 20s	53	2.0%	99.6%	369	35.6%	36.1%	290	10.8%	18.7%	5	6.7%	96.0%
<= 0m 30s	11	0.4%	100.0	419	40.4%	76.5%	489	18.2%	36.9%	3	4.0%	100.0
<= 0m 40s	1	0.0%	100.0	161	15.5%	92.0%	498	18.5%	55.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	40	3.9%	95.9%	318	11.8%	67.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	16	1.5%	97.4%	233	8.7%	76.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	20	1.9%	99.3%	399	14.9%	90.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	0.5%	99.8%	133	5.0%	95.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.2%	100.0	54	2.0%	97.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	24	0.9%	98.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	8	0.3%	99.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.3%	99.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,686			1,037			2,686			75		

**Notes:**

Total Records Reported by this PSAP: 2956  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2956

# Fractile 911 Call Response Time Distribution

East Lyme Public Safety

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	737	98.9%	98.9%	0	0.0%	0.0%	41	5.5%	5.5%	14	87.5%	87.5%
<= 0m 20s	7	0.9%	99.9%	8	4.7%	4.7%	32	4.3%	9.8%	1	6.3%	93.8%
<= 0m 30s	0	0.0%	99.9%	35	20.7%	25.4%	59	7.9%	17.7%	1	6.3%	100.0
<= 0m 40s	0	0.0%	99.9%	32	18.9%	44.4%	96	12.9%	30.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.9%	28	16.6%	60.9%	84	11.3%	41.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.9%	24	14.2%	75.1%	92	12.3%	54.2%	0	0.0%	100.0
<= 1m 30s	1	0.1%	100.0	27	16.0%	91.1%	195	26.2%	80.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	9	5.3%	96.4%	64	8.6%	89.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	5	3.0%	99.4%	34	4.6%	93.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	14	1.9%	95.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.6%	100.0	5	0.7%	96.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.7%	96.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	97.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.7%	97.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	98.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.8%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	745			169			745			16		

**Notes:**

Total Records Reported by this PSAP: 791  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 791

# Fractile 911 Call Response Time Distribution

East Windsor Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1108	96.7%	96.7%	0	0.0%	0.0%	70	6.1%	6.1%	32	84.2%	84.2%
<= 0m 20s	33	2.9%	99.6%	135	26.2%	26.2%	58	5.1%	11.2%	0	0.0%	84.2%
<= 0m 30s	5	0.4%	100.0	165	32.0%	58.3%	93	8.1%	19.3%	6	15.8%	100.0
<= 0m 40s	0	0.0%	100.0	102	19.8%	78.1%	142	12.4%	31.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	43	8.3%	86.4%	170	14.8%	46.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	30	5.8%	92.2%	140	12.2%	58.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	25	4.9%	97.1%	264	23.0%	81.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	1.2%	98.3%	94	8.2%	90.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.6%	98.8%	42	3.7%	93.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.4%	99.2%	28	2.4%	96.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.4%	13	1.1%	97.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.6%	6	0.5%	97.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	99.8%	10	0.9%	98.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	100.0	4	0.3%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.7%	99.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,146			515			1,146			38		

**Notes:**

Total Records Reported by this PSAP: 1275  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1275

# Fractile 911 Call Response Time Distribution

Easton Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	395	98.5%	98.5%	0	0.0%	0.0%	30	7.5%	7.5%	12	100.0%	100.0
<= 0m 20s	6	1.5%	100.0	6	9.8%	9.8%	38	9.5%	17.0%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	16	26.2%	36.1%	47	11.7%	28.7%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	11	18.0%	54.1%	49	12.2%	40.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	7	11.5%	65.6%	41	10.2%	51.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	10	16.4%	82.0%	33	8.2%	59.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	14.8%	96.7%	72	18.0%	77.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	96.7%	39	9.7%	87.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	96.7%	19	4.7%	91.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	1.6%	98.4%	3	0.7%	92.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	1.6%	100.0	4	1.0%	93.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	7	1.7%	95.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	95.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.5%	96.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	1.2%	97.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.5%	97.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	1.0%	98.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.0%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.3%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.5%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	401			61			401			12		

**Notes:**

Total Records Reported by this PSAP: 442  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 442

# Fractile 911 Call Response Time Distribution

Enfield Public Safety Communications Center

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2655	97.5%	97.5%	0	0.0%	0.0%	174	6.4%	6.4%	72	98.6%	98.6%
<= 0m 20s	63	2.3%	99.8%	11	7.5%	7.5%	273	10.0%	16.4%	0	0.0%	98.6%
<= 0m 30s	6	0.2%	100.0	52	35.4%	42.9%	279	10.2%	26.7%	1	1.4%	100.0
<= 0m 40s	0	0.0%	100.0	43	29.3%	72.1%	239	8.8%	35.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	17	11.6%	83.7%	252	9.3%	44.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	6.1%	89.8%	242	8.9%	53.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	7.5%	97.3%	519	19.1%	72.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.7%	98.0%	273	10.0%	82.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.0%	167	6.1%	88.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.0%	95	3.5%	92.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.7%	98.6%	55	2.0%	94.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.7%	99.3%	54	2.0%	96.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.3%	29	1.1%	97.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.3%	19	0.7%	98.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.3%	24	0.9%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.3%	10	0.4%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.3%	7	0.3%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.3%	7	0.3%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.3%	1	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	1	0.7%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,724			147			2,724			73		

**Notes:**

Total Records Reported by this PSAP: 3046  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3046

# Fractile 911 Call Response Time Distribution

Fairfield Emergency Communications

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3713	98.1%	98.3%	0	0.0%	0.0%	341	9.0%	9.0%	114	79.7%	79.7%
<= 0m 20s	54	1.4%	99.7%	83	27.9%	27.9%	310	8.2%	17.2%	2	1.4%	81.1%
<= 0m 30s	8	0.2%	99.9%	107	36.0%	64.0%	322	8.5%	25.7%	6	4.2%	85.3%
<= 0m 40s	0	0.0%	99.9%	68	22.9%	86.9%	386	10.2%	35.9%	0	0.0%	85.3%
<= 0m 50s	0	0.0%	99.9%	14	4.7%	91.6%	343	9.1%	45.0%	0	0.0%	85.3%
<= 1m 0s	0	0.0%	99.9%	10	3.4%	94.9%	338	8.9%	53.9%	0	0.0%	85.3%
<= 1m 30s	0	0.0%	99.9%	5	1.7%	96.6%	747	19.7%	73.6%	1	0.7%	86.0%
<= 2m 0s	0	0.0%	99.9%	6	2.0%	98.7%	369	9.7%	83.4%	0	0.0%	86.0%
<= 2m 30s	0	0.0%	99.9%	1	0.3%	99.0%	214	5.7%	89.0%	0	0.0%	86.0%
<= 3m 0s	0	0.0%	99.9%	0	0.0%	99.0%	132	3.5%	92.5%	0	0.0%	86.0%
<= 3m 30s	0	0.0%	99.9%	0	0.0%	99.0%	68	1.8%	94.3%	0	0.0%	86.0%
<= 4m 0s	0	0.0%	99.9%	0	0.0%	99.0%	56	1.5%	95.8%	0	0.0%	86.0%
<= 4m 30s	0	0.0%	99.9%	0	0.0%	99.0%	35	0.9%	96.7%	0	0.0%	86.0%
<= 5m 0s	0	0.0%	99.9%	0	0.0%	99.0%	27	0.7%	97.4%	0	0.0%	86.0%
<= 6m 0s	0	0.0%	99.9%	1	0.3%	99.3%	33	0.9%	98.3%	0	0.0%	86.0%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	99.3%	18	0.5%	98.8%	1	0.7%	86.7%
<= 8m 0s	0	0.0%	99.9%	0	0.0%	99.3%	12	0.3%	99.1%	0	0.0%	86.7%
<= 9m 0s	0	0.0%	99.9%	0	0.0%	99.3%	6	0.2%	99.2%	0	0.0%	86.7%
<= 10m 0s	0	0.0%	99.9%	0	0.0%	99.3%	6	0.2%	99.4%	0	0.0%	86.7%
<= 11m 0s	0	0.0%	99.9%	0	0.0%	99.3%	3	0.1%	99.5%	0	0.0%	86.7%
<= 12m 0s	0	0.0%	99.9%	0	0.0%	99.3%	4	0.1%	99.6%	0	0.0%	86.7%
<= 13m 0s	0	0.0%	99.9%	0	0.0%	99.3%	0	0.0%	99.6%	0	0.0%	86.7%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	99.3%	2	0.1%	99.6%	0	0.0%	86.7%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	99.3%	2	0.1%	99.7%	0	0.0%	86.7%
<= 16m 0s	3	0.1%	100.0	0	0.0%	99.3%	0	0.0%	99.7%	0	0.0%	86.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	99.7%	1	0.7%	87.4%
<= 18m 0s	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	99.7%	0	0.0%	87.4%
<= 19m 0s	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	99.7%	0	0.0%	87.4%
<= 20m 0s	0	0.0%	100.0	0	0.0%	99.3%	1	0.0%	99.7%	1	0.7%	88.1%
>= 20m 0s	0	0.0%	100.0	2	0.7%	100.0	11	0.3%	100.0	17	11.9%	100.0
<b>Tot. Counts:</b>	3,778			297			3,786			143		

## Notes:

Total Records Reported by this PSAP: 4332  
 Number of Records not Processed due to Bad 7  
 Total Records Analyzed: 4325

# Fractile 911 Call Response Time Distribution

Farmington Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2828	98.2%	98.2%	0	0.0%	0.0%	211	7.3%	7.3%	89	91.8%	91.8%
<= 0m 20s	45	1.6%	99.8%	86	16.2%	16.2%	332	11.5%	18.8%	2	2.1%	93.8%
<= 0m 30s	7	0.2%	100.0	213	40.1%	56.3%	340	11.8%	30.6%	3	3.1%	96.9%
<= 0m 40s	0	0.0%	100.0	131	24.7%	81.0%	425	14.8%	45.4%	0	0.0%	96.9%
<= 0m 50s	0	0.0%	100.0	33	6.2%	87.2%	306	10.6%	56.0%	0	0.0%	96.9%
<= 1m 0s	0	0.0%	100.0	29	5.5%	92.7%	198	6.9%	62.9%	0	0.0%	96.9%
<= 1m 30s	0	0.0%	100.0	18	3.4%	96.0%	397	13.8%	76.7%	0	0.0%	96.9%
<= 2m 0s	0	0.0%	100.0	10	1.9%	97.9%	283	9.8%	86.5%	0	0.0%	96.9%
<= 2m 30s	0	0.0%	100.0	5	0.9%	98.9%	128	4.4%	90.9%	0	0.0%	96.9%
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.1%	56	1.9%	92.9%	0	0.0%	96.9%
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.2%	28	1.0%	93.9%	0	0.0%	96.9%
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.4%	38	1.3%	95.2%	0	0.0%	96.9%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	33	1.1%	96.3%	0	0.0%	96.9%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.4%	21	0.7%	97.0%	0	0.0%	96.9%
<= 6m 0s	0	0.0%	100.0	3	0.6%	100.0	35	1.2%	98.3%	1	1.0%	97.9%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.7%	98.9%	0	0.0%	97.9%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.3%	99.3%	0	0.0%	97.9%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.3%	99.5%	0	0.0%	97.9%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.7%	0	0.0%	97.9%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	97.9%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	97.9%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	97.9%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	97.9%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	97.9%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	97.9%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	97.9%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	97.9%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	97.9%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	97.9%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	100.0	2	2.1%	100.0
<b>Tot. Counts:</b>	2,880			531			2,881			97		

**Notes:**

Total Records Reported by this PSAP: 3270  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3270

# Fractile 911 Call Response Time Distribution

Glastonbury Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1702	99.4%	99.4%	0	0.0%	0.0%	94	5.5%	5.5%	35	97.2%	97.2%
<= 0m 20s	11	0.6%	100.0	27	17.0%	17.0%	165	9.6%	15.1%	0	0.0%	97.2%
<= 0m 30s	0	0.0%	100.0	74	46.5%	63.5%	192	11.2%	26.3%	1	2.8%	100.0
<= 0m 40s	0	0.0%	100.0	29	18.2%	81.8%	240	14.0%	40.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	15	9.4%	91.2%	177	10.3%	50.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	1.9%	93.1%	156	9.1%	59.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	3.8%	96.9%	310	18.1%	77.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	96.9%	187	10.9%	88.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	97.5%	74	4.3%	93.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.6%	98.1%	38	2.2%	95.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.6%	98.7%	12	0.7%	96.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.7%	11	0.6%	96.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.7%	12	0.7%	97.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.6%	99.4%	6	0.4%	97.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.6%	100.0	7	0.4%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	98.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.6%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,713			159			1,713			36		

## Notes:

Total Records Reported by this PSAP: 1894  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1894

# Fractile 911 Call Response Time Distribution

Granby Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1041	98.2%	98.2%	0	0.0%	0.0%	62	5.8%	5.8%	34	77.3%	77.3%
<= 0m 20s	17	1.6%	99.8%	75	13.4%	13.4%	98	9.2%	15.1%	6	13.6%	90.9%
<= 0m 30s	2	0.2%	100.0	143	25.5%	38.9%	130	12.3%	27.4%	4	9.1%	100.0
<= 0m 40s	0	0.0%	100.0	119	21.3%	60.2%	169	15.9%	43.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	77	13.8%	73.9%	133	12.5%	55.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	49	8.8%	82.7%	109	10.3%	66.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	75	13.4%	96.1%	217	20.5%	86.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	16	2.9%	98.9%	70	6.6%	93.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.7%	99.6%	26	2.5%	95.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.8%	21	2.0%	97.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	7	0.7%	98.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	2	0.2%	98.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	4	0.4%	98.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	100.0	3	0.3%	99.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,060			560			1,060			44		

**Notes:**

Total Records Reported by this PSAP: 1194  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1194

# Fractile 911 Call Response Time Distribution

Greenwich Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4446	99.7%	99.7%	0	0.0%	0.0%	518	11.6%	11.6%	175	98.9%	98.9%
<= 0m 20s	13	0.3%	100.0	11	8.1%	8.1%	560	12.6%	24.2%	0	0.0%	98.9%
<= 0m 30s	0	0.0%	100.0	49	36.3%	44.4%	515	11.5%	35.7%	0	0.0%	98.9%
<= 0m 40s	0	0.0%	100.0	39	28.9%	73.3%	641	14.4%	50.1%	0	0.0%	98.9%
<= 0m 50s	0	0.0%	100.0	16	11.9%	85.2%	488	10.9%	61.0%	0	0.0%	98.9%
<= 1m 0s	0	0.0%	100.0	8	5.9%	91.1%	369	8.3%	69.3%	0	0.0%	98.9%
<= 1m 30s	0	0.0%	100.0	7	5.2%	96.3%	652	14.6%	83.9%	0	0.0%	98.9%
<= 2m 0s	0	0.0%	100.0	2	1.5%	97.8%	303	6.8%	90.7%	0	0.0%	98.9%
<= 2m 30s	0	0.0%	100.0	2	1.5%	99.3%	129	2.9%	93.6%	0	0.0%	98.9%
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.3%	81	1.8%	95.4%	0	0.0%	98.9%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.3%	45	1.0%	96.5%	0	0.0%	98.9%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.3%	39	0.9%	97.3%	0	0.0%	98.9%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.3%	16	0.4%	97.7%	0	0.0%	98.9%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.3%	19	0.4%	98.1%	0	0.0%	98.9%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.3%	32	0.7%	98.8%	0	0.0%	98.9%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.3%	7	0.2%	99.0%	0	0.0%	98.9%
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.3%	7	0.2%	99.1%	0	0.0%	98.9%
<= 9m 0s	0	0.0%	100.0	1	0.7%	100.0	11	0.2%	99.4%	0	0.0%	98.9%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.5%	0	0.0%	98.9%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.6%	1	0.6%	99.4%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.6%	0	0.0%	99.4%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.7%	0	0.0%	99.4%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	99.4%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	99.4%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.4%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	100.0	0	0.0%	99.4%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.4%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	1	0.6%	100.0
<b>Tot. Counts:</b>	4,459			135			4,459			177		

## Notes:

Total Records Reported by this PSAP: 5531  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 5531

# Fractile 911 Call Response Time Distribution

Groton Emergency Dispatch Center

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3749	99.8%	99.8%	7	0.7%	0.7%	271	7.2%	7.2%	106	82.8%	82.8%
<= 0m 20s	8	0.2%	100.0	240	24.5%	25.3%	313	8.3%	15.5%	1	0.8%	83.6%
<= 0m 30s	1	0.0%	100.0	342	35.0%	60.2%	373	9.9%	25.5%	0	0.0%	83.6%
<= 0m 40s	0	0.0%	100.0	208	21.3%	81.5%	520	13.8%	39.3%	0	0.0%	83.6%
<= 0m 50s	0	0.0%	100.0	75	7.7%	89.2%	326	8.7%	48.0%	0	0.0%	83.6%
<= 1m 0s	0	0.0%	100.0	33	3.4%	92.5%	267	7.1%	55.1%	1	0.8%	84.4%
<= 1m 30s	0	0.0%	100.0	41	4.2%	96.7%	460	12.2%	67.3%	0	0.0%	84.4%
<= 2m 0s	0	0.0%	100.0	12	1.2%	98.0%	447	11.9%	79.2%	1	0.8%	85.2%
<= 2m 30s	0	0.0%	100.0	6	0.6%	98.6%	330	8.8%	88.0%	0	0.0%	85.2%
<= 3m 0s	0	0.0%	100.0	3	0.3%	98.9%	173	4.6%	92.6%	0	0.0%	85.2%
<= 3m 30s	0	0.0%	100.0	2	0.2%	99.1%	98	2.6%	95.2%	0	0.0%	85.2%
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.2%	38	1.0%	96.2%	0	0.0%	85.2%
<= 4m 30s	0	0.0%	100.0	4	0.4%	99.6%	35	0.9%	97.2%	0	0.0%	85.2%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.6%	20	0.5%	97.7%	0	0.0%	85.2%
<= 6m 0s	0	0.0%	100.0	2	0.2%	99.8%	23	0.6%	98.3%	0	0.0%	85.2%
<= 7m 0s	0	0.0%	100.0	1	0.1%	99.9%	20	0.5%	98.8%	0	0.0%	85.2%
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.9%	20	0.5%	99.4%	0	0.0%	85.2%
<= 9m 0s	0	0.0%	100.0	1	0.1%	100.0	10	0.3%	99.6%	1	0.8%	85.9%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.8%	0	0.0%	85.9%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	85.9%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	85.9%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	85.9%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	85.9%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	85.9%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	1	0.8%	86.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	1	0.8%	87.5%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	87.5%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.8%	88.3%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.8%	89.1%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	14	10.9%	100.0
<b>Tot. Counts:</b>	3,758			978			3,758			128		

## Notes:

Total Records Reported by this PSAP: 4225  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 4225

# Fractile 911 Call Response Time Distribution

Guilford Emergency Communications

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1468	96.3%	96.3%	0	0.0%	0.0%	327	21.4%	21.4%	43	78.2%	78.2%
<= 0m 20s	53	3.5%	99.7%	135	24.9%	24.9%	126	8.3%	29.7%	2	3.6%	81.8%
<= 0m 30s	4	0.3%	100.0	197	36.3%	61.3%	241	15.8%	45.5%	10	18.2%	100.0
<= 0m 40s	0	0.0%	100.0	117	21.6%	82.8%	264	17.3%	62.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	46	8.5%	91.3%	169	11.1%	73.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	20	3.7%	95.0%	110	7.2%	81.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	16	3.0%	98.0%	144	9.4%	90.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	7	1.3%	99.3%	67	4.4%	95.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.4%	26	1.7%	96.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.6%	11	0.7%	97.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.6%	7	0.5%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.6%	3	0.2%	98.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.6%	6	0.4%	98.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	99.8%	3	0.2%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.1%	98.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	2	0.1%	98.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.8%	7	0.5%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	1	0.2%	100.0	5	0.3%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,525			542			1,525			55		

**Notes:**

Total Records Reported by this PSAP: 1687  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1687

# Fractile 911 Call Response Time Distribution

Hamden Central Communications

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5684	98.2%	98.2%	0	0.0%	0.0%	650	11.2%	11.2%	165	89.2%	89.2%
<= 0m 20s	95	1.6%	99.9%	62	21.5%	21.5%	701	12.1%	23.3%	3	1.6%	90.8%
<= 0m 30s	5	0.1%	100.0	103	35.8%	57.3%	608	10.5%	33.9%	1	0.5%	91.4%
<= 0m 40s	0	0.0%	100.0	57	19.8%	77.1%	571	9.9%	43.7%	0	0.0%	91.4%
<= 0m 50s	1	0.0%	100.0	25	8.7%	85.8%	374	6.5%	50.2%	0	0.0%	91.4%
<= 1m 0s	0	0.0%	100.0	8	2.8%	88.5%	297	5.1%	55.3%	0	0.0%	91.4%
<= 1m 30s	0	0.0%	100.0	18	6.3%	94.8%	751	13.0%	68.3%	0	0.0%	91.4%
<= 2m 0s	0	0.0%	100.0	11	3.8%	98.6%	644	11.1%	79.4%	0	0.0%	91.4%
<= 2m 30s	0	0.0%	100.0	2	0.7%	99.3%	462	8.0%	87.4%	0	0.0%	91.4%
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.3%	275	4.8%	92.2%	0	0.0%	91.4%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.3%	123	2.1%	94.3%	0	0.0%	91.4%
<= 4m 0s	0	0.0%	100.0	2	0.7%	100.0	81	1.4%	95.7%	0	0.0%	91.4%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	56	1.0%	96.7%	0	0.0%	91.4%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	29	0.5%	97.2%	0	0.0%	91.4%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	47	0.8%	98.0%	0	0.0%	91.4%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	44	0.8%	98.7%	0	0.0%	91.4%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	22	0.4%	99.1%	0	0.0%	91.4%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.3%	99.4%	0	0.0%	91.4%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.5%	0	0.0%	91.4%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.7%	0	0.0%	91.4%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.8%	0	0.0%	91.4%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	91.4%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	91.4%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	91.4%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	91.4%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	91.4%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	91.4%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	91.4%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	91.4%
>= 20m 0s	1	0.0%	100.0	0	0.0%	100.0	4	0.1%	100.0	16	8.6%	100.0
<b>Tot. Counts:</b>	5,786			288			5,786			185		

## Notes:

Total Records Reported by this PSAP: 6568  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 6568

# Fractile 911 Call Response Time Distribution

Hartford Emergency Communications Ctr.

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	26936	95.4%	95.4%	2	0.2%	0.2%	4086	14.5%	14.5%	1492	91.6%	91.6%
<= 0m 20s	1179	4.2%	99.6%	236	18.9%	19.0%	2990	10.6%	25.1%	47	2.9%	94.5%
<= 0m 30s	97	0.3%	100.0	410	32.8%	51.8%	2426	8.6%	33.7%	51	3.1%	97.7%
<= 0m 40s	6	0.0%	100.0	260	20.8%	72.6%	2653	9.4%	43.1%	1	0.1%	97.7%
<= 0m 50s	2	0.0%	100.0	121	9.7%	82.3%	2358	8.4%	51.4%	0	0.0%	97.7%
<= 1m 0s	0	0.0%	100.0	65	5.2%	87.5%	2230	7.9%	59.3%	0	0.0%	97.7%
<= 1m 30s	0	0.0%	100.0	91	7.3%	94.7%	4991	17.7%	77.0%	0	0.0%	97.7%
<= 2m 0s	0	0.0%	100.0	36	2.9%	97.6%	2569	9.1%	86.1%	2	0.1%	97.9%
<= 2m 30s	0	0.0%	100.0	9	0.7%	98.3%	1344	4.8%	90.9%	1	0.1%	97.9%
<= 3m 0s	1	0.0%	100.0	8	0.6%	99.0%	799	2.8%	93.7%	0	0.0%	97.9%
<= 3m 30s	0	0.0%	100.0	6	0.5%	99.4%	426	1.5%	95.2%	1	0.1%	98.0%
<= 4m 0s	0	0.0%	100.0	2	0.2%	99.6%	291	1.0%	96.3%	0	0.0%	98.0%
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.7%	199	0.7%	97.0%	0	0.0%	98.0%
<= 5m 0s	0	0.0%	100.0	1	0.1%	99.8%	157	0.6%	97.5%	0	0.0%	98.0%
<= 6m 0s	0	0.0%	100.0	2	0.2%	99.9%	221	0.8%	98.3%	2	0.1%	98.1%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.9%	168	0.6%	98.9%	1	0.1%	98.2%
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.9%	94	0.3%	99.2%	1	0.1%	98.2%
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.9%	71	0.3%	99.5%	2	0.1%	98.3%
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.9%	47	0.2%	99.7%	3	0.2%	98.5%
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.9%	25	0.1%	99.7%	1	0.1%	98.6%
<= 12m 0s	0	0.0%	100.0	1	0.1%	100.0	21	0.1%	99.8%	0	0.0%	98.6%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.0%	99.9%	0	0.0%	98.6%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.0%	99.9%	1	0.1%	98.6%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.9%	0	0.0%	98.6%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.9%	0	0.0%	98.6%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	100.0	0	0.0%	98.6%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	98.6%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	98.6%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.0%	100.0	22	1.4%	100.0
<b>Tot. Counts:</b>	28,221			1,251			28,218			1,628		

**Notes:**

Total Records Reported by this PSAP: 33925  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 33925

# Fractile 911 Call Response Time Distribution

Ledyard Emergency Communication Ctr.

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1425	98.2%	98.2%	1	0.2%	0.2%	162	11.2%	11.2%	86	92.5%	92.5%
<= 0m 20s	23	1.6%	99.8%	37	7.1%	7.3%	121	8.3%	19.5%	1	1.1%	93.5%
<= 0m 30s	2	0.1%	99.9%	121	23.1%	30.4%	113	7.8%	27.3%	6	6.5%	100.0
<= 0m 40s	0	0.0%	99.9%	134	25.6%	56.0%	194	13.4%	40.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.9%	73	14.0%	70.0%	138	9.5%	50.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.9%	65	12.4%	82.4%	157	10.8%	61.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	99.9%	65	12.4%	94.8%	266	18.3%	79.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	99.9%	12	2.3%	97.1%	107	7.4%	86.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	99.9%	10	1.9%	99.0%	43	3.0%	89.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	99.9%	1	0.2%	99.2%	16	1.1%	90.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	99.9%	1	0.2%	99.4%	16	1.1%	91.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	99.9%	1	0.2%	99.6%	11	0.8%	92.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	99.9%	0	0.0%	99.6%	10	0.7%	93.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	99.9%	0	0.0%	99.6%	3	0.2%	93.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	99.9%	1	0.2%	99.8%	7	0.5%	94.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	99.9%	0	0.0%	99.8%	9	0.6%	94.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	99.9%	0	0.0%	99.8%	4	0.3%	94.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	99.9%	1	0.2%	100.0	6	0.4%	95.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	99.9%	0	0.0%	100.0	5	0.3%	95.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	99.9%	0	0.0%	100.0	4	0.3%	95.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	99.9%	0	0.0%	100.0	6	0.4%	96.3%	0	0.0%	100.0
<= 13m 0s	0	0.0%	99.9%	0	0.0%	100.0	6	0.4%	96.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	99.9%	0	0.0%	100.0	4	0.3%	97.0%	0	0.0%	100.0
<= 15m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.1%	97.1%	0	0.0%	100.0
<= 16m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.1%	97.2%	0	0.0%	100.0
<= 17m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	97.2%	0	0.0%	100.0
<= 18m 0s	0	0.0%	99.9%	0	0.0%	100.0	4	0.3%	97.5%	0	0.0%	100.0
<= 19m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	97.5%	0	0.0%	100.0
<= 20m 0s	0	0.0%	99.9%	0	0.0%	100.0	4	0.3%	97.7%	0	0.0%	100.0
>= 20m 0s	1	0.1%	100.0	0	0.0%	100.0	33	2.3%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,451			523			1,451			93		

**Notes:**

Total Records Reported by this PSAP: 1697  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1697

# Fractile 911 Call Response Time Distribution

Litchfield County Dispatch

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3794	98.9%	98.9%	2	0.1%	0.1%	213	5.6%	5.6%	133	90.5%	90.5%
<= 0m 20s	38	1.0%	99.9%	486	27.6%	27.7%	345	9.0%	14.5%	4	2.7%	93.2%
<= 0m 30s	4	0.1%	100.0	626	35.6%	63.3%	599	15.6%	30.2%	10	6.8%	100.0
<= 0m 40s	0	0.0%	100.0	341	19.4%	82.7%	762	19.9%	50.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	136	7.7%	90.4%	451	11.8%	61.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	70	4.0%	94.4%	244	6.4%	68.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	67	3.8%	98.2%	359	9.4%	77.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	16	0.9%	99.1%	199	5.2%	82.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.2%	99.4%	150	3.9%	86.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	6	0.3%	99.7%	149	3.9%	90.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	3	0.2%	99.9%	93	2.4%	92.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.9%	71	1.9%	94.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	51	1.3%	96.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	33	0.9%	96.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.9%	46	1.2%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.1%	100.0	21	0.5%	98.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.4%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	3,836			1,759			3,836			147		

**Notes:**

Total Records Reported by this PSAP: 4327  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 4327

# Fractile 911 Call Response Time Distribution

Madison Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	962	98.6%	98.6%	0	0.0%	0.0%	35	3.6%	3.6%	18	94.7%	94.7%
<= 0m 20s	12	1.2%	99.8%	6	7.5%	7.5%	80	8.2%	11.8%	0	0.0%	94.7%
<= 0m 30s	1	0.1%	99.9%	38	47.5%	55.0%	91	9.3%	21.1%	1	5.3%	100.0
<= 0m 40s	0	0.0%	99.9%	15	18.8%	73.8%	105	10.8%	31.9%	0	0.0%	100.0
<= 0m 50s	1	0.1%	100.0	6	7.5%	81.3%	79	8.1%	40.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	7.5%	88.8%	60	6.1%	46.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	6.3%	95.0%	189	19.4%	65.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	1.3%	96.3%	140	14.3%	79.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	1.3%	97.5%	69	7.1%	86.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	1.3%	98.8%	43	4.4%	91.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.8%	23	2.4%	93.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.8%	13	1.3%	95.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.8%	13	1.3%	96.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	98.8%	5	0.5%	96.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	98.8%	6	0.6%	97.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	1.3%	100.0	9	0.9%	98.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	976			80			976			19		

**Notes:**

Total Records Reported by this PSAP: 1061  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 1061

# Fractile 911 Call Response Time Distribution

Manchester Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5027	99.7%	99.7%	0	0.0%	0.0%	400	7.9%	7.9%	94	83.2%	83.2%
<= 0m 20s	15	0.3%	100.0	21	12.1%	12.1%	600	11.9%	19.8%	0	0.0%	83.2%
<= 0m 30s	0	0.0%	100.0	60	34.7%	46.8%	571	11.3%	31.1%	0	0.0%	83.2%
<= 0m 40s	0	0.0%	100.0	49	28.3%	75.1%	575	11.4%	42.5%	0	0.0%	83.2%
<= 0m 50s	0	0.0%	100.0	17	9.8%	85.0%	429	8.5%	51.1%	0	0.0%	83.2%
<= 1m 0s	0	0.0%	100.0	7	4.0%	89.0%	434	8.6%	59.7%	0	0.0%	83.2%
<= 1m 30s	0	0.0%	100.0	11	6.4%	95.4%	1036	20.5%	80.2%	0	0.0%	83.2%
<= 2m 0s	0	0.0%	100.0	4	2.3%	97.7%	459	9.1%	89.3%	0	0.0%	83.2%
<= 2m 30s	0	0.0%	100.0	2	1.2%	98.8%	215	4.3%	93.6%	0	0.0%	83.2%
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.8%	114	2.3%	95.8%	0	0.0%	83.2%
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.8%	49	1.0%	96.8%	0	0.0%	83.2%
<= 4m 0s	0	0.0%	100.0	1	0.6%	99.4%	39	0.8%	97.6%	0	0.0%	83.2%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	41	0.8%	98.4%	0	0.0%	83.2%
<= 5m 0s	0	0.0%	100.0	1	0.6%	100.0	16	0.3%	98.7%	0	0.0%	83.2%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	26	0.5%	99.2%	0	0.0%	83.2%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.3%	99.5%	0	0.0%	83.2%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.3%	99.8%	0	0.0%	83.2%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	83.2%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	83.2%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	83.2%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	83.2%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	1	0.9%	84.1%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	84.1%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	84.1%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	84.1%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	84.1%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	84.1%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	1	0.9%	85.0%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	85.0%
>= 20m 0s	2	0.0%	100.0	0	0.0%	100.0	3	0.1%	100.0	17	15.0%	100.0
<b>Tot. Counts:</b>	5,044			173			5,044			113		

## Notes:

Total Records Reported by this PSAP: 5541  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 5541

# Fractile 911 Call Response Time Distribution

Meriden Fire and Emergency Services

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5418	98.5%	98.5%	13	0.9%	0.9%	549	10.0%	10.0%	166	42.7%	42.7%
<= 0m 20s	36	0.7%	99.1%	387	28.3%	29.2%	675	12.3%	22.2%	0	0.0%	42.7%
<= 0m 30s	3	0.1%	99.2%	443	32.4%	61.6%	626	11.4%	33.6%	1	0.3%	42.9%
<= 0m 40s	0	0.0%	99.2%	272	19.9%	81.4%	534	9.7%	43.3%	0	0.0%	42.9%
<= 0m 50s	0	0.0%	99.2%	124	9.1%	90.5%	406	7.4%	50.7%	0	0.0%	42.9%
<= 1m 0s	0	0.0%	99.2%	52	3.8%	94.3%	293	5.3%	56.0%	0	0.0%	42.9%
<= 1m 30s	0	0.0%	99.2%	39	2.8%	97.2%	600	10.9%	66.9%	0	0.0%	42.9%
<= 2m 0s	0	0.0%	99.2%	9	0.7%	97.8%	366	6.7%	73.6%	0	0.0%	42.9%
<= 2m 30s	0	0.0%	99.2%	2	0.1%	98.0%	222	4.0%	77.6%	0	0.0%	42.9%
<= 3m 0s	0	0.0%	99.2%	0	0.0%	98.0%	176	3.2%	80.8%	0	0.0%	42.9%
<= 3m 30s	3	0.1%	99.3%	1	0.1%	98.0%	219	4.0%	84.8%	2	0.5%	43.4%
<= 4m 0s	0	0.0%	99.3%	0	0.0%	98.0%	308	5.6%	90.4%	3	0.8%	44.2%
<= 4m 30s	1	0.0%	99.3%	0	0.0%	98.0%	134	2.4%	92.8%	2	0.5%	44.7%
<= 5m 0s	0	0.0%	99.3%	0	0.0%	98.0%	79	1.4%	94.3%	1	0.3%	45.0%
<= 6m 0s	0	0.0%	99.3%	0	0.0%	98.0%	91	1.7%	95.9%	2	0.5%	45.5%
<= 7m 0s	0	0.0%	99.3%	0	0.0%	98.0%	48	0.9%	96.8%	2	0.5%	46.0%
<= 8m 0s	1	0.0%	99.3%	0	0.0%	98.0%	36	0.7%	97.5%	2	0.5%	46.5%
<= 9m 0s	0	0.0%	99.3%	0	0.0%	98.0%	21	0.4%	97.8%	1	0.3%	46.8%
<= 10m 0s	2	0.0%	99.3%	0	0.0%	98.0%	13	0.2%	98.1%	1	0.3%	47.0%
<= 11m 0s	2	0.0%	99.4%	0	0.0%	98.0%	7	0.1%	98.2%	4	1.0%	48.1%
<= 12m 0s	0	0.0%	99.4%	1	0.1%	98.1%	4	0.1%	98.3%	0	0.0%	48.1%
<= 13m 0s	0	0.0%	99.4%	0	0.0%	98.1%	6	0.1%	98.4%	0	0.0%	48.1%
<= 14m 0s	0	0.0%	99.4%	0	0.0%	98.1%	7	0.1%	98.5%	2	0.5%	48.6%
<= 15m 0s	1	0.0%	99.4%	0	0.0%	98.1%	4	0.1%	98.6%	2	0.5%	49.1%
<= 16m 0s	4	0.1%	99.5%	0	0.0%	98.1%	1	0.0%	98.6%	0	0.0%	49.1%
<= 17m 0s	0	0.0%	99.5%	0	0.0%	98.1%	0	0.0%	98.6%	0	0.0%	49.1%
<= 18m 0s	0	0.0%	99.5%	1	0.1%	98.2%	1	0.0%	98.6%	0	0.0%	49.1%
<= 19m 0s	2	0.0%	99.5%	0	0.0%	98.2%	4	0.1%	98.7%	0	0.0%	49.1%
<= 20m 0s	0	0.0%	99.5%	0	0.0%	98.2%	1	0.0%	98.7%	3	0.8%	49.9%
>= 20m 0s	27	0.5%	100.0	23	1.7%	99.9%	68	1.2%	99.9%	184	47.3%	97.2%
<b>Tot. Counts:</b>	5,500			1,367			5,499			378		

**Notes:**

Total Records Reported by this PSAP: 6376  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 6376

# Fractile 911 Call Response Time Distribution

Middlebury Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	453	92.3%	92.3%	0	0.0%	0.0%	25	5.1%	5.1%	17	51.5%	51.5%
<= 0m 20s	31	6.3%	98.6%	7	3.8%	3.8%	37	7.5%	12.6%	4	12.1%	63.6%
<= 0m 30s	7	1.4%	100.0	30	16.5%	20.3%	42	8.5%	21.1%	12	36.4%	100.0
<= 0m 40s	0	0.0%	100.0	31	17.0%	37.4%	50	10.2%	31.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	41	22.5%	59.9%	53	10.8%	42.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	33	18.1%	78.0%	36	7.3%	49.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	34	18.7%	96.7%	83	16.9%	66.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	2.2%	98.9%	36	7.3%	73.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.5%	99.5%	49	10.0%	83.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.5%	100.0	34	6.9%	90.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	18	3.7%	94.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	1.0%	95.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	95.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.8%	96.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.6%	97.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.8%	97.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.8%	98.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	99.0%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.2%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	491			182			492			33		

**Notes:**

Total Records Reported by this PSAP: 547  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 547

# Fractile 911 Call Response Time Distribution

Middletown Central Communications

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5316	95.2%	95.2%	2	0.4%	0.4%	436	7.8%	7.8%	180	65.7%	65.7%
<= 0m 20s	243	4.4%	99.6%	39	8.3%	8.7%	578	10.4%	18.2%	11	4.0%	69.7%
<= 0m 30s	16	0.3%	99.9%	129	27.4%	36.1%	482	8.6%	26.8%	18	6.6%	76.3%
<= 0m 40s	1	0.0%	99.9%	115	24.4%	60.5%	491	8.8%	35.6%	0	0.0%	76.3%
<= 0m 50s	0	0.0%	99.9%	64	13.6%	74.1%	370	6.6%	42.2%	0	0.0%	76.3%
<= 1m 0s	0	0.0%	99.9%	45	9.6%	83.7%	330	5.9%	48.1%	1	0.4%	76.6%
<= 1m 30s	0	0.0%	99.9%	53	11.3%	94.9%	771	13.8%	61.9%	2	0.7%	77.4%
<= 2m 0s	0	0.0%	99.9%	8	1.7%	96.6%	682	12.2%	74.2%	0	0.0%	77.4%
<= 2m 30s	0	0.0%	99.9%	3	0.6%	97.2%	505	9.0%	83.2%	0	0.0%	77.4%
<= 3m 0s	0	0.0%	99.9%	5	1.1%	98.3%	357	6.4%	89.6%	0	0.0%	77.4%
<= 3m 30s	0	0.0%	99.9%	1	0.2%	98.5%	204	3.7%	93.3%	1	0.4%	77.7%
<= 4m 0s	0	0.0%	99.9%	2	0.4%	98.9%	138	2.5%	95.7%	0	0.0%	77.7%
<= 4m 30s	0	0.0%	99.9%	1	0.2%	99.2%	53	0.9%	96.7%	0	0.0%	77.7%
<= 5m 0s	0	0.0%	99.9%	0	0.0%	99.2%	39	0.7%	97.4%	0	0.0%	77.7%
<= 6m 0s	0	0.0%	99.9%	0	0.0%	99.2%	54	1.0%	98.4%	0	0.0%	77.7%
<= 7m 0s	0	0.0%	99.9%	1	0.2%	99.4%	26	0.5%	98.8%	0	0.0%	77.7%
<= 8m 0s	0	0.0%	99.9%	0	0.0%	99.4%	19	0.3%	99.2%	0	0.0%	77.7%
<= 9m 0s	0	0.0%	99.9%	0	0.0%	99.4%	14	0.3%	99.4%	0	0.0%	77.7%
<= 10m 0s	0	0.0%	99.9%	0	0.0%	99.4%	7	0.1%	99.5%	0	0.0%	77.7%
<= 11m 0s	0	0.0%	99.9%	0	0.0%	99.4%	4	0.1%	99.6%	0	0.0%	77.7%
<= 12m 0s	0	0.0%	99.9%	0	0.0%	99.4%	4	0.1%	99.7%	1	0.4%	78.1%
<= 13m 0s	0	0.0%	99.9%	0	0.0%	99.4%	1	0.0%	99.7%	0	0.0%	78.1%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	99.4%	3	0.1%	99.7%	0	0.0%	78.1%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	99.4%	1	0.0%	99.8%	0	0.0%	78.1%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	99.4%	1	0.0%	99.8%	0	0.0%	78.1%
<= 17m 0s	1	0.0%	99.9%	0	0.0%	99.4%	2	0.0%	99.8%	0	0.0%	78.1%
<= 18m 0s	0	0.0%	99.9%	0	0.0%	99.4%	2	0.0%	99.9%	1	0.4%	78.5%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	99.4%	0	0.0%	99.9%	1	0.4%	78.8%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	99.4%	1	0.0%	99.9%	0	0.0%	78.8%
>= 20m 0s	5	0.1%	100.0	3	0.6%	100.0	6	0.1%	100.0	38	13.9%	92.7%
<b>Tot. Counts:</b>	5,582			471			5,581			254		

**Notes:**

Total Records Reported by this PSAP: 6318  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 6318

# Fractile 911 Call Response Time Distribution

Milford Fire Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3749	97.8%	97.8%	0	0.0%	0.0%	269	7.0%	7.0%	114	91.2%	91.2%
<= 0m 20s	74	1.9%	99.7%	322	20.9%	20.9%	390	10.2%	17.2%	2	1.6%	92.8%
<= 0m 30s	11	0.3%	100.0	684	44.5%	65.5%	664	17.3%	34.5%	8	6.4%	99.2%
<= 0m 40s	1	0.0%	100.0	336	21.9%	87.3%	924	24.1%	58.6%	1	0.8%	100.0
<= 0m 50s	0	0.0%	100.0	99	6.4%	93.8%	491	12.8%	71.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	40	2.6%	96.4%	309	8.1%	79.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	46	3.0%	99.3%	507	13.2%	92.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	0.4%	99.7%	173	4.5%	97.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.2%	99.9%	54	1.4%	98.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.9%	26	0.7%	99.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.9%	9	0.2%	99.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.9%	5	0.1%	99.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	100.0	1	0.0%	99.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	3,835			1,537			3,835			125		

**Notes:**

Total Records Reported by this PSAP: 4300  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 4300

# Fractile 911 Call Response Time Distribution

Monroe Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1183	91.4%	91.4%	0	0.0%	0.0%	86	6.6%	6.6%	55	87.3%	87.3%
<= 0m 20s	110	8.5%	99.8%	120	23.3%	23.3%	146	11.3%	17.9%	6	9.5%	96.8%
<= 0m 30s	2	0.2%	100.0	191	37.2%	60.5%	142	11.0%	28.9%	2	3.2%	100.0
<= 0m 40s	0	0.0%	100.0	100	19.5%	80.0%	170	13.1%	42.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	36	7.0%	87.0%	119	9.2%	51.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	30	5.8%	92.8%	96	7.4%	58.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	24	4.7%	97.5%	221	17.1%	75.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.8%	98.2%	119	9.2%	84.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.8%	99.0%	67	5.2%	90.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.0%	33	2.5%	92.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.2%	27	2.1%	94.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.4%	99.6%	15	1.2%	95.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.6%	15	1.2%	97.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.6%	5	0.4%	97.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	99.8%	12	0.9%	98.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.2%	100.0	10	0.8%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,295			514			1,295			63		

**Notes:**

Total Records Reported by this PSAP: 1509  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1509

# Fractile 911 Call Response Time Distribution

Montville Dispatch

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1285	96.0%	96.0%	12	2.4%	2.4%	94	7.0%	7.0%	53	91.4%	91.4%
<= 0m 20s	48	3.6%	99.6%	164	32.4%	34.8%	188	14.1%	21.1%	1	1.7%	93.1%
<= 0m 30s	5	0.4%	100.0	165	32.6%	67.4%	299	22.3%	43.4%	4	6.9%	100.0
<= 0m 40s	0	0.0%	100.0	96	19.0%	86.4%	306	22.9%	66.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	30	5.9%	92.3%	151	11.3%	77.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	24	4.7%	97.0%	104	7.8%	85.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	2.2%	99.2%	128	9.6%	94.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.6%	99.8%	33	2.5%	97.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	100.0	11	0.8%	98.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	98.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	98.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,338			506			1,338			58		

**Notes:**

Total Records Reported by this PSAP: 1517  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1517

# Fractile 911 Call Response Time Distribution

Naugatuck Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1968	98.7%	98.7%	154	20.4%	20.4%	121	6.1%	6.1%	38	95.0%	95.0%
<= 0m 20s	22	1.1%	99.8%	401	53.0%	73.4%	258	12.9%	19.0%	1	2.5%	97.5%
<= 0m 30s	3	0.2%	100.0	121	16.0%	89.4%	320	16.1%	35.1%	1	2.5%	100.0
<= 0m 40s	0	0.0%	100.0	45	6.0%	95.4%	298	15.0%	50.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	12	1.6%	97.0%	258	12.9%	63.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	1.2%	98.1%	183	9.2%	72.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	1.5%	99.6%	325	16.3%	88.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.4%	100.0	111	5.6%	94.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	50	2.5%	96.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	27	1.4%	97.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	98.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	98.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,993			756			1,993			40		

**Notes:**

Total Records Reported by this PSAP: 2161  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2161

# Fractile 911 Call Response Time Distribution

New Britain Public Safety

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	8529	95.2%	95.2%	1	0.2%	0.2%	804	9.0%	9.0%	355	91.3%	91.3%
<= 0m 20s	391	4.4%	99.6%	91	19.7%	19.9%	890	9.9%	18.9%	15	3.9%	95.1%
<= 0m 30s	33	0.4%	99.9%	170	36.7%	56.6%	805	9.0%	27.9%	19	4.9%	100.0
<= 0m 40s	3	0.0%	100.0	77	16.6%	73.2%	880	9.8%	37.7%	0	0.0%	100.0
<= 0m 50s	2	0.0%	100.0	42	9.1%	82.3%	691	7.7%	45.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	26	5.6%	87.9%	623	7.0%	52.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	27	5.8%	93.7%	1576	17.6%	70.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	12	2.6%	96.3%	842	9.4%	79.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	7	1.5%	97.8%	512	5.7%	85.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	0.9%	98.7%	366	4.1%	89.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.4%	99.1%	249	2.8%	92.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.4%	99.6%	169	1.9%	93.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.6%	128	1.4%	95.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	99.8%	92	1.0%	96.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	116	1.3%	97.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	67	0.7%	98.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	49	0.5%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	36	0.4%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	26	0.3%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.2%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	8,958			463			8,959			389		

## Notes:

Total Records Reported by this PSAP: 10331  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 10331

# Fractile 911 Call Response Time Distribution

New Canaan Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1143	97.4%	97.4%	0	0.0%	0.0%	200	17.1%	17.1%	48	96.0%	96.0%
<= 0m 20s	24	2.0%	99.5%	57	14.5%	14.5%	134	11.4%	28.5%	0	0.0%	96.0%
<= 0m 30s	6	0.5%	100.0	134	34.2%	48.7%	155	13.2%	41.7%	2	4.0%	100.0
<= 0m 40s	0	0.0%	100.0	104	26.5%	75.3%	168	14.3%	56.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	41	10.5%	85.7%	94	8.0%	64.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	17	4.3%	90.1%	71	6.1%	70.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	26	6.6%	96.7%	145	12.4%	82.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	7	1.8%	98.5%	89	7.6%	90.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.8%	99.2%	52	4.4%	94.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.2%	25	2.1%	96.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.5%	99.7%	11	0.9%	97.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	10	0.9%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	6	0.5%	98.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.7%	5	0.4%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.3%	100.0	3	0.3%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,173			392			1,173			50		

## Notes:

Total Records Reported by this PSAP: 1429  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1429

# Fractile 911 Call Response Time Distribution

New Fairfield Emergency Communications Ctr.

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	816	97.4%	97.4%	0	0.0%	0.0%	112	13.4%	13.4%	46	86.8%	86.8%
<= 0m 20s	17	2.0%	99.4%	27	20.3%	20.3%	104	12.4%	25.8%	1	1.9%	88.7%
<= 0m 30s	5	0.6%	100.0	58	43.6%	63.9%	109	13.0%	38.8%	6	11.3%	100.0
<= 0m 40s	0	0.0%	100.0	29	21.8%	85.7%	157	18.7%	57.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	10	7.5%	93.2%	85	10.1%	67.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	2	1.5%	94.7%	71	8.5%	76.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	3	2.3%	97.0%	103	12.3%	88.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	3.0%	100.0	43	5.1%	93.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	19	2.3%	95.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	10	1.2%	97.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.7%	97.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	8	1.0%	98.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.6%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	838			133			838			53		

**Notes:**

Total Records Reported by this PSAP: 1008  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1008

# Fractile 911 Call Response Time Distribution

New Haven Emergency Response Ctr.

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	23644	96.9%	96.9%	8	0.1%	0.1%	2913	11.9%	11.9%	1046	91.5%	91.5%
<= 0m 20s	665	2.7%	99.6%	1831	19.6%	19.7%	2394	9.8%	21.7%	36	3.1%	94.7%
<= 0m 30s	81	0.3%	100.0	3256	34.9%	54.7%	2927	12.0%	33.7%	57	5.0%	99.7%
<= 0m 40s	4	0.0%	100.0	1966	21.1%	75.8%	3426	14.0%	47.8%	2	0.2%	99.8%
<= 0m 50s	0	0.0%	100.0	882	9.5%	85.2%	2593	10.6%	58.4%	1	0.1%	99.9%
<= 1m 0s	0	0.0%	100.0	469	5.0%	90.3%	2013	8.2%	66.7%	1	0.1%	100.0
<= 1m 30s	1	0.0%	100.0	624	6.7%	97.0%	4038	16.5%	83.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	161	1.7%	98.7%	1937	7.9%	91.1%	0	0.0%	100.0
<= 2m 30s	1	0.0%	100.0	64	0.7%	99.4%	933	3.8%	95.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	30	0.3%	99.7%	432	1.8%	96.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	12	0.1%	99.8%	245	1.0%	97.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	7	0.1%	99.9%	139	0.6%	98.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	2	0.0%	99.9%	99	0.4%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.0%	99.9%	72	0.3%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.0%	99.9%	99	0.4%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.0%	100.0	49	0.2%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	3	0.0%	100.0	37	0.2%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	1	0.0%	100.0	20	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	22	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	24,396			9,319			24,405			1,143		

**Notes:**

Total Records Reported by this PSAP: 28869  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 28869

# Fractile 911 Call Response Time Distribution

New London Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3502	98.5%	98.5%	0	0.0%	0.0%	237	6.7%	6.7%	48	82.8%	82.8%
<= 0m 20s	45	1.3%	99.8%	10	9.8%	9.8%	355	10.0%	16.7%	2	3.4%	86.2%
<= 0m 30s	6	0.2%	99.9%	30	29.4%	39.2%	493	13.9%	30.5%	5	8.6%	94.8%
<= 0m 40s	0	0.0%	99.9%	22	21.6%	60.8%	488	13.7%	44.2%	0	0.0%	94.8%
<= 0m 50s	0	0.0%	99.9%	12	11.8%	72.5%	389	10.9%	55.2%	0	0.0%	94.8%
<= 1m 0s	2	0.1%	100.0	8	7.8%	80.4%	322	9.1%	64.2%	0	0.0%	94.8%
<= 1m 30s	0	0.0%	100.0	13	12.7%	93.1%	615	17.3%	81.5%	0	0.0%	94.8%
<= 2m 0s	0	0.0%	100.0	4	3.9%	97.1%	290	8.2%	89.7%	0	0.0%	94.8%
<= 2m 30s	0	0.0%	100.0	0	0.0%	97.1%	144	4.1%	93.8%	0	0.0%	94.8%
<= 3m 0s	0	0.0%	100.0	1	1.0%	98.0%	78	2.2%	95.9%	0	0.0%	94.8%
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.0%	37	1.0%	97.0%	0	0.0%	94.8%
<= 4m 0s	0	0.0%	100.0	1	1.0%	99.0%	26	0.7%	97.7%	0	0.0%	94.8%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.0%	21	0.6%	98.3%	0	0.0%	94.8%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.0%	15	0.4%	98.7%	0	0.0%	94.8%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.0%	18	0.5%	99.2%	0	0.0%	94.8%
<= 7m 0s	0	0.0%	100.0	1	1.0%	100.0	10	0.3%	99.5%	0	0.0%	94.8%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.7%	0	0.0%	94.8%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.8%	0	0.0%	94.8%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	94.8%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	94.8%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	94.8%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	94.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.8%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.8%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.8%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.8%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	3	5.2%	100.0
<b>Tot. Counts:</b>	3,555			102			3,555			58		

**Notes:**

Total Records Reported by this PSAP: 3874  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3874

# Fractile 911 Call Response Time Distribution

New Milford Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2034	99.9%	99.9%	3	1.8%	1.8%	237	11.6%	11.6%	55	98.2%	98.2%
<= 0m 20s	1	0.0%	100.0	39	22.9%	24.7%	306	15.0%	26.7%	0	0.0%	98.2%
<= 0m 30s	1	0.0%	100.0	64	37.6%	62.4%	268	13.2%	39.8%	1	1.8%	100.0
<= 0m 40s	0	0.0%	100.0	38	22.4%	84.7%	270	13.3%	53.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	16	9.4%	94.1%	215	10.6%	63.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	1	0.6%	94.7%	174	8.5%	72.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	4.7%	99.4%	321	15.8%	88.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.6%	100.0	121	5.9%	93.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	53	2.6%	96.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	22	1.1%	97.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	15	0.7%	98.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	98.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	98.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,036			170			2,036			56		

## Notes:

Total Records Reported by this PSAP: 2280  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2280

# Fractile 911 Call Response Time Distribution

Newington Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2366	97.0%	97.0%	3	0.5%	0.5%	197	8.1%	8.1%	48	75.0%	75.0%
<= 0m 20s	65	2.7%	99.6%	109	19.5%	20.0%	252	10.3%	18.4%	1	1.6%	76.6%
<= 0m 30s	8	0.3%	100.0	173	30.9%	50.9%	360	14.8%	33.2%	6	9.4%	85.9%
<= 0m 40s	0	0.0%	100.0	138	24.6%	75.5%	380	15.6%	48.7%	0	0.0%	85.9%
<= 0m 50s	0	0.0%	100.0	62	11.1%	86.6%	260	10.7%	59.4%	0	0.0%	85.9%
<= 1m 0s	1	0.0%	100.0	26	4.6%	91.3%	219	9.0%	68.4%	0	0.0%	85.9%
<= 1m 30s	0	0.0%	100.0	36	6.4%	97.7%	423	17.3%	85.7%	0	0.0%	85.9%
<= 2m 0s	0	0.0%	100.0	4	0.7%	98.4%	162	6.6%	92.3%	0	0.0%	85.9%
<= 2m 30s	0	0.0%	100.0	7	1.3%	99.6%	66	2.7%	95.0%	0	0.0%	85.9%
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.8%	37	1.5%	96.6%	0	0.0%	85.9%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	25	1.0%	97.6%	0	0.0%	85.9%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	12	0.5%	98.1%	0	0.0%	85.9%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	11	0.5%	98.5%	0	0.0%	85.9%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	10	0.4%	98.9%	0	0.0%	85.9%
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	10	0.4%	99.3%	0	0.0%	85.9%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.5%	0	0.0%	85.9%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	85.9%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	85.9%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	85.9%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	85.9%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	1	1.6%	87.5%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	87.5%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	87.5%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	87.5%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	87.5%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	87.5%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	87.5%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	87.5%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	87.5%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	8	12.5%	100.0
<b>Tot. Counts:</b>	2,440			560			2,440			64		

## Notes:

Total Records Reported by this PSAP: 2703  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2703

# Fractile 911 Call Response Time Distribution

Newtown Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1624	99.4%	99.4%	0	0.0%	0.0%	103	6.3%	6.3%	50	100.0%	100.0
<= 0m 20s	9	0.6%	99.9%	32	22.2%	22.2%	187	11.4%	17.7%	0	0.0%	100.0
<= 0m 30s	1	0.1%	100.0	61	42.4%	64.6%	154	9.4%	27.2%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	29	20.1%	84.7%	176	10.8%	37.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	5.6%	90.3%	157	9.6%	47.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	2.1%	92.4%	134	8.2%	55.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	3	2.1%	94.4%	294	18.0%	73.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	2.1%	96.5%	167	10.2%	84.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.7%	97.2%	75	4.6%	88.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	97.2%	55	3.4%	91.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.7%	97.9%	18	1.1%	93.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.7%	98.6%	27	1.7%	94.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	2	1.4%	100.0	11	0.7%	95.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.6%	96.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	21	1.3%	97.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	97.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	98.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.6%	98.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	99.0%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.3%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.4%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.6%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,634			144			1,634			50		

**Notes:**

Total Records Reported by this PSAP: 1841  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1841

# Fractile 911 Call Response Time Distribution

North Branford Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	968	95.6%	95.6%	0	0.0%	100.0	89	8.8%	8.8%	60	92.3%	92.3%
<= 0m 20s	40	3.9%	99.5%	0	0.0%	100.0	148	14.6%	23.4%	3	4.6%	96.9%
<= 0m 30s	5	0.5%	100.0	0	0.0%	100.0	163	16.1%	39.5%	2	3.1%	100.0
<= 0m 40s	0	0.0%	100.0	0	0.0%	100.0	162	16.0%	55.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	0	0.0%	100.0	99	9.8%	65.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	0	0.0%	100.0	64	6.3%	71.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	0	0.0%	100.0	121	11.9%	83.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	79	7.8%	91.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	36	3.6%	94.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	16	1.6%	96.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	14	1.4%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.9%	98.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	100.0	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,013			0			1,013			65		

**Notes:**

Total Records Reported by this PSAP: 1169  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1169

# Fractile 911 Call Response Time Distribution

North Haven Emergency Communications

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1767	99.1%	99.1%	0	0.0%	0.0%	108	6.1%	6.1%	25	89.3%	89.3%
<= 0m 20s	15	0.8%	99.9%	6	9.2%	9.2%	152	8.5%	14.6%	1	3.6%	92.9%
<= 0m 30s	1	0.1%	100.0	23	35.4%	44.6%	255	14.3%	28.9%	2	7.1%	100.0
<= 0m 40s	0	0.0%	100.0	22	33.8%	78.5%	332	18.6%	47.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	5	7.7%	86.2%	291	16.3%	63.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	4.6%	90.8%	171	9.6%	73.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	6.2%	96.9%	253	14.2%	87.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	1.5%	98.5%	85	4.8%	92.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	1.5%	100.0	39	2.2%	94.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	31	1.7%	96.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	96.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.6%	97.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	97.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	98.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.7%	98.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,783			65			1,784			28		

**Notes:**

Total Records Reported by this PSAP: 1923  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1923

# Fractile 911 Call Response Time Distribution

Northwest CT Public Safety Comm. Center

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4041	98.9%	98.9%	12	0.8%	0.8%	262	6.4%	6.4%	92	97.9%	97.9%
<= 0m 20s	43	1.1%	99.9%	331	23.2%	24.0%	290	7.1%	13.5%	2	2.1%	100.0
<= 0m 30s	3	0.1%	100.0	505	35.4%	59.4%	353	8.6%	22.1%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	288	20.2%	79.6%	533	13.0%	35.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	125	8.8%	88.4%	345	8.4%	43.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	63	4.4%	92.8%	268	6.6%	50.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	72	5.0%	97.8%	787	19.3%	69.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	17	1.2%	99.0%	650	15.9%	85.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	8	0.6%	99.6%	337	8.2%	93.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.2%	99.8%	120	2.9%	96.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.9%	60	1.5%	98.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.9%	24	0.6%	98.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	23	0.6%	99.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	11	0.3%	99.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.9%	5	0.1%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.1%	99.9%	7	0.2%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.9%	4	0.1%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.9%	3	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	1	0.1%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	4,087			1,427			4,087			94		

## Notes:

Total Records Reported by this PSAP: 4459  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 4459

# Fractile 911 Call Response Time Distribution

Norwalk Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6787	97.2%	97.2%	0	0.0%	0.0%	578	8.3%	8.3%	270	89.4%	89.4%
<= 0m 20s	187	2.7%	99.8%	51	18.5%	18.5%	660	9.4%	17.7%	1	0.3%	89.7%
<= 0m 30s	9	0.1%	100.0	96	34.8%	53.3%	600	8.6%	26.3%	2	0.7%	90.4%
<= 0m 40s	0	0.0%	100.0	53	19.2%	72.5%	590	8.4%	34.8%	0	0.0%	90.4%
<= 0m 50s	0	0.0%	100.0	21	7.6%	80.1%	518	7.4%	42.2%	0	0.0%	90.4%
<= 1m 0s	0	0.0%	100.0	17	6.2%	86.2%	474	6.8%	49.0%	0	0.0%	90.4%
<= 1m 30s	0	0.0%	100.0	22	8.0%	94.2%	1306	18.7%	67.7%	0	0.0%	90.4%
<= 2m 0s	0	0.0%	100.0	7	2.5%	96.7%	890	12.7%	80.4%	2	0.7%	91.1%
<= 2m 30s	0	0.0%	100.0	3	1.1%	97.8%	470	6.7%	87.1%	0	0.0%	91.1%
<= 3m 0s	0	0.0%	100.0	3	1.1%	98.9%	291	4.2%	91.3%	0	0.0%	91.1%
<= 3m 30s	0	0.0%	100.0	1	0.4%	99.3%	154	2.2%	93.5%	0	0.0%	91.1%
<= 4m 0s	0	0.0%	100.0	1	0.4%	99.6%	110	1.6%	95.1%	0	0.0%	91.1%
<= 4m 30s	0	0.0%	100.0	1	0.4%	100.0	69	1.0%	96.1%	0	0.0%	91.1%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	64	0.9%	97.0%	0	0.0%	91.1%
<= 6m 0s	1	0.0%	100.0	0	0.0%	100.0	83	1.2%	98.2%	1	0.3%	91.4%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	42	0.6%	98.8%	0	0.0%	91.4%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	30	0.4%	99.2%	0	0.0%	91.4%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.3%	99.5%	0	0.0%	91.4%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.6%	0	0.0%	91.4%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.7%	0	0.0%	91.4%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.8%	0	0.0%	91.4%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	91.4%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	91.4%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	1	0.3%	91.7%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	1	0.3%	92.1%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	92.1%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	92.1%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	92.1%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.3%	92.4%
>= 20m 0s	1	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	23	7.6%	100.0
<b>Tot. Counts:</b>	6,985			276			6,985			302		

**Notes:**

Total Records Reported by this PSAP: 8268  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 8268

# Fractile 911 Call Response Time Distribution

Norwich Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4737	98.4%	98.4%	30	2.0%	2.0%	394	8.2%	8.2%	118	98.3%	98.3%
<= 0m 20s	73	1.5%	100.0	796	52.4%	54.4%	548	11.4%	19.6%	1	0.8%	99.2%
<= 0m 30s	2	0.0%	100.0	414	27.3%	81.7%	592	12.3%	31.9%	1	0.8%	100.0
<= 0m 40s	0	0.0%	100.0	133	8.8%	90.4%	548	11.4%	43.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	55	3.6%	94.1%	428	8.9%	52.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	28	1.8%	95.9%	387	8.0%	60.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	41	2.7%	98.6%	898	18.7%	78.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	13	0.9%	99.5%	519	10.8%	89.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.1%	99.6%	223	4.6%	94.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.2%	99.8%	118	2.5%	96.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.9%	43	0.9%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.1%	100.0	34	0.7%	98.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	22	0.5%	98.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.4%	99.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.4%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	4,812			1,518			4,812			120		

**Notes:**

Total Records Reported by this PSAP: 5306  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 5306

# Fractile 911 Call Response Time Distribution

Old Saybrook Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	680	98.0%	98.0%	0	0.0%	0.0%	20	2.9%	2.9%	5	71.4%	71.4%
<= 0m 20s	14	2.0%	100.0	0	0.0%	0.0%	19	2.7%	5.6%	0	0.0%	71.4%
<= 0m 30s	0	0.0%	100.0	1	4.3%	4.3%	27	3.9%	9.5%	2	28.6%	100.0
<= 0m 40s	0	0.0%	100.0	5	21.7%	26.1%	36	5.2%	14.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	5	21.7%	47.8%	35	5.0%	19.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	13.0%	60.9%	61	8.7%	28.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	21.7%	82.6%	186	26.6%	55.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	4.3%	87.0%	113	16.2%	71.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	4.3%	91.3%	60	8.6%	79.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	4.3%	95.7%	29	4.2%	84.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	95.7%	15	2.1%	86.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	95.7%	16	2.3%	88.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	4.3%	100.0	19	2.7%	91.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	11	1.6%	92.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	21	3.0%	95.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	1.0%	96.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	1.0%	97.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.9%	98.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.6%	99.1%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.6%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	694			23			698			7		

**Notes:**

Total Records Reported by this PSAP: 736  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 736

# Fractile 911 Call Response Time Distribution

Orange Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1556	98.1%	98.1%	0	0.0%	0.0%	112	7.1%	7.1%	31	91.2%	91.2%
<= 0m 20s	28	1.8%	99.9%	59	11.4%	11.4%	168	10.6%	17.7%	0	0.0%	91.2%
<= 0m 30s	2	0.1%	100.0	138	26.6%	38.0%	162	10.2%	27.9%	3	8.8%	100.0
<= 0m 40s	0	0.0%	100.0	136	26.3%	64.3%	259	16.3%	44.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	63	12.2%	76.4%	224	14.1%	58.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	44	8.5%	84.9%	170	10.7%	69.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	59	11.4%	96.3%	296	18.7%	87.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	8	1.5%	97.9%	87	5.5%	93.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	8	1.5%	99.4%	46	2.9%	96.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	15	0.9%	97.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	9	0.6%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.6%	6	0.4%	98.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	2	0.4%	100.0	9	0.6%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.7%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,586			518			1,586			34		

## Notes:

Total Records Reported by this PSAP: 1732  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1732

# Fractile 911 Call Response Time Distribution

Plainville Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	390	99.0%	99.0%	0	0.0%	0.0%	23	5.8%	5.8%	33	80.5%	80.5%
<= 0m 20s	4	1.0%	100.0	19	14.2%	14.2%	30	7.6%	13.5%	0	0.0%	80.5%
<= 0m 30s	0	0.0%	100.0	28	20.9%	35.1%	38	9.6%	23.1%	0	0.0%	80.5%
<= 0m 40s	0	0.0%	100.0	26	19.4%	54.5%	31	7.9%	31.0%	0	0.0%	80.5%
<= 0m 50s	0	0.0%	100.0	11	8.2%	62.7%	39	9.9%	40.9%	0	0.0%	80.5%
<= 1m 0s	0	0.0%	100.0	15	11.2%	73.9%	24	6.1%	47.0%	0	0.0%	80.5%
<= 1m 30s	0	0.0%	100.0	27	20.1%	94.0%	51	12.9%	59.9%	0	0.0%	80.5%
<= 2m 0s	0	0.0%	100.0	6	4.5%	98.5%	38	9.6%	69.5%	0	0.0%	80.5%
<= 2m 30s	0	0.0%	100.0	2	1.5%	100.0	20	5.1%	74.6%	0	0.0%	80.5%
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	15	3.8%	78.4%	0	0.0%	80.5%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	13	3.3%	81.7%	0	0.0%	80.5%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	11	2.8%	84.5%	0	0.0%	80.5%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	18	4.6%	89.1%	1	2.4%	82.9%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	11	2.8%	91.9%	0	0.0%	82.9%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	14	3.6%	95.4%	0	0.0%	82.9%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	2.0%	97.5%	0	0.0%	82.9%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.3%	97.7%	0	0.0%	82.9%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	1.0%	98.7%	0	0.0%	82.9%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.3%	99.0%	0	0.0%	82.9%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.0%	0	0.0%	82.9%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.3%	99.2%	0	0.0%	82.9%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.2%	0	0.0%	82.9%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.3%	99.5%	0	0.0%	82.9%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	82.9%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	82.9%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	82.9%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	82.9%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	82.9%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.3%	99.7%	0	0.0%	82.9%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.3%	100.0	7	17.1%	100.0
<b>Tot. Counts:</b>	394			134			394			41		

**Notes:**

Total Records Reported by this PSAP: 494  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 494

# Fractile 911 Call Response Time Distribution

Plymouth Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	911	97.9%	97.9%	0	0.0%	0.0%	59	6.3%	6.3%	27	93.1%	93.1%
<= 0m 20s	19	2.0%	99.9%	26	18.7%	18.7%	71	7.6%	14.0%	0	0.0%	93.1%
<= 0m 30s	1	0.1%	100.0	54	38.8%	57.6%	73	7.8%	21.8%	2	6.9%	100.0
<= 0m 40s	0	0.0%	100.0	25	18.0%	75.5%	109	11.7%	33.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	16	11.5%	87.1%	75	8.1%	41.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	3.6%	90.6%	85	9.1%	50.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	7.9%	98.6%	148	15.9%	66.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.7%	99.3%	74	7.9%	74.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.3%	41	4.4%	78.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.3%	59	6.3%	85.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.3%	32	3.4%	88.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.3%	22	2.4%	91.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.3%	22	2.4%	93.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.7%	100.0	14	1.5%	95.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	19	2.0%	97.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	10	1.1%	98.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	98.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.1%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	931			139			931			29		

## Notes:

Total Records Reported by this PSAP: 1036  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1036

# Fractile 911 Call Response Time Distribution

Putnam Police & Fire Communications Center

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	489	91.7%	91.7%	0	0.0%	0.0%	63	11.8%	11.8%	19	54.3%	54.3%
<= 0m 20s	36	6.8%	98.5%	2	5.1%	5.1%	61	11.4%	23.3%	2	5.7%	60.0%
<= 0m 30s	4	0.8%	99.2%	18	46.2%	51.3%	46	8.6%	31.9%	2	5.7%	65.7%
<= 0m 40s	2	0.4%	99.6%	12	30.8%	82.1%	70	13.1%	45.0%	0	0.0%	65.7%
<= 0m 50s	0	0.0%	99.6%	4	10.3%	92.3%	58	10.9%	55.9%	1	2.9%	68.6%
<= 1m 0s	0	0.0%	99.6%	2	5.1%	97.4%	54	10.1%	66.0%	0	0.0%	68.6%
<= 1m 30s	1	0.2%	99.8%	1	2.6%	100.0	81	15.2%	81.2%	0	0.0%	68.6%
<= 2m 0s	0	0.0%	99.8%	0	0.0%	100.0	39	7.3%	88.6%	1	2.9%	71.4%
<= 2m 30s	0	0.0%	99.8%	0	0.0%	100.0	17	3.2%	91.7%	0	0.0%	71.4%
<= 3m 0s	0	0.0%	99.8%	0	0.0%	100.0	9	1.7%	93.4%	0	0.0%	71.4%
<= 3m 30s	0	0.0%	99.8%	0	0.0%	100.0	1	0.2%	93.6%	1	2.9%	74.3%
<= 4m 0s	0	0.0%	99.8%	0	0.0%	100.0	6	1.1%	94.7%	0	0.0%	74.3%
<= 4m 30s	0	0.0%	99.8%	0	0.0%	100.0	4	0.8%	95.5%	0	0.0%	74.3%
<= 5m 0s	0	0.0%	99.8%	0	0.0%	100.0	3	0.6%	96.1%	0	0.0%	74.3%
<= 6m 0s	0	0.0%	99.8%	0	0.0%	100.0	5	0.9%	97.0%	0	0.0%	74.3%
<= 7m 0s	0	0.0%	99.8%	0	0.0%	100.0	2	0.4%	97.4%	0	0.0%	74.3%
<= 8m 0s	0	0.0%	99.8%	0	0.0%	100.0	3	0.6%	97.9%	0	0.0%	74.3%
<= 9m 0s	0	0.0%	99.8%	0	0.0%	100.0	1	0.2%	98.1%	0	0.0%	74.3%
<= 10m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	98.1%	0	0.0%	74.3%
<= 11m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	98.1%	0	0.0%	74.3%
<= 12m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	98.1%	0	0.0%	74.3%
<= 13m 0s	0	0.0%	99.8%	0	0.0%	100.0	1	0.2%	98.3%	0	0.0%	74.3%
<= 14m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	98.3%	0	0.0%	74.3%
<= 15m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	98.3%	0	0.0%	74.3%
<= 16m 0s	0	0.0%	99.8%	0	0.0%	100.0	1	0.2%	98.5%	0	0.0%	74.3%
<= 17m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	98.5%	0	0.0%	74.3%
<= 18m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	98.5%	0	0.0%	74.3%
<= 19m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	98.5%	0	0.0%	74.3%
<= 20m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	98.5%	0	0.0%	74.3%
>= 20m 0s	1	0.2%	100.0	0	0.0%	100.0	3	0.6%	99.1%	4	11.4%	85.7%
<b>Tot. Counts:</b>	533			39			528			30		

**Notes:**

Total Records Reported by this PSAP: 623  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 623

# Fractile 911 Call Response Time Distribution

Quinebaug Valley Emergency Communications

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7812	99.3%	99.3%	3	0.1%	0.1%	771	9.8%	9.8%	188	97.4%	97.4%
<= 0m 20s	49	0.6%	99.9%	422	12.6%	12.7%	749	9.5%	19.3%	0	0.0%	97.4%
<= 0m 30s	9	0.1%	100.0	1193	35.7%	48.5%	999	12.7%	32.0%	5	2.6%	100.0
<= 0m 40s	0	0.0%	100.0	918	27.5%	76.0%	1488	18.9%	50.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	372	11.1%	87.1%	1033	13.1%	64.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	181	5.4%	92.5%	672	8.5%	72.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	180	5.4%	97.9%	1060	13.5%	86.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	40	1.2%	99.1%	481	6.1%	92.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	14	0.4%	99.6%	262	3.3%	95.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	6	0.2%	99.7%	109	1.4%	96.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	8	0.2%	100.0	78	1.0%	97.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.0%	100.0	45	0.6%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	21	0.3%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.2%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.2%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.2%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.2%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.2%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	7,870			3,338			7,870			193		

## Notes:

Total Records Reported by this PSAP: 8780  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 8780

# Fractile 911 Call Response Time Distribution

Redding Emergency Comm. Center

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	535	94.2%	94.2%	0	0.0%	0.0%	32	5.6%	5.6%	19	100.0%	100.0
<= 0m 20s	32	5.6%	99.8%	11	16.4%	16.4%	45	7.9%	13.6%	0	0.0%	100.0
<= 0m 30s	1	0.2%	100.0	19	28.4%	44.8%	50	8.8%	22.4%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	13	19.4%	64.2%	63	11.1%	33.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	6	9.0%	73.1%	62	10.9%	44.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	10.4%	83.6%	56	9.9%	54.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	10.4%	94.0%	139	24.5%	78.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	3.0%	97.0%	59	10.4%	89.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	1.5%	98.5%	23	4.0%	93.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	1.5%	100.0	17	3.0%	96.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.9%	97.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.5%	97.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	97.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	98.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.1%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	99.5%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.6%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	568			67			568			19		

**Notes:**

Total Records Reported by this PSAP: 631  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 631

# Fractile 911 Call Response Time Distribution

Ridgefield Police Department

For Date Range From 10/1/2010 To 12/30/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1374	98.4%	98.4%	13	2.4%	2.4%	136	9.7%	9.7%	44	93.6%	93.6%
<= 0m 20s	21	1.5%	99.9%	258	48.6%	51.0%	202	14.5%	24.2%	2	4.3%	97.9%
<= 0m 30s	2	0.1%	100.0	167	31.5%	82.5%	176	12.6%	36.8%	1	2.1%	100.0
<= 0m 40s	0	0.0%	100.0	43	8.1%	90.6%	249	17.8%	54.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	14	2.6%	93.2%	148	10.6%	65.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	14	2.6%	95.9%	115	8.2%	73.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	12	2.3%	98.1%	186	13.3%	86.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.6%	98.7%	66	4.7%	91.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	99.1%	39	2.8%	94.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.1%	17	1.2%	95.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.1%	15	1.1%	96.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.4%	99.4%	5	0.4%	96.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	99.6%	9	0.6%	97.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.6%	9	0.6%	98.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	99.8%	8	0.6%	98.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.2%	100.0	6	0.4%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,397			531			1,397			47		

**Notes:**

Total Records Reported by this PSAP: 1653  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1653

# Fractile 911 Call Response Time Distribution

Rocky Hill Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1582	96.9%	96.9%	2	1.0%	1.0%	132	8.1%	8.1%	40	95.2%	95.2%
<= 0m 20s	43	2.6%	99.6%	60	30.3%	31.3%	215	13.2%	21.3%	0	0.0%	95.2%
<= 0m 30s	7	0.4%	100.0	77	38.9%	70.2%	197	12.1%	33.3%	2	4.8%	100.0
<= 0m 40s	0	0.0%	100.0	38	19.2%	89.4%	163	10.0%	43.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	7	3.5%	92.9%	142	8.7%	52.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	1.5%	94.4%	102	6.3%	58.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	3.5%	98.0%	267	16.4%	74.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.5%	98.5%	173	10.6%	85.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.0%	99.5%	93	5.7%	90.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.5%	56	3.4%	94.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.5%	24	1.5%	95.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.5%	18	1.1%	96.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.5%	14	0.9%	97.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.5%	100.0	10	0.6%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	98.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,632			198			1,632			42		

**Notes:**

Total Records Reported by this PSAP: 1786  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1786

# Fractile 911 Call Response Time Distribution

Seymour Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	833	97.8%	97.8%	1	0.2%	0.2%	19	2.2%	2.2%	15	93.8%	93.8%
<= 0m 20s	15	1.8%	99.5%	110	27.4%	27.7%	58	6.8%	9.0%	0	0.0%	93.8%
<= 0m 30s	4	0.5%	100.0	163	40.6%	68.3%	64	7.5%	16.5%	1	6.3%	100.0
<= 0m 40s	0	0.0%	100.0	84	20.9%	89.3%	114	13.4%	29.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	24	6.0%	95.3%	90	10.6%	40.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	2.7%	98.0%	102	12.0%	52.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	2.0%	100.0	178	20.9%	73.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	112	13.1%	86.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	48	5.6%	92.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	30	3.5%	95.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	13	1.5%	97.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.6%	97.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	98.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.7%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	852			401			852			16		

**Notes:**

Total Records Reported by this PSAP: 911  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 911

# Fractile 911 Call Response Time Distribution

Shelton Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2507	98.5%	98.5%	61	6.1%	6.1%	184	7.2%	7.2%	64	95.5%	95.5%
<= 0m 20s	34	1.3%	99.9%	467	47.0%	53.1%	288	11.3%	18.6%	2	3.0%	98.5%
<= 0m 30s	2	0.1%	100.0	277	27.9%	81.0%	534	21.0%	39.5%	1	1.5%	100.0
<= 0m 40s	1	0.0%	100.0	109	11.0%	92.0%	462	18.2%	57.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	29	2.9%	94.9%	265	10.4%	68.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	15	1.5%	96.4%	159	6.3%	74.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	19	1.9%	98.3%	332	13.1%	87.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	0.6%	98.9%	137	5.4%	92.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	6	0.6%	99.5%	59	2.3%	95.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.3%	99.8%	39	1.5%	96.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.9%	23	0.9%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.9%	17	0.7%	98.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	9	0.4%	98.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.1%	100.0	13	0.5%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,544			994			2,544			67		

**Notes:**

Total Records Reported by this PSAP: 2846  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2846

# Fractile 911 Call Response Time Distribution

Simsbury Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1302	98.0%	98.0%	0	0.0%	0.0%	232	17.5%	17.5%	76	83.5%	83.5%
<= 0m 20s	24	1.8%	99.8%	2	3.8%	3.8%	147	11.1%	28.5%	7	7.7%	91.2%
<= 0m 30s	3	0.2%	100.0	8	15.4%	19.2%	103	7.8%	36.3%	8	8.8%	100.0
<= 0m 40s	0	0.0%	100.0	10	19.2%	38.5%	95	7.1%	43.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	15.4%	53.8%	93	7.0%	50.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	11.5%	65.4%	85	6.4%	56.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	13	25.0%	90.4%	188	14.1%	71.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	1.9%	92.3%	106	8.0%	78.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	5.8%	98.1%	75	5.6%	84.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	1.9%	100.0	41	3.1%	87.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	36	2.7%	90.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	24	1.8%	92.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	23	1.7%	93.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	19	1.4%	95.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	18	1.4%	96.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.7%	97.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.8%	98.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.8%	98.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	99.3%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.4%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.5%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,329			52			1,329			91		

## Notes:

Total Records Reported by this PSAP: 1600  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 1600

# Fractile 911 Call Response Time Distribution

South Central Emergency Comm. Ctr.

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1794	99.4%	99.4%	0	0.0%	0.0%	43	2.4%	2.4%	15	100.0%	100.0
<= 0m 20s	10	0.6%	99.9%	15	12.2%	12.2%	42	2.3%	4.7%	0	0.0%	100.0
<= 0m 30s	1	0.1%	100.0	28	22.8%	35.0%	36	2.0%	6.7%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	34	27.6%	62.6%	99	5.5%	12.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	17	13.8%	76.4%	149	8.3%	20.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	8.9%	85.4%	198	11.0%	31.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	13	10.6%	95.9%	618	34.2%	65.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	2.4%	98.4%	355	19.7%	85.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.8%	99.2%	114	6.3%	91.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.8%	100.0	54	3.0%	94.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	31	1.7%	96.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.9%	97.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	97.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	98.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.8%	98.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,805			123			1,805			15		

**Notes:**

Total Records Reported by this PSAP: 1857  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1857

# Fractile 911 Call Response Time Distribution

South Windsor Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1583	98.9%	98.9%	0	0.0%	0.0%	113	7.1%	7.1%	57	98.3%	98.3%
<= 0m 20s	17	1.1%	99.9%	47	23.0%	23.0%	168	10.5%	17.6%	1	1.7%	100.0
<= 0m 30s	1	0.1%	100.0	90	44.1%	67.2%	151	9.4%	27.0%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	43	21.1%	88.2%	196	12.2%	39.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	10	4.9%	93.1%	135	8.4%	47.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	2.0%	95.1%	130	8.1%	55.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	2.5%	97.5%	270	16.9%	72.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	2.0%	99.5%	130	8.1%	80.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.5%	100.0	75	4.7%	85.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	43	2.7%	88.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	27	1.7%	89.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	32	2.0%	91.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	13	0.8%	92.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	18	1.1%	93.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	39	2.4%	96.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	18	1.1%	97.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.6%	97.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.9%	98.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.1%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.3%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,601			204			1,601			58		

**Notes:**

Total Records Reported by this PSAP: 1795  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1795

# Fractile 911 Call Response Time Distribution

Southbury Public Safety

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1213	93.2%	93.2%	0	0.0%	0.0%	154	11.8%	11.8%	38	63.3%	63.3%
<= 0m 20s	81	6.2%	99.4%	1	2.5%	2.5%	99	7.6%	19.4%	3	5.0%	68.3%
<= 0m 30s	8	0.6%	100.0	18	45.0%	47.5%	106	8.1%	27.6%	19	31.7%	100.0
<= 0m 40s	0	0.0%	100.0	11	27.5%	75.0%	131	10.1%	37.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	3	7.5%	82.5%	112	8.6%	46.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	10.0%	92.5%	104	8.0%	54.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	3	7.5%	100.0	271	20.8%	75.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	146	11.2%	86.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	72	5.5%	91.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	25	1.9%	93.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	23	1.8%	95.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.8%	96.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	8	0.6%	96.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	97.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	97.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.6%	98.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.3%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,302			40			1,302			60		

**Notes:**

Total Records Reported by this PSAP: 1424  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1424

# Fractile 911 Call Response Time Distribution

Southington Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2710	99.3%	99.3%	0	0.0%	0.0%	195	7.1%	7.1%	31	100.0%	100.0
<= 0m 20s	16	0.6%	99.9%	207	23.4%	23.4%	230	8.4%	15.6%	0	0.0%	100.0
<= 0m 30s	2	0.1%	100.0	342	38.6%	62.0%	236	8.7%	24.2%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	177	20.0%	81.9%	318	11.7%	35.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	66	7.4%	89.4%	280	10.3%	46.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	28	3.2%	92.6%	223	8.2%	54.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	49	5.5%	98.1%	414	15.2%	69.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	10	1.1%	99.2%	284	10.4%	79.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	5	0.6%	99.8%	201	7.4%	87.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	112	4.1%	91.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	71	2.6%	94.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.9%	47	1.7%	95.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	27	1.0%	96.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	18	0.7%	97.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.1%	100.0	30	1.1%	98.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.6%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.4%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,728			886			2,728			31		

**Notes:**

Total Records Reported by this PSAP: 2927  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2927

# Fractile 911 Call Response Time Distribution

Stamford Emergency Communications

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	10946	93.1%	93.1%	1	0.2%	0.2%	2360	20.1%	20.1%	738	79.1%	79.1%
<= 0m 20s	678	5.8%	98.9%	155	32.3%	32.5%	1499	12.8%	32.8%	46	4.9%	84.0%
<= 0m 30s	112	1.0%	99.8%	123	25.6%	58.1%	1064	9.1%	41.9%	140	15.0%	99.0%
<= 0m 40s	13	0.1%	99.9%	70	14.6%	72.7%	1181	10.0%	51.9%	0	0.0%	99.0%
<= 0m 50s	5	0.0%	100.0	39	8.1%	80.8%	972	8.3%	60.2%	0	0.0%	99.0%
<= 1m 0s	0	0.0%	100.0	27	5.6%	86.5%	877	7.5%	67.7%	3	0.3%	99.4%
<= 1m 30s	1	0.0%	100.0	39	8.1%	94.6%	1771	15.1%	82.7%	0	0.0%	99.4%
<= 2m 0s	0	0.0%	100.0	16	3.3%	97.9%	858	7.3%	90.0%	1	0.1%	99.5%
<= 2m 30s	0	0.0%	100.0	1	0.2%	98.1%	426	3.6%	93.6%	0	0.0%	99.5%
<= 3m 0s	0	0.0%	100.0	1	0.2%	98.3%	219	1.9%	95.5%	1	0.1%	99.6%
<= 3m 30s	0	0.0%	100.0	4	0.8%	99.2%	133	1.1%	96.6%	0	0.0%	99.6%
<= 4m 0s	0	0.0%	100.0	3	0.6%	99.8%	80	0.7%	97.3%	0	0.0%	99.6%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	66	0.6%	97.9%	0	0.0%	99.6%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	53	0.5%	98.3%	0	0.0%	99.6%
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	66	0.6%	98.9%	1	0.1%	99.7%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	49	0.4%	99.3%	0	0.0%	99.7%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.2%	99.5%	1	0.1%	99.8%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.2%	99.7%	0	0.0%	99.8%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.1%	99.8%	0	0.0%	99.8%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.8%	0	0.0%	99.8%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.9%	0	0.0%	99.8%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.9%	0	0.0%	99.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	99.8%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	99.9%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	1	0.1%	100.0
<b>Tot. Counts:</b>	11,755			480			11,756			933		

**Notes:**

Total Records Reported by this PSAP: 15460  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 15460

# Fractile 911 Call Response Time Distribution

Stonington Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1240	98.5%	98.5%	1	0.5%	0.5%	106	8.4%	8.4%	26	81.3%	81.3%
<= 0m 20s	17	1.4%	99.8%	57	28.9%	29.4%	107	8.5%	16.9%	2	6.3%	87.5%
<= 0m 30s	2	0.2%	100.0	66	33.5%	62.9%	117	9.3%	26.2%	4	12.5%	100.0
<= 0m 40s	0	0.0%	100.0	41	20.8%	83.8%	135	10.7%	36.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	13	6.6%	90.4%	143	11.4%	48.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	3.6%	93.9%	108	8.6%	56.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	3.6%	97.5%	236	18.7%	75.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.5%	98.0%	87	6.9%	82.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.0%	38	3.0%	85.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.5%	98.5%	32	2.5%	88.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.5%	19	1.5%	89.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.5%	99.0%	24	1.9%	91.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.5%	99.5%	23	1.8%	93.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.5%	23	1.8%	95.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.5%	28	2.2%	97.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.5%	100.0	12	1.0%	98.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.7%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,259			197			1,259			32		

**Notes:**

Total Records Reported by this PSAP: 1381  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1381

# Fractile 911 Call Response Time Distribution

Stratford Emergency Communications Ctr.

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4697	99.2%	99.2%	0	0.0%	0.0%	630	13.3%	13.3%	135	99.3%	99.3%
<= 0m 20s	35	0.7%	100.0	131	27.9%	27.9%	559	11.8%	25.1%	1	0.7%	100.0
<= 0m 30s	1	0.0%	100.0	202	43.1%	71.0%	527	11.1%	36.2%	0	0.0%	100.0
<= 0m 40s	1	0.0%	100.0	62	13.2%	84.2%	575	12.1%	48.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	33	7.0%	91.3%	346	7.3%	55.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	14	3.0%	94.2%	315	6.7%	62.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	17	3.6%	97.9%	723	15.3%	77.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	1.3%	99.1%	450	9.5%	87.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.4%	235	5.0%	92.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.6%	138	2.9%	95.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.6%	75	1.6%	96.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.6%	41	0.9%	97.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.6%	30	0.6%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.6%	18	0.4%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.6%	24	0.5%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.6%	14	0.3%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.6%	9	0.2%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	1	0.2%	99.8%	13	0.3%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.8%	4	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.8%	2	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	1	0.2%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	4,734			469			4,734			136		

**Notes:**

Total Records Reported by this PSAP: 5268  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 5268

# Fractile 911 Call Response Time Distribution

Suffield Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	771	94.8%	94.8%	0	0.0%	100.0	61	7.5%	7.5%	27	79.4%	79.4%
<= 0m 20s	38	4.7%	99.5%	0	0.0%	100.0	100	12.3%	19.8%	0	0.0%	79.4%
<= 0m 30s	4	0.5%	100.0	0	0.0%	100.0	112	13.8%	33.6%	7	20.6%	100.0
<= 0m 40s	0	0.0%	100.0	0	0.0%	100.0	153	18.8%	52.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	0	0.0%	100.0	102	12.5%	64.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	0	0.0%	100.0	88	10.8%	75.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	0	0.0%	100.0	118	14.5%	90.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	37	4.6%	94.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	15	1.8%	96.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.9%	97.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.6%	98.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	98.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	813			0			813			34		

**Notes:**

Total Records Reported by this PSAP: 947  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 947

# Fractile 911 Call Response Time Distribution

Thomaston Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	398	95.2%	95.2%	0	0.0%	0.0%	16	3.8%	3.8%	6	60.0%	60.0%
<= 0m 20s	17	4.1%	99.3%	1	1.4%	1.4%	26	6.2%	10.0%	0	0.0%	60.0%
<= 0m 30s	3	0.7%	100.0	18	25.4%	26.8%	34	8.1%	18.2%	3	30.0%	90.0%
<= 0m 40s	0	0.0%	100.0	22	31.0%	57.7%	50	12.0%	30.1%	1	10.0%	100.0
<= 0m 50s	0	0.0%	100.0	12	16.9%	74.6%	53	12.7%	42.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	9.9%	84.5%	41	9.8%	52.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	12.7%	97.2%	81	19.4%	72.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	1.4%	98.6%	44	10.5%	82.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.6%	15	3.6%	86.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.6%	10	2.4%	88.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.6%	11	2.6%	91.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.6%	11	2.6%	93.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.6%	7	1.7%	95.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	1.4%	100.0	4	1.0%	96.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	1.2%	97.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.7%	98.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.7%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.0%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.7%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	418			71			418			10		

**Notes:**

Total Records Reported by this PSAP: 441  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 441

# Fractile 911 Call Response Time Distribution

Tolland County Mutual Aid Dispatch Center

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7536	97.7%	97.7%	28	0.9%	0.9%	526	6.8%	6.8%	189	87.1%	87.1%
<= 0m 20s	156	2.0%	99.7%	1006	30.9%	31.7%	816	10.6%	17.4%	10	4.6%	91.7%
<= 0m 30s	21	0.3%	100.0	1188	36.4%	68.2%	1479	19.2%	36.6%	17	7.8%	99.5%
<= 0m 40s	0	0.0%	100.0	612	18.8%	86.9%	1805	23.4%	60.0%	1	0.5%	100.0
<= 0m 50s	1	0.0%	100.0	178	5.5%	92.4%	1012	13.1%	73.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	99	3.0%	95.4%	656	8.5%	81.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	111	3.4%	98.8%	872	11.3%	92.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	22	0.7%	99.5%	269	3.5%	96.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	9	0.3%	99.8%	102	1.3%	97.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	0.1%	99.9%	63	0.8%	98.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.1%	100.0	26	0.3%	98.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.2%	99.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.0%	100.0	12	0.2%	99.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.1%	99.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.2%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.1%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	7,714			3,260			7,714			217		

**Notes:**

Total Records Reported by this PSAP: 8443  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 8443

# Fractile 911 Call Response Time Distribution

Torrington Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2745	99.5%	99.5%	3	0.3%	0.3%	152	5.5%	5.5%	33	97.1%	97.1%
<= 0m 20s	15	0.5%	100.0	585	50.7%	51.0%	168	6.1%	11.6%	0	0.0%	97.1%
<= 0m 30s	0	0.0%	100.0	346	30.0%	80.9%	199	7.2%	18.8%	1	2.9%	100.0
<= 0m 40s	0	0.0%	100.0	129	11.2%	92.1%	200	7.2%	26.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	51	4.4%	96.5%	191	6.9%	33.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	12	1.0%	97.6%	184	6.7%	39.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	18	1.6%	99.1%	587	21.3%	60.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	8	0.7%	99.8%	459	16.6%	77.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.1%	99.9%	256	9.3%	86.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	100.0	138	5.0%	91.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	71	2.6%	94.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	36	1.3%	95.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	26	0.9%	96.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.7%	97.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	30	1.1%	98.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.4%	98.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.4%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,760			1,154			2,760			34		

## Notes:

Total Records Reported by this PSAP: 2961  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 2961

# Fractile 911 Call Response Time Distribution

Trumbull Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2332	99.7%	99.7%	0	0.0%	0.0%	112	4.7%	4.7%	95	100.0%	100.0
<= 0m 20s	8	0.3%	100.0	14	8.6%	8.6%	219	9.3%	14.0%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	48	29.6%	38.3%	205	8.7%	22.7%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	51	31.5%	69.8%	231	9.8%	32.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	21	13.0%	82.7%	182	7.7%	40.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	5.6%	88.3%	181	7.7%	47.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	13	8.0%	96.3%	502	21.3%	69.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.2%	97.5%	372	15.8%	84.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	98.1%	170	7.2%	92.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.6%	98.8%	84	3.6%	95.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.8%	30	1.3%	96.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.6%	99.4%	17	0.7%	97.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.6%	100.0	12	0.5%	98.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	98.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.4%	98.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.5%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,340			162			2,360			95		

## Notes:

Total Records Reported by this PSAP: 2625  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2625

# Fractile 911 Call Response Time Distribution

UCONN Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2156	99.2%	99.2%	0	0.0%	0.0%	557	25.6%	25.6%	35	89.7%	89.7%
<= 0m 20s	15	0.7%	99.9%	32	17.7%	17.7%	650	29.9%	55.5%	2	5.1%	94.9%
<= 0m 30s	2	0.1%	100.0	66	36.5%	54.1%	216	9.9%	65.5%	2	5.1%	100.0
<= 0m 40s	1	0.0%	100.0	45	24.9%	79.0%	174	8.0%	73.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	9	5.0%	84.0%	133	6.1%	79.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	6.1%	90.1%	71	3.3%	82.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	4.4%	94.5%	148	6.8%	89.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	3.3%	97.8%	68	3.1%	92.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	1.7%	99.4%	32	1.5%	94.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	21	1.0%	95.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	18	0.8%	96.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.6%	100.0	15	0.7%	96.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	15	0.7%	97.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.6%	98.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.7%	98.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.4%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.4%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,174			181			2,174			39		

**Notes:**

Total Records Reported by this PSAP: 2377  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2377

# Fractile 911 Call Response Time Distribution

Valley Shore Emergency Communications, Inc.

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6576	98.3%	98.3%	12	0.3%	0.3%	491	7.3%	7.3%	183	93.4%	93.4%
<= 0m 20s	98	1.5%	99.8%	806	19.9%	20.2%	564	8.4%	15.8%	5	2.6%	95.9%
<= 0m 30s	12	0.2%	100.0	1766	43.5%	63.7%	912	13.6%	29.4%	8	4.1%	100.0
<= 0m 40s	1	0.0%	100.0	874	21.5%	85.2%	1486	22.2%	51.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	297	7.3%	92.5%	1019	15.2%	66.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	128	3.2%	95.7%	650	9.7%	76.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	126	3.1%	98.8%	923	13.8%	90.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	33	0.8%	99.6%	317	4.7%	95.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	6	0.1%	99.8%	154	2.3%	97.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	5	0.1%	99.9%	63	0.9%	98.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.0%	99.9%	35	0.5%	98.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.0%	100.0	18	0.3%	99.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	13	0.2%	99.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.0%	100.0	5	0.1%	99.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	5	0.1%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	6,687			4,058			6,687			196		

**Notes:**

Total Records Reported by this PSAP: 7409  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 7409

# Fractile 911 Call Response Time Distribution

Vernon Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2293	98.3%	98.3%	9	1.1%	1.1%	187	8.0%	8.0%	57	93.4%	93.4%
<= 0m 20s	36	1.5%	99.8%	218	25.6%	26.6%	280	12.0%	20.0%	1	1.6%	95.1%
<= 0m 30s	4	0.2%	100.0	303	35.5%	62.1%	338	14.5%	34.5%	3	4.9%	100.0
<= 0m 40s	0	0.0%	100.0	176	20.6%	82.8%	375	16.1%	50.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	78	9.1%	91.9%	242	10.4%	61.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	35	4.1%	96.0%	214	9.2%	70.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	28	3.3%	99.3%	367	15.7%	85.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.4%	99.6%	138	5.9%	91.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.2%	99.9%	77	3.3%	95.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.9%	41	1.8%	96.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.9%	24	1.0%	97.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.9%	10	0.4%	98.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	100.0	11	0.5%	98.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.5%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,333			853			2,333			61		

## Notes:

Total Records Reported by this PSAP: 2574  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2574

# Fractile 911 Call Response Time Distribution

Wallingford Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3027	99.6%	99.6%	0	0.0%	0.0%	239	7.9%	7.9%	68	100.0%	100.0
<= 0m 20s	10	0.3%	100.0	34	18.8%	18.8%	301	9.9%	17.8%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	67	37.0%	55.8%	316	10.4%	28.2%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	32	17.7%	73.5%	332	10.9%	39.1%	0	0.0%	100.0
<= 0m 50s	1	0.0%	100.0	21	11.6%	85.1%	274	9.0%	48.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	3.9%	89.0%	286	9.4%	57.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	12	6.6%	95.6%	618	20.3%	77.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.1%	96.7%	313	10.3%	88.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	96.7%	160	5.3%	93.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	1.1%	97.8%	69	2.3%	95.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	97.8%	44	1.4%	97.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.6%	98.3%	26	0.9%	98.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.6%	98.9%	17	0.6%	98.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	98.9%	9	0.3%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.6%	99.4%	18	0.6%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.4%	6	0.2%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.4%	4	0.1%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	1	0.6%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	3,038			181			3,038			68		

## Notes:

Total Records Reported by this PSAP: 3368  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3368

# Fractile 911 Call Response Time Distribution

Waterbury Police Department

For Date Range From 10/1/2010 To 12/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	11946	87.3%	87.3%	1	0.2%	0.2%	778	5.6%	5.6%	641	54.3%	54.3%
<= 0m 20s	1383	10.1%	97.4%	120	27.7%	27.9%	852	6.1%	11.7%	101	8.6%	62.9%
<= 0m 30s	332	2.4%	99.9%	111	25.6%	53.6%	1000	7.2%	18.8%	414	35.1%	98.0%
<= 0m 40s	8	0.1%	99.9%	65	15.0%	68.6%	989	7.1%	25.9%	1	0.1%	98.1%
<= 0m 50s	7	0.1%	100.0	46	10.6%	79.2%	845	6.0%	31.9%	0	0.0%	98.1%
<= 1m 0s	1	0.0%	100.0	30	6.9%	86.1%	824	5.9%	37.8%	0	0.0%	98.1%
<= 1m 30s	1	0.0%	100.0	31	7.2%	93.3%	2400	17.2%	55.0%	1	0.1%	98.1%
<= 2m 0s	1	0.0%	100.0	15	3.5%	96.8%	1795	12.8%	67.9%	0	0.0%	98.1%
<= 2m 30s	1	0.0%	100.0	6	1.4%	98.2%	1270	9.1%	77.0%	0	0.0%	98.1%
<= 3m 0s	0	0.0%	100.0	5	1.2%	99.3%	791	5.7%	82.6%	0	0.0%	98.1%
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.5%	585	4.2%	86.8%	0	0.0%	98.1%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.5%	473	3.4%	90.2%	0	0.0%	98.1%
<= 4m 30s	0	0.0%	100.0	1	0.2%	99.8%	380	2.7%	92.9%	1	0.1%	98.2%
<= 5m 0s	0	0.0%	100.0	1	0.2%	100.0	241	1.7%	94.6%	1	0.1%	98.3%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	343	2.5%	97.1%	0	0.0%	98.3%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	146	1.0%	98.1%	0	0.0%	98.3%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	87	0.6%	98.8%	1	0.1%	98.4%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	61	0.4%	99.2%	0	0.0%	98.4%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	39	0.3%	99.5%	0	0.0%	98.4%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	24	0.2%	99.6%	0	0.0%	98.4%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.1%	99.8%	0	0.0%	98.4%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.8%	0	0.0%	98.4%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.8%	0	0.0%	98.4%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.9%	0	0.0%	98.4%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	98.4%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	98.4%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	1	0.1%	98.5%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	98.5%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	98.5%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.1%	100.0	18	1.5%	100.0
<b>Tot. Counts:</b>	13,680			433			13,973			1,180		

**Notes:**

Total Records Reported by this PSAP: 16279  
 Number of Records not Processed due to Bad 8  
 Total Records Analyzed: 16271

# Fractile 911 Call Response Time Distribution

Waterford Emergency Communications Center

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2211	99.4%	99.4%	0	0.0%	0.0%	165	7.4%	7.4%	71	97.3%	97.3%
<= 0m 20s	11	0.5%	99.9%	122	30.3%	30.3%	202	9.1%	16.5%	0	0.0%	97.3%
<= 0m 30s	3	0.1%	100.0	167	41.5%	71.9%	298	13.4%	29.8%	2	2.7%	100.0
<= 0m 40s	0	0.0%	100.0	54	13.4%	85.3%	341	15.3%	45.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	25	6.2%	91.5%	240	10.8%	55.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	12	3.0%	94.5%	203	9.1%	65.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	16	4.0%	98.5%	361	16.2%	81.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.5%	99.0%	177	7.9%	89.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.3%	74	3.3%	92.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.5%	36	1.6%	94.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.5%	19	0.9%	94.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.5%	100.0	15	0.7%	95.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	15	0.7%	96.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.7%	96.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.9%	97.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.6%	98.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.5%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,225			402			2,229			73		

**Notes:**

Total Records Reported by this PSAP: 2457  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2457

# Fractile 911 Call Response Time Distribution

Watertown Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1528	99.1%	99.1%	1	0.4%	0.4%	124	8.0%	8.1%	44	97.8%	97.8%
<= 0m 20s	14	0.9%	100.0	36	15.4%	15.8%	168	10.9%	19.0%	1	2.2%	100.0
<= 0m 30s	0	0.0%	100.0	97	41.5%	57.3%	152	9.9%	28.9%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	63	26.9%	84.2%	203	13.2%	42.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	19	8.1%	92.3%	164	10.6%	52.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	1.7%	94.0%	147	9.5%	62.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	3.0%	97.0%	290	18.8%	81.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.3%	98.3%	113	7.3%	88.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.9%	99.1%	49	3.2%	91.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.9%	100.0	23	1.5%	93.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	29	1.9%	94.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.7%	95.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	12	0.8%	96.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.6%	97.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	16	1.0%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.8%	98.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,542			234			1,541			45		

**Notes:**

Total Records Reported by this PSAP: 1766  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1766

# Fractile 911 Call Response Time Distribution

West Hartford Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4638	98.6%	98.6%	2	0.3%	0.3%	503	10.7%	10.7%	125	94.7%	94.7%
<= 0m 20s	61	1.3%	99.9%	63	9.1%	9.4%	540	11.5%	22.2%	4	3.0%	97.7%
<= 0m 30s	6	0.1%	100.0	151	21.9%	31.3%	525	11.2%	33.3%	3	2.3%	100.0
<= 0m 40s	0	0.0%	100.0	132	19.1%	50.4%	600	12.8%	46.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	93	13.5%	63.8%	508	10.8%	56.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	68	9.8%	73.7%	411	8.7%	65.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	132	19.1%	92.8%	719	15.3%	80.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	30	4.3%	97.1%	267	5.7%	86.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	11	1.6%	98.7%	139	3.0%	89.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	98.8%	75	1.6%	91.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.3%	99.1%	59	1.3%	92.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.3%	99.4%	59	1.3%	93.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	3	0.4%	99.9%	44	0.9%	94.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.1%	100.0	39	0.8%	95.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	54	1.1%	96.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	44	0.9%	97.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	34	0.7%	98.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	22	0.5%	98.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.3%	99.0%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.2%	99.2%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.3%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.5%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.5%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.6%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.7%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	4,705			691			4,705			132		

**Notes:**

Total Records Reported by this PSAP: 5316  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 5316

# Fractile 911 Call Response Time Distribution

West Haven E.R.S. 911 Center

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6342	99.5%	99.5%	33	5.6%	5.6%	541	8.5%	8.5%	151	99.3%	99.3%
<= 0m 20s	29	0.5%	100.0	226	38.2%	43.8%	864	13.6%	22.1%	1	0.7%	100.0
<= 0m 30s	0	0.0%	100.0	186	31.5%	75.3%	793	12.4%	34.5%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	86	14.6%	89.8%	892	14.0%	48.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	23	3.9%	93.7%	657	10.3%	58.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	2.2%	95.9%	501	7.9%	66.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	14	2.4%	98.3%	1072	16.8%	83.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	9	1.5%	99.8%	517	8.1%	91.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.8%	239	3.8%	95.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	88	1.4%	96.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	100.0	66	1.0%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	36	0.6%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	25	0.4%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.3%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	29	0.5%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.2%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	6,371			591			6,371			152		

## Notes:

Total Records Reported by this PSAP: 7060  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 7060

# Fractile 911 Call Response Time Distribution

Weston Communications

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	633	97.7%	97.7%	0	0.0%	0.0%	73	11.3%	11.3%	22	84.6%	84.6%
<= 0m 20s	11	1.7%	99.4%	13	16.5%	16.5%	101	15.6%	26.9%	2	7.7%	92.3%
<= 0m 30s	3	0.5%	99.8%	34	43.0%	59.5%	116	17.9%	44.8%	2	7.7%	100.0
<= 0m 40s	1	0.2%	100.0	13	16.5%	75.9%	96	14.8%	59.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	5	6.3%	82.3%	65	10.0%	69.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	8	10.1%	92.4%	46	7.1%	76.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	6.3%	98.7%	83	12.8%	89.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	1.3%	100.0	25	3.9%	93.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	19	2.9%	96.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.9%	97.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.6%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.6%	98.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	648			79			648			26		

**Notes:**

Total Records Reported by this PSAP: 758  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 758

# Fractile 911 Call Response Time Distribution

Westport Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2004	98.3%	98.3%	0	0.0%	0.0%	198	9.7%	9.7%	80	97.6%	97.6%
<= 0m 20s	30	1.5%	99.8%	68	19.3%	19.3%	269	13.2%	22.9%	0	0.0%	97.6%
<= 0m 30s	4	0.2%	100.0	137	38.8%	58.1%	227	11.1%	34.1%	2	2.4%	100.0
<= 0m 40s	0	0.0%	100.0	86	24.4%	82.4%	284	13.9%	48.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	33	9.3%	91.8%	208	10.2%	58.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	3.1%	94.9%	148	7.3%	65.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	3.1%	98.0%	337	16.5%	82.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	1.1%	99.2%	159	7.8%	89.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.3%	99.4%	62	3.0%	92.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	38	1.9%	94.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.3%	99.7%	31	1.5%	96.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.3%	100.0	11	0.5%	96.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	14	0.7%	97.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	97.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.7%	98.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.5%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,038			353			2,038			82		

**Notes:**

Total Records Reported by this PSAP: 2368  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2368

# Fractile 911 Call Response Time Distribution

Wethersfield Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2176	98.5%	98.5%	6	0.9%	0.9%	188	8.5%	8.5%	52	92.9%	92.9%
<= 0m 20s	30	1.4%	99.8%	83	12.8%	13.8%	273	12.4%	20.9%	0	0.0%	92.9%
<= 0m 30s	3	0.1%	100.0	164	25.4%	39.2%	294	13.3%	34.2%	4	7.1%	100.0
<= 0m 40s	1	0.0%	100.0	125	19.3%	58.5%	373	16.9%	51.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	92	14.2%	72.8%	246	11.1%	62.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	74	11.5%	84.2%	207	9.4%	71.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	82	12.7%	96.9%	384	17.4%	88.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	12	1.9%	98.8%	134	6.1%	95.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	98.9%	41	1.9%	96.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	5	0.8%	99.7%	21	1.0%	97.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	15	0.7%	98.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.8%	11	0.5%	99.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	4	0.2%	99.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,210			646			2,210			56		

**Notes:**

Total Records Reported by this PSAP: 2476  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2476

# Fractile 911 Call Response Time Distribution

Wilton Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1390	98.2%	98.2%	0	0.0%	0.0%	126	8.9%	8.9%	62	87.3%	87.3%
<= 0m 20s	23	1.6%	99.9%	15	10.1%	10.1%	200	14.1%	23.0%	4	5.6%	93.0%
<= 0m 30s	1	0.1%	99.9%	64	43.0%	53.0%	152	10.7%	33.8%	0	0.0%	93.0%
<= 0m 40s	0	0.0%	99.9%	36	24.2%	77.2%	215	15.2%	49.0%	0	0.0%	93.0%
<= 0m 50s	0	0.0%	99.9%	17	11.4%	88.6%	149	10.5%	59.5%	0	0.0%	93.0%
<= 1m 0s	0	0.0%	99.9%	4	2.7%	91.3%	107	7.6%	67.1%	0	0.0%	93.0%
<= 1m 30s	0	0.0%	99.9%	8	5.4%	96.6%	221	15.6%	82.7%	0	0.0%	93.0%
<= 2m 0s	0	0.0%	99.9%	3	2.0%	98.7%	91	6.4%	89.1%	0	0.0%	93.0%
<= 2m 30s	0	0.0%	99.9%	1	0.7%	99.3%	44	3.1%	92.2%	0	0.0%	93.0%
<= 3m 0s	1	0.1%	100.0	0	0.0%	99.3%	19	1.3%	93.6%	1	1.4%	94.4%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.3%	13	0.9%	94.5%	0	0.0%	94.4%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.3%	12	0.8%	95.3%	0	0.0%	94.4%
<= 4m 30s	0	0.0%	100.0	1	0.7%	100.0	8	0.6%	95.9%	0	0.0%	94.4%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.9%	96.8%	0	0.0%	94.4%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	16	1.1%	98.0%	1	1.4%	95.8%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.8%	98.7%	0	0.0%	95.8%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.9%	0	0.0%	95.8%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	99.4%	0	0.0%	95.8%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	95.8%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	95.8%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.9%	0	0.0%	95.8%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	95.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	95.8%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	95.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.8%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.8%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.8%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	3	4.2%	100.0
<b>Tot. Counts:</b>	1,415			149			1,415			71		

**Notes:**

Total Records Reported by this PSAP: 1783  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1783

# Fractile 911 Call Response Time Distribution

Willimantic Switchboard Fire Chiefs Assoc.

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3105	99.5%	99.5%	0	0.0%	0.0%	319	10.2%	10.2%	101	98.1%	98.1%
<= 0m 20s	15	0.5%	99.9%	71	12.4%	12.4%	320	10.2%	20.5%	0	0.0%	98.1%
<= 0m 30s	2	0.1%	100.0	192	33.4%	45.8%	375	12.0%	32.5%	2	1.9%	100.0
<= 0m 40s	0	0.0%	100.0	156	27.2%	73.0%	477	15.3%	47.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	56	9.8%	82.8%	347	11.1%	58.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	33	5.7%	88.5%	275	8.8%	67.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	45	7.8%	96.3%	465	14.9%	82.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	12	2.1%	98.4%	210	6.7%	89.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.7%	99.1%	96	3.1%	92.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.3%	59	1.9%	94.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.3%	52	1.7%	95.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.3%	34	1.1%	97.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	3	0.5%	99.8%	20	0.6%	97.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	19	0.6%	98.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	22	0.7%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.2%	100.0	10	0.3%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.3%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	3,122			574			3,122			103		

## Notes:

Total Records Reported by this PSAP: 3584  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3584

# Fractile 911 Call Response Time Distribution

Windsor Locks Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	891	97.4%	97.4%	0	0.0%	0.0%	79	8.6%	8.6%	24	92.3%	92.3%
<= 0m 20s	23	2.5%	99.9%	12	4.9%	4.9%	119	13.0%	21.6%	0	0.0%	92.3%
<= 0m 30s	1	0.1%	100.0	56	23.0%	27.9%	108	11.8%	33.4%	2	7.7%	100.0
<= 0m 40s	0	0.0%	100.0	42	17.2%	45.1%	115	12.6%	46.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	28	11.5%	56.6%	106	11.6%	57.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	28	11.5%	68.0%	75	8.2%	65.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	62	25.4%	93.4%	207	22.6%	88.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	11	4.5%	98.0%	52	5.7%	94.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.4%	98.4%	23	2.5%	96.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.4%	98.8%	11	1.2%	97.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.4%	99.2%	8	0.9%	98.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.4%	99.6%	3	0.3%	99.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.6%	2	0.2%	99.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.6%	1	0.1%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.4%	100.0	2	0.2%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	915			244			915			26		

## Notes:

Total Records Reported by this PSAP: 1022  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1022

# Fractile 911 Call Response Time Distribution

Windsor Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1992	98.1%	98.1%	1	0.5%	0.5%	146	7.2%	7.2%	60	95.2%	95.2%
<= 0m 20s	36	1.8%	99.9%	47	21.4%	21.8%	182	9.0%	16.1%	0	0.0%	95.2%
<= 0m 30s	2	0.1%	100.0	98	44.5%	66.4%	227	11.2%	27.3%	3	4.8%	100.0
<= 0m 40s	0	0.0%	100.0	37	16.8%	83.2%	272	13.4%	40.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	19	8.6%	91.8%	175	8.6%	49.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	4.1%	95.9%	146	7.2%	56.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	2.3%	98.2%	339	16.7%	73.2%	0	0.0%	100.0
<= 2m 0s	1	0.0%	100.0	2	0.9%	99.1%	206	10.1%	83.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.1%	118	5.8%	89.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.5%	99.5%	62	3.1%	92.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.5%	100.0	41	2.0%	94.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	29	1.4%	95.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	23	1.1%	96.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.6%	97.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	20	1.0%	98.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	98.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.5%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,031			220			2,032			63		

**Notes:**

Total Records Reported by this PSAP: 2302  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2302

# Fractile 911 Call Response Time Distribution

Winsted Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	781	97.3%	97.3%	0	0.0%	0.0%	78	9.7%	9.7%	19	82.6%	82.6%
<= 0m 20s	19	2.4%	99.6%	0	0.0%	0.0%	46	5.7%	15.4%	0	0.0%	82.6%
<= 0m 30s	3	0.4%	100.0	14	31.1%	31.1%	53	6.6%	22.0%	4	17.4%	100.0
<= 0m 40s	0	0.0%	100.0	13	28.9%	60.0%	71	8.8%	30.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	6	13.3%	73.3%	54	6.7%	37.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	13.3%	86.7%	66	8.2%	45.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	8.9%	95.6%	145	18.1%	63.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	95.6%	66	8.2%	72.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	2.2%	97.8%	46	5.7%	77.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	97.8%	35	4.4%	82.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	97.8%	26	3.2%	85.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	2.2%	100.0	19	2.4%	87.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	17	2.1%	89.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	17	2.1%	92.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	28	3.5%	95.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	15	1.9%	97.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.6%	98.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	98.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.7%	99.3%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	803			45			803			23		

**Notes:**

Total Records Reported by this PSAP: 876  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 876

# Fractile 911 Call Response Time Distribution

Wolcott Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1213	97.4%	97.4%	0	0.0%	0.0%	87	7.0%	7.0%	44	89.8%	89.8%
<= 0m 20s	27	2.2%	99.6%	117	21.0%	21.0%	97	7.8%	14.8%	1	2.0%	91.8%
<= 0m 30s	4	0.3%	99.9%	189	34.0%	55.0%	157	12.6%	27.4%	4	8.2%	100.0
<= 0m 40s	0	0.0%	99.9%	135	24.3%	79.3%	247	19.8%	47.2%	0	0.0%	100.0
<= 0m 50s	1	0.1%	100.0	64	11.5%	90.8%	201	16.1%	63.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	25	4.5%	95.3%	128	10.3%	73.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	17	3.1%	98.4%	179	14.4%	88.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.7%	99.1%	62	5.0%	93.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.3%	25	2.0%	95.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.5%	17	1.4%	96.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.6%	4	0.3%	96.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.8%	10	0.8%	97.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	9	0.7%	98.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	4	0.3%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	5	0.4%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,245			556			1,245			49		

**Notes:**

Total Records Reported by this PSAP: 1422  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1422

# Fractile 911 Call Response Time Distribution

Woodbridge Police Department

For Date Range From 10/1/2010 To 12/31/2010

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	895	97.3%	97.3%	0	0.0%	0.0%	75	8.2%	8.2%	27	100.0%	100.0
<= 0m 20s	25	2.7%	100.0	77	37.6%	37.6%	72	7.8%	16.0%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	84	41.0%	78.5%	88	9.6%	25.5%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	23	11.2%	89.8%	126	13.7%	39.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	12	5.9%	95.6%	103	11.2%	50.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	1.5%	97.1%	99	10.8%	61.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	3	1.5%	98.5%	199	21.6%	82.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.0%	99.5%	74	8.0%	90.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.5%	30	3.3%	94.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.5%	12	1.3%	95.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.5%	9	1.0%	96.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.5%	100.0	9	1.0%	97.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	8	0.9%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	920			205			920			27		

**Notes:**

Total Records Reported by this PSAP: 1017  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1017