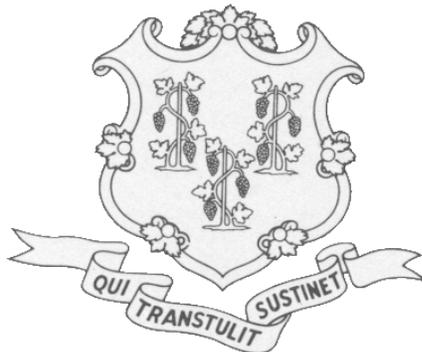


**Department of Emergency Services and  
Public Protection  
Office of Statewide Emergency Telecommunications**

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



**July – September 2012**

# ***E9-1-1 TOTAL CALL COUNT REPORT 3rd QUARTER 2012***

## **Executive Summary**

All 104 PSAPs submitted an E9-1-1 Total Call Report for the third quarter of 2012

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 77.6% of its 9-1-1 calls in 10 sec of receipt.
- Waterbury Police department answered 89.0% of its 9-1-1 calls in 10 sec of receipt.

The statewide average for all PSAPs during the third quarter of 2012 was 95.2%.

# Fractile 911 Call Response Time Distribution

-- ALL PSAPs - SUMMARY --

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	509470	95.2%	95.2%	3156	2.4%	2.4%	77770	14.5%	14.5%	22644	80.0%	80.0%
<= 0m 20s	21279	4.0%	99.2%	53252	40.2%	42.6%	69813	13.0%	27.6%	1324	4.7%	84.7%
<= 0m 30s	3380	0.6%	99.9%	39331	29.7%	72.2%	75402	14.1%	41.7%	2918	10.3%	95.0%
<= 0m 40s	248	0.0%	99.9%	17708	13.4%	85.6%	67947	12.7%	54.4%	21	0.1%	95.0%
<= 0m 50s	92	0.0%	99.9%	7309	5.5%	91.1%	44097	8.2%	62.6%	17	0.1%	95.1%
<= 1m 0s	49	0.0%	99.9%	4122	3.1%	94.2%	33417	6.2%	68.9%	8	0.0%	95.1%
<= 1m 30s	71	0.0%	99.9%	5046	3.8%	98.0%	67797	12.7%	81.5%	24	0.1%	95.2%
<= 2m 0s	20	0.0%	99.9%	1423	1.1%	99.1%	36643	6.8%	88.4%	13	0.0%	95.3%
<= 2m 30s	1	0.0%	99.9%	503	0.4%	99.5%	20838	3.9%	92.3%	10	0.0%	95.3%
<= 3m 0s	4	0.0%	99.9%	238	0.2%	99.7%	12208	2.3%	94.6%	10	0.0%	95.3%
<= 3m 30s	2	0.0%	99.9%	111	0.1%	99.8%	7693	1.4%	96.0%	7	0.0%	95.4%
<= 4m 0s	5	0.0%	99.9%	62	0.0%	99.8%	5266	1.0%	97.0%	8	0.0%	95.4%
<= 4m 30s	4	0.0%	99.9%	57	0.0%	99.8%	3548	0.7%	97.7%	13	0.0%	95.4%
<= 5m 0s	0	0.0%	99.9%	25	0.0%	99.9%	2505	0.5%	98.1%	3	0.0%	95.4%
<= 6m 0s	3	0.0%	99.9%	32	0.0%	99.9%	3321	0.6%	98.7%	7	0.0%	95.5%
<= 7m 0s	1	0.0%	99.9%	19	0.0%	99.9%	2014	0.4%	99.1%	9	0.0%	95.5%
<= 8m 0s	5	0.0%	99.9%	13	0.0%	99.9%	1332	0.2%	99.4%	5	0.0%	95.5%
<= 9m 0s	9	0.0%	99.9%	3	0.0%	99.9%	933	0.2%	99.5%	6	0.0%	95.5%
<= 10m 0s	15	0.0%	99.9%	2	0.0%	99.9%	634	0.1%	99.7%	14	0.0%	95.6%
<= 11m 0s	2	0.0%	99.9%	1	0.0%	99.9%	375	0.1%	99.7%	10	0.0%	95.6%
<= 12m 0s	3	0.0%	100.0	0	0.0%	99.9%	272	0.1%	99.8%	12	0.0%	95.7%
<= 13m 0s	6	0.0%	100.0	3	0.0%	99.9%	199	0.0%	99.8%	6	0.0%	95.7%
<= 14m 0s	0	0.0%	100.0	1	0.0%	99.9%	134	0.0%	99.8%	2	0.0%	95.7%
<= 15m 0s	2	0.0%	100.0	0	0.0%	99.9%	81	0.0%	99.9%	9	0.0%	95.7%
<= 16m 0s	8	0.0%	100.0	1	0.0%	99.9%	74	0.0%	99.9%	7	0.0%	95.7%
<= 17m 0s	1	0.0%	100.0	1	0.0%	99.9%	50	0.0%	99.9%	6	0.0%	95.8%
<= 18m 0s	1	0.0%	100.0	1	0.0%	99.9%	36	0.0%	99.9%	6	0.0%	95.8%
<= 19m 0s	0	0.0%	100.0	0	0.0%	99.9%	32	0.0%	99.9%	10	0.0%	95.8%
<= 20m 0s	1	0.0%	100.0	0	0.0%	99.9%	26	0.0%	99.9%	6	0.0%	95.8%
>= 20m 0s	163	0.0%	100.0	87	0.1%	100.0	436	0.1%	100.0	801	2.8%	98.7%
<b>Tot. Counts:</b>	534,845			132,507			534,893			27,936		

Notes:

# Fractile 911 Call Response Time Distribution

Ansonia Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1751	97.5%	97.5%	0	0.0%	0.0%	125	7.0%	7.0%	53	94.6%	94.6%
<= 0m 20s	36	2.0%	99.5%	67	12.8%	12.8%	197	11.0%	17.9%	1	1.8%	96.4%
<= 0m 30s	7	0.4%	99.9%	127	24.3%	37.2%	190	10.6%	28.5%	2	3.6%	100.0
<= 0m 40s	2	0.1%	100.0	153	29.3%	66.5%	240	13.4%	41.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	81	15.5%	82.0%	227	12.6%	54.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	42	8.0%	90.0%	201	11.2%	65.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	38	7.3%	97.3%	331	18.4%	84.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	11	2.1%	99.4%	153	8.5%	92.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	99.8%	57	3.2%	95.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	100.0	38	2.1%	97.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	16	0.9%	98.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	99.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	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	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>	1,796			522			1,796			56		

## Notes:

Total Records Reported by this PSAP: 1939  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 1939

# Fractile 911 Call Response Time Distribution

Avon Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1402	96.6%	96.6%	0	0.0%	0.0%	100	6.9%	6.9%	32	76.2%	76.2%
<= 0m 20s	42	2.9%	99.5%	86	13.5%	13.5%	156	10.8%	17.6%	2	4.8%	81.0%
<= 0m 30s	7	0.5%	100.0	96	15.1%	28.6%	162	11.2%	28.8%	7	16.7%	97.6%
<= 0m 40s	0	0.0%	100.0	99	15.5%	44.1%	174	12.0%	40.8%	0	0.0%	97.6%
<= 0m 50s	0	0.0%	100.0	111	17.4%	61.5%	162	11.2%	52.0%	0	0.0%	97.6%
<= 1m 0s	0	0.0%	100.0	80	12.6%	74.1%	156	10.8%	62.7%	0	0.0%	97.6%
<= 1m 30s	0	0.0%	100.0	123	19.3%	93.4%	304	21.0%	83.7%	1	2.4%	100.0
<= 2m 0s	0	0.0%	100.0	32	5.0%	98.4%	112	7.7%	91.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	5	0.8%	99.2%	46	3.2%	94.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.4%	21	1.4%	96.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.5%	17	1.2%	97.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.7%	9	0.6%	97.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	99.8%	5	0.3%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	4	0.3%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	5	0.3%	98.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	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	2	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	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	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,451			637			1,451			42		

**Notes:**

Total Records Reported by this PSAP: 1611  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1611

# Fractile 911 Call Response Time Distribution

Berlin Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1492	96.4%	96.4%	0	0.0%	0.0%	97	6.3%	6.3%	15	83.3%	83.3%
<= 0m 20s	49	3.2%	99.6%	103	18.0%	18.0%	139	9.0%	15.3%	1	5.6%	88.9%
<= 0m 30s	6	0.4%	100.0	206	36.1%	54.1%	133	8.6%	23.9%	2	11.1%	100.0
<= 0m 40s	0	0.0%	100.0	104	18.2%	72.3%	182	11.8%	35.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	67	11.7%	84.1%	166	10.7%	46.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	36	6.3%	90.4%	123	8.0%	54.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	41	7.2%	97.5%	252	16.3%	70.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	1.1%	98.6%	152	9.8%	80.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	8	1.4%	100.0	97	6.3%	86.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	64	4.1%	90.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	41	2.7%	93.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	30	1.9%	95.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	16	1.0%	96.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	96.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	18	1.2%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	16	1.0%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	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	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	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>	1,547			571			1,547			18		

**Notes:**

Total Records Reported by this PSAP: 1622  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1622

# Fractile 911 Call Response Time Distribution

Bethel Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1386	99.2%	99.2%	0	0.0%	0.0%	147	10.5%	10.5%	47	100.0%	100.0
<= 0m 20s	10	0.7%	99.9%	43	26.7%	26.7%	211	15.1%	25.6%	0	0.0%	100.0
<= 0m 30s	1	0.1%	100.0	71	44.1%	70.8%	145	10.4%	36.0%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	22	13.7%	84.5%	162	11.6%	47.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	10	6.2%	90.7%	110	7.9%	55.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	3.1%	93.8%	117	8.4%	63.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	3.7%	97.5%	267	19.1%	83.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.9%	99.4%	108	7.7%	90.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.4%	57	4.1%	94.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	35	2.5%	97.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	9	0.6%	97.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.6%	100.0	9	0.6%	98.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	98.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	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>	1,397			161			1,397			47		

**Notes:**

Total Records Reported by this PSAP: 1629  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1629

# Fractile 911 Call Response Time Distribution

Bloomfield Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2681	98.3%	98.3%	172	16.8%	16.8%	313	11.5%	11.5%	98	96.1%	96.1%
<= 0m 20s	42	1.5%	99.9%	33	3.2%	20.1%	470	17.2%	28.7%	3	2.9%	99.0%
<= 0m 30s	3	0.1%	100.0	93	9.1%	29.2%	245	9.0%	37.7%	1	1.0%	100.0
<= 0m 40s	0	0.0%	100.0	153	15.0%	44.1%	227	8.3%	46.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	95	9.3%	53.4%	199	7.3%	53.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	132	12.9%	66.3%	169	6.2%	59.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	216	21.1%	87.5%	504	18.5%	78.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	100	9.8%	97.3%	262	9.6%	87.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	20	2.0%	99.2%	129	4.7%	92.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	7	0.7%	99.9%	74	2.7%	95.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	100.0	38	1.4%	96.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.8%	97.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	17	0.6%	97.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.3%	98.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.7%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.3%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.7%	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	1	0.0%	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%	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	0.0%	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>	2,726			1,022			2,726			102		

**Notes:**

Total Records Reported by this PSAP: 3160  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3160

# Fractile 911 Call Response Time Distribution

Branford Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2439	99.6%	99.6%	0	0.0%	0.0%	127	5.2%	5.2%	47	100.0%	100.0
<= 0m 20s	9	0.4%	99.9%	65	27.1%	27.1%	221	9.0%	14.2%	0	0.0%	100.0
<= 0m 30s	2	0.1%	100.0	81	33.8%	60.8%	226	9.2%	23.4%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	53	22.1%	82.9%	277	11.3%	34.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	12	5.0%	87.9%	258	10.5%	45.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	5.4%	93.3%	220	9.0%	54.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	4.2%	97.5%	509	20.8%	75.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.3%	98.8%	239	9.8%	84.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.4%	99.2%	133	5.4%	90.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.2%	68	2.8%	93.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.4%	99.6%	48	2.0%	94.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.6%	32	1.3%	96.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.4%	100.0	27	1.1%	97.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.8%	98.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.8%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.4%	99.3%	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	3	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	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>	2,450			240			2,450			47		

## Notes:

Total Records Reported by this PSAP: 2642  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2642

# Fractile 911 Call Response Time Distribution

Bridgeport Public Safety Communications Ctr.

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	21668	77.6%	77.6%	7	0.1%	0.1%	2536	9.1%	9.1%	1692	60.1%	60.1%
<= 0m 20s	5196	18.6%	96.2%	297	6.2%	6.3%	2270	8.1%	17.2%	306	10.9%	71.0%
<= 0m 30s	956	3.4%	99.6%	946	19.7%	26.1%	1859	6.7%	23.9%	751	26.7%	97.6%
<= 0m 40s	66	0.2%	99.8%	1085	22.6%	48.7%	2094	7.5%	31.4%	5	0.2%	97.8%
<= 0m 50s	22	0.1%	99.9%	699	14.6%	63.3%	1892	6.8%	38.1%	3	0.1%	97.9%
<= 1m 0s	7	0.0%	99.9%	460	9.6%	72.9%	1704	6.1%	44.2%	1	0.0%	97.9%
<= 1m 30s	11	0.0%	100.0	811	16.9%	89.8%	4655	16.7%	60.9%	0	0.0%	97.9%
<= 2m 0s	0	0.0%	100.0	288	6.0%	95.8%	3322	11.9%	72.8%	0	0.0%	97.9%
<= 2m 30s	0	0.0%	100.0	102	2.1%	97.9%	2284	8.2%	81.0%	1	0.0%	98.0%
<= 3m 0s	0	0.0%	100.0	46	1.0%	98.9%	1525	5.5%	86.4%	1	0.0%	98.0%
<= 3m 30s	0	0.0%	100.0	24	0.5%	99.4%	1005	3.6%	90.0%	1	0.0%	98.0%
<= 4m 0s	0	0.0%	100.0	6	0.1%	99.5%	690	2.5%	92.5%	0	0.0%	98.0%
<= 4m 30s	0	0.0%	100.0	9	0.2%	99.7%	464	1.7%	94.1%	0	0.0%	98.0%
<= 5m 0s	0	0.0%	100.0	3	0.1%	99.8%	354	1.3%	95.4%	0	0.0%	98.0%
<= 6m 0s	0	0.0%	100.0	5	0.1%	99.9%	450	1.6%	97.0%	0	0.0%	98.0%
<= 7m 0s	0	0.0%	100.0	3	0.1%	99.9%	255	0.9%	97.9%	0	0.0%	98.0%
<= 8m 0s	0	0.0%	100.0	1	0.0%	100.0	161	0.6%	98.5%	0	0.0%	98.0%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	107	0.4%	98.9%	1	0.0%	98.1%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	89	0.3%	99.2%	1	0.0%	98.1%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	49	0.2%	99.4%	0	0.0%	98.1%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	39	0.1%	99.5%	1	0.0%	98.2%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	26	0.1%	99.6%	0	0.0%	98.2%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	22	0.1%	99.7%	0	0.0%	98.2%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.1%	99.8%	0	0.0%	98.2%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.1%	99.8%	1	0.0%	98.2%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.0%	99.8%	0	0.0%	98.2%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	99.9%	0	0.0%	98.2%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.9%	1	0.0%	98.2%
<= 20m 0s	1	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.9%	0	0.0%	98.2%
>= 20m 0s	8	0.0%	100.0	2	0.0%	100.0	30	0.1%	100.0	46	1.6%	99.9%
<b>Tot. Counts:</b>	27,935			4,794			27,938			2,812		

**Notes:**

Total Records Reported by this PSAP: 33728  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 33728

# Fractile 911 Call Response Time Distribution

Bristol Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5843	99.1%	99.1%	0	0.0%	0.0%	514	8.7%	8.7%	173	98.9%	98.9%
<= 0m 20s	52	0.9%	99.9%	23	14.3%	14.3%	623	10.6%	19.3%	1	0.6%	99.4%
<= 0m 30s	3	0.1%	100.0	60	37.3%	51.6%	556	9.4%	28.7%	1	0.6%	100.0
<= 0m 40s	0	0.0%	100.0	31	19.3%	70.8%	523	8.9%	37.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	18	11.2%	82.0%	372	6.3%	43.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	10	6.2%	88.2%	301	5.1%	49.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	12	7.5%	95.7%	789	13.4%	62.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.9%	97.5%	640	10.9%	73.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.2%	98.8%	436	7.4%	80.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.8%	332	5.6%	86.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.8%	228	3.9%	90.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.6%	99.4%	168	2.8%	92.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.6%	100.0	102	1.7%	94.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	71	1.2%	95.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	81	1.4%	97.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	56	0.9%	98.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	34	0.6%	98.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	26	0.4%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.3%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.3%	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	5	0.1%	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	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>	5,898			161			5,898			175		

**Notes:**

Total Records Reported by this PSAP: 6654  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 6654

# Fractile 911 Call Response Time Distribution

Brookfield Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1096	99.5%	99.5%	0	0.0%	0.0%	73	6.6%	6.6%	32	94.1%	94.1%
<= 0m 20s	5	0.5%	99.9%	36	22.6%	22.6%	107	9.7%	16.3%	0	0.0%	94.1%
<= 0m 30s	0	0.0%	99.9%	65	40.9%	63.5%	150	13.6%	29.9%	2	5.9%	100.0
<= 0m 40s	0	0.0%	99.9%	25	15.7%	79.2%	241	21.9%	51.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.9%	11	6.9%	86.2%	163	14.8%	66.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.9%	5	3.1%	89.3%	86	7.8%	74.4%	0	0.0%	100.0
<= 1m 30s	1	0.1%	100.0	12	7.5%	96.9%	151	13.7%	88.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.9%	98.7%	72	6.5%	94.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	99.4%	16	1.5%	96.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	13	1.2%	97.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.6%	100.0	8	0.7%	98.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	98.5%	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	0.3%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	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%	99.9%	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>	1,102			159			1,102			34		

**Notes:**

Total Records Reported by this PSAP: 1212  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1212

# Fractile 911 Call Response Time Distribution

Canton Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	737	95.7%	95.7%	0	0.0%	0.0%	89	11.6%	11.6%	18	50.0%	50.0%
<= 0m 20s	24	3.1%	98.8%	2	1.0%	1.0%	94	12.2%	23.8%	2	5.6%	55.6%
<= 0m 30s	3	0.4%	99.2%	17	8.3%	9.3%	81	10.5%	34.3%	2	5.6%	61.1%
<= 0m 40s	6	0.8%	100.0	14	6.8%	16.1%	48	6.2%	40.5%	0	0.0%	61.1%
<= 0m 50s	0	0.0%	100.0	17	8.3%	24.4%	42	5.5%	46.0%	1	2.8%	63.9%
<= 1m 0s	0	0.0%	100.0	23	11.2%	35.6%	43	5.6%	51.6%	0	0.0%	63.9%
<= 1m 30s	0	0.0%	100.0	78	38.0%	73.7%	99	12.9%	64.4%	2	5.6%	69.4%
<= 2m 0s	0	0.0%	100.0	30	14.6%	88.3%	121	15.7%	80.1%	0	0.0%	69.4%
<= 2m 30s	0	0.0%	100.0	12	5.9%	94.1%	48	6.2%	86.4%	0	0.0%	69.4%
<= 3m 0s	0	0.0%	100.0	3	1.5%	95.6%	36	4.7%	91.0%	1	2.8%	72.2%
<= 3m 30s	0	0.0%	100.0	0	0.0%	95.6%	17	2.2%	93.2%	0	0.0%	72.2%
<= 4m 0s	0	0.0%	100.0	2	1.0%	96.6%	14	1.8%	95.1%	1	2.8%	75.0%
<= 4m 30s	0	0.0%	100.0	1	0.5%	97.1%	8	1.0%	96.1%	1	2.8%	77.8%
<= 5m 0s	0	0.0%	100.0	0	0.0%	97.1%	11	1.4%	97.5%	1	2.8%	80.6%
<= 6m 0s	0	0.0%	100.0	0	0.0%	97.1%	6	0.8%	98.3%	1	2.8%	83.3%
<= 7m 0s	0	0.0%	100.0	0	0.0%	97.1%	0	0.0%	98.3%	0	0.0%	83.3%
<= 8m 0s	0	0.0%	100.0	0	0.0%	97.1%	1	0.1%	98.4%	0	0.0%	83.3%
<= 9m 0s	0	0.0%	100.0	0	0.0%	97.1%	3	0.4%	98.8%	0	0.0%	83.3%
<= 10m 0s	0	0.0%	100.0	0	0.0%	97.1%	0	0.0%	98.8%	0	0.0%	83.3%
<= 11m 0s	0	0.0%	100.0	0	0.0%	97.1%	1	0.1%	99.0%	0	0.0%	83.3%
<= 12m 0s	0	0.0%	100.0	0	0.0%	97.1%	2	0.3%	99.2%	0	0.0%	83.3%
<= 13m 0s	0	0.0%	100.0	0	0.0%	97.1%	0	0.0%	99.2%	0	0.0%	83.3%
<= 14m 0s	0	0.0%	100.0	0	0.0%	97.1%	0	0.0%	99.2%	0	0.0%	83.3%
<= 15m 0s	0	0.0%	100.0	0	0.0%	97.1%	0	0.0%	99.2%	0	0.0%	83.3%
<= 16m 0s	0	0.0%	100.0	0	0.0%	97.1%	0	0.0%	99.2%	0	0.0%	83.3%
<= 17m 0s	0	0.0%	100.0	0	0.0%	97.1%	0	0.0%	99.2%	0	0.0%	83.3%
<= 18m 0s	0	0.0%	100.0	0	0.0%	97.1%	0	0.0%	99.2%	0	0.0%	83.3%
<= 19m 0s	0	0.0%	100.0	0	0.0%	97.1%	0	0.0%	99.2%	0	0.0%	83.3%
<= 20m 0s	0	0.0%	100.0	0	0.0%	97.1%	0	0.0%	99.2%	0	0.0%	83.3%
>= 20m 0s	0	0.0%	100.0	0	0.0%	97.1%	0	0.0%	99.2%	0	0.0%	83.3%
<b>Tot. Counts:</b>	770			199			764			30		

**Notes:**

Total Records Reported by this PSAP: 842  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 842

# Fractile 911 Call Response Time Distribution

Cheshire Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1763	98.9%	98.9%	1	0.2%	0.2%	486	27.3%	27.3%	39	95.1%	95.1%
<= 0m 20s	18	1.0%	99.9%	25	5.7%	5.9%	135	7.6%	34.8%	1	2.4%	97.6%
<= 0m 30s	1	0.1%	100.0	122	27.7%	33.6%	194	10.9%	45.7%	1	2.4%	100.0
<= 0m 40s	0	0.0%	100.0	115	26.1%	59.8%	238	13.4%	59.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	68	15.5%	75.2%	170	9.5%	68.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	51	11.6%	86.8%	119	6.7%	75.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	46	10.5%	97.3%	259	14.5%	89.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	8	1.8%	99.1%	99	5.6%	95.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.7%	99.8%	39	2.2%	97.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	100.0	14	0.8%	98.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	98.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	99.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	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	3	0.2%	99.9%	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>	1,782			440			1,782			41		

**Notes:**

Total Records Reported by this PSAP: 1942  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1942

# Fractile 911 Call Response Time Distribution

Clinton Emergency Communications Ctr.

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	986	99.1%	99.1%	2	1.5%	1.5%	54	5.4%	5.4%	24	96.0%	96.0%
<= 0m 20s	7	0.7%	99.8%	11	8.2%	9.7%	74	7.4%	12.9%	0	0.0%	96.0%
<= 0m 30s	2	0.2%	100.0	42	31.3%	41.0%	61	6.1%	19.0%	1	4.0%	100.0
<= 0m 40s	0	0.0%	100.0	41	30.6%	71.6%	97	9.7%	28.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	17	12.7%	84.3%	98	9.8%	38.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	5.2%	89.6%	76	7.6%	46.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	7.5%	97.0%	177	17.8%	64.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.7%	97.8%	109	11.0%	75.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.7%	98.5%	62	6.2%	81.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.7%	99.3%	48	4.8%	86.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.3%	26	2.6%	88.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.7%	100.0	27	2.7%	91.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	19	1.9%	93.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	13	1.3%	94.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	18	1.8%	96.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	12	1.2%	97.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	1.0%	98.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	99.1%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.2%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.4%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	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	1	0.1%	99.8%	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>	995			134			995			25		

**Notes:**

Total Records Reported by this PSAP: 1078  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1078

# Fractile 911 Call Response Time Distribution

Colchester Emergency Comm. Center

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4367	98.9%	98.9%	16	1.2%	1.2%	380	8.6%	8.6%	92	76.7%	76.7%
<= 0m 20s	45	1.0%	99.9%	327	24.9%	26.1%	597	13.5%	22.1%	2	1.7%	78.3%
<= 0m 30s	2	0.0%	100.0	487	37.1%	63.3%	690	15.6%	37.8%	4	3.3%	81.7%
<= 0m 40s	0	0.0%	100.0	250	19.1%	82.3%	768	17.4%	55.2%	0	0.0%	81.7%
<= 0m 50s	0	0.0%	100.0	113	8.6%	90.9%	467	10.6%	65.7%	0	0.0%	81.7%
<= 1m 0s	1	0.0%	100.0	48	3.7%	94.6%	328	7.4%	73.2%	0	0.0%	81.7%
<= 1m 30s	0	0.0%	100.0	51	3.9%	98.5%	568	12.9%	86.0%	0	0.0%	81.7%
<= 2m 0s	0	0.0%	100.0	9	0.7%	99.2%	256	5.8%	91.8%	0	0.0%	81.7%
<= 2m 30s	0	0.0%	100.0	4	0.3%	99.5%	118	2.7%	94.5%	0	0.0%	81.7%
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.5%	67	1.5%	96.0%	0	0.0%	81.7%
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.6%	39	0.9%	96.9%	0	0.0%	81.7%
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.7%	43	1.0%	97.9%	0	0.0%	81.7%
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.8%	22	0.5%	98.4%	0	0.0%	81.7%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	9	0.2%	98.6%	0	0.0%	81.7%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	15	0.3%	98.9%	0	0.0%	81.7%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	15	0.3%	99.3%	0	0.0%	81.7%
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.8%	3	0.1%	99.3%	0	0.0%	81.7%
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.8%	4	0.1%	99.4%	0	0.0%	81.7%
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.8%	5	0.1%	99.5%	0	0.0%	81.7%
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.8%	2	0.0%	99.6%	0	0.0%	81.7%
<= 12m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.0%	99.6%	0	0.0%	81.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	99.8%	2	0.0%	99.6%	0	0.0%	81.7%
<= 14m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.6%	0	0.0%	81.7%
<= 15m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.0%	99.7%	0	0.0%	81.7%
<= 16m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.0%	99.7%	0	0.0%	81.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.0%	99.7%	0	0.0%	81.7%
<= 18m 0s	0	0.0%	100.0	0	0.0%	99.8%	2	0.0%	99.8%	0	0.0%	81.7%
<= 19m 0s	0	0.0%	100.0	0	0.0%	99.8%	2	0.0%	99.8%	0	0.0%	81.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.8%	0	0.0%	81.7%
>= 20m 0s	0	0.0%	100.0	0	0.0%	99.8%	4	0.1%	99.9%	5	4.2%	85.8%
<b>Tot. Counts:</b>	4,415			1,309			4,410			103		

## Notes:

Total Records Reported by this PSAP: 4866  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 4866

# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop E

For Date Range From 7/1/2012 To 9/29/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	11215	98.3%	98.3%	3	0.1%	0.1%	1351	11.8%	11.8%	304	90.7%	90.7%
<= 0m 20s	167	1.5%	99.8%	1745	47.2%	47.3%	1588	13.9%	25.8%	8	2.4%	93.1%
<= 0m 30s	20	0.2%	100.0	1182	32.0%	79.2%	2809	24.6%	50.4%	22	6.6%	99.7%
<= 0m 40s	1	0.0%	100.0	425	11.5%	90.7%	2026	17.8%	68.1%	1	0.3%	100.0
<= 0m 50s	1	0.0%	100.0	152	4.1%	94.8%	1127	9.9%	78.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	68	1.8%	96.7%	693	6.1%	84.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	88	2.4%	99.1%	1023	9.0%	93.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	20	0.5%	99.6%	388	3.4%	96.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	7	0.2%	99.8%	138	1.2%	97.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	0.1%	99.9%	73	0.6%	98.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.0%	99.9%	47	0.4%	98.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.9%	37	0.3%	99.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.0%	99.9%	19	0.2%	99.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.0%	100.0	11	0.1%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.2%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.1%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.1%	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	3	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	1	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	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	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	2	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	11,404			3,698			11,410			335		

## Notes:

Total Records Reported by this PSAP: 12738  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 12738



# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop H

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	33778	93.6%	93.6%	1948	12.3%	12.3%	8627	23.9%	23.9%	2136	80.1%	80.1%
<= 0m 20s	1987	5.5%	99.1%	9161	58.0%	70.4%	9298	25.8%	49.6%	166	6.2%	86.3%
<= 0m 30s	301	0.8%	99.9%	3311	21.0%	91.3%	7756	21.5%	71.1%	343	12.9%	99.2%
<= 0m 40s	24	0.1%	100.0	860	5.4%	96.8%	4756	13.2%	84.3%	4	0.1%	99.3%
<= 0m 50s	10	0.0%	100.0	219	1.4%	98.2%	2044	5.7%	90.0%	2	0.1%	99.4%
<= 1m 0s	2	0.0%	100.0	119	0.8%	98.9%	1277	3.5%	93.5%	3	0.1%	99.5%
<= 1m 30s	4	0.0%	100.0	119	0.8%	99.7%	1466	4.1%	97.6%	1	0.0%	99.6%
<= 2m 0s	0	0.0%	100.0	26	0.2%	99.9%	409	1.1%	98.7%	1	0.0%	99.6%
<= 2m 30s	0	0.0%	100.0	12	0.1%	99.9%	181	0.5%	99.2%	1	0.0%	99.6%
<= 3m 0s	0	0.0%	100.0	4	0.0%	100.0	79	0.2%	99.4%	0	0.0%	99.6%
<= 3m 30s	0	0.0%	100.0	2	0.0%	100.0	52	0.1%	99.6%	0	0.0%	99.6%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	34	0.1%	99.6%	0	0.0%	99.6%
<= 4m 30s	0	0.0%	100.0	1	0.0%	100.0	26	0.1%	99.7%	0	0.0%	99.6%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.1%	99.8%	0	0.0%	99.6%
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	19	0.1%	99.8%	0	0.0%	99.6%
<= 7m 0s	0	0.0%	100.0	2	0.0%	100.0	18	0.0%	99.9%	0	0.0%	99.6%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.0%	99.9%	0	0.0%	99.6%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.9%	0	0.0%	99.6%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.0%	99.9%	0	0.0%	99.6%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	100.0	1	0.0%	99.7%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	99.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	100.0	0	0.0%	99.7%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	100.0	0	0.0%	99.7%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
<= 16m 0s	0	0.0%	100.0	1	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	9	0.3%	100.0
<b>Tot. Counts:</b>	36,106			15,786			36,106			2,667		

**Notes:**

Total Records Reported by this PSAP: 43969  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 43969

# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop I

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	26290	95.9%	95.9%	338	2.6%	2.6%	5434	19.8%	19.8%	1166	79.9%	79.9%
<= 0m 20s	929	3.4%	99.3%	8318	63.0%	65.5%	7072	25.8%	45.6%	92	6.3%	86.2%
<= 0m 30s	184	0.7%	99.9%	3349	25.4%	90.9%	7337	26.8%	72.4%	201	13.8%	99.9%
<= 0m 40s	10	0.0%	100.0	771	5.8%	96.7%	3708	13.5%	85.9%	1	0.1%	100.0
<= 0m 50s	4	0.0%	100.0	194	1.5%	98.2%	1542	5.6%	91.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	96	0.7%	98.9%	821	3.0%	94.5%	0	0.0%	100.0
<= 1m 30s	4	0.0%	100.0	96	0.7%	99.6%	917	3.3%	97.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	27	0.2%	99.8%	264	1.0%	98.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	12	0.1%	99.9%	115	0.4%	99.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	5	0.0%	100.0	51	0.2%	99.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.0%	100.0	50	0.2%	99.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.0%	100.0	22	0.1%	99.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	18	0.1%	99.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	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	24	0.1%	99.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	99.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	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	2	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	5	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	27,421			13,210			27,421			1,460		

**Notes:**

Total Records Reported by this PSAP: 32200  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 32200



# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop W

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	467	98.7%	98.7%	0	0.0%	0.0%	89	18.8%	18.8%	28	93.3%	93.3%
<= 0m 20s	6	1.3%	100.0	19	15.8%	15.8%	111	23.5%	42.3%	1	3.3%	96.7%
<= 0m 30s	0	0.0%	100.0	47	39.2%	55.0%	56	11.8%	54.1%	1	3.3%	100.0
<= 0m 40s	0	0.0%	100.0	36	30.0%	85.0%	80	16.9%	71.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	6	5.0%	90.0%	40	8.5%	79.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	4.2%	94.2%	30	6.3%	85.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	3	2.5%	96.7%	43	9.1%	94.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	3.3%	100.0	9	1.9%	96.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	5	1.1%	97.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.8%	98.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	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	0.2%	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>	473			120			473			30		

## Notes:

Total Records Reported by this PSAP: 591  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 591

# Fractile 911 Call Response Time Distribution

Cromwell Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1359	98.6%	98.6%	8	1.1%	1.1%	66	4.8%	4.8%	33	94.3%	94.3%
<= 0m 20s	18	1.3%	99.9%	335	47.6%	48.7%	86	6.2%	11.0%	0	0.0%	94.3%
<= 0m 30s	1	0.1%	100.0	220	31.3%	80.0%	176	12.8%	23.8%	2	5.7%	100.0
<= 0m 40s	0	0.0%	100.0	80	11.4%	91.3%	232	16.8%	40.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	24	3.4%	94.7%	172	12.5%	53.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	1.8%	96.6%	131	9.5%	62.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	1.6%	98.2%	270	19.6%	82.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.6%	98.7%	123	8.9%	91.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.1%	98.9%	52	3.8%	94.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.0%	23	1.7%	96.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.1%	13	0.9%	97.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.3%	7	0.5%	98.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.4%	8	0.6%	98.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.1%	99.6%	5	0.4%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.1%	99.7%	2	0.1%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	2	0.3%	100.0	5	0.4%	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	2	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>	1,378			704			1,378			35		

## Notes:

Total Records Reported by this PSAP: 1531  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 1531

# Fractile 911 Call Response Time Distribution

Danbury Fire Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7559	98.6%	98.6%	0	0.0%	0.0%	592	7.7%	7.7%	235	67.5%	67.5%
<= 0m 20s	99	1.3%	99.9%	351	11.2%	11.2%	713	9.3%	17.0%	6	1.7%	69.3%
<= 0m 30s	7	0.1%	100.0	1271	40.4%	51.6%	785	10.2%	27.3%	11	3.2%	72.4%
<= 0m 40s	1	0.0%	100.0	844	26.8%	78.4%	1386	18.1%	45.3%	0	0.0%	72.4%
<= 0m 50s	0	0.0%	100.0	321	10.2%	88.6%	1061	13.8%	59.2%	1	0.3%	72.7%
<= 1m 0s	0	0.0%	100.0	139	4.4%	93.1%	774	10.1%	69.3%	0	0.0%	72.7%
<= 1m 30s	0	0.0%	100.0	162	5.2%	98.2%	1349	17.6%	86.9%	1	0.3%	73.0%
<= 2m 0s	0	0.0%	100.0	34	1.1%	99.3%	502	6.5%	93.4%	0	0.0%	73.0%
<= 2m 30s	0	0.0%	100.0	9	0.3%	99.6%	207	2.7%	96.1%	1	0.3%	73.3%
<= 3m 0s	0	0.0%	100.0	6	0.2%	99.8%	98	1.3%	97.4%	0	0.0%	73.3%
<= 3m 30s	0	0.0%	100.0	2	0.1%	99.8%	50	0.7%	98.1%	1	0.3%	73.6%
<= 4m 0s	0	0.0%	100.0	2	0.1%	99.9%	33	0.4%	98.5%	0	0.0%	73.6%
<= 4m 30s	0	0.0%	100.0	1	0.0%	99.9%	19	0.2%	98.7%	0	0.0%	73.6%
<= 5m 0s	0	0.0%	100.0	1	0.0%	100.0	16	0.2%	98.9%	0	0.0%	73.6%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	25	0.3%	99.3%	0	0.0%	73.6%
<= 7m 0s	0	0.0%	100.0	1	0.0%	100.0	16	0.2%	99.5%	0	0.0%	73.6%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.6%	0	0.0%	73.6%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.7%	0	0.0%	73.6%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.8%	0	0.0%	73.6%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.8%	0	0.0%	73.6%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	73.6%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	73.6%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	73.6%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	73.6%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	73.6%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	73.6%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	73.6%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	73.6%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	73.6%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	68	19.5%	93.1%
<b>Tot. Counts:</b>	7,666			3,144			7,666			324		

**Notes:**

Total Records Reported by this PSAP: 8883  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 8883

# Fractile 911 Call Response Time Distribution

Darien Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1033	93.3%	93.3%	0	0.0%	0.0%	127	11.5%	11.5%	46	26.0%	26.0%
<= 0m 20s	61	5.5%	98.8%	36	10.2%	10.2%	154	13.9%	25.4%	6	3.4%	29.4%
<= 0m 30s	12	1.1%	99.9%	98	27.8%	38.1%	144	13.0%	38.4%	15	8.5%	37.9%
<= 0m 40s	0	0.0%	99.9%	74	21.0%	59.1%	167	15.1%	53.5%	1	0.6%	38.4%
<= 0m 50s	0	0.0%	99.9%	55	15.6%	74.7%	131	11.8%	65.3%	0	0.0%	38.4%
<= 1m 0s	0	0.0%	99.9%	44	12.5%	87.2%	114	10.3%	75.6%	0	0.0%	38.4%
<= 1m 30s	0	0.0%	99.9%	34	9.7%	96.9%	167	15.1%	90.7%	0	0.0%	38.4%
<= 2m 0s	0	0.0%	99.9%	7	2.0%	98.9%	46	4.2%	94.9%	0	0.0%	38.4%
<= 2m 30s	0	0.0%	99.9%	0	0.0%	98.9%	14	1.3%	96.1%	0	0.0%	38.4%
<= 3m 0s	0	0.0%	99.9%	0	0.0%	98.9%	11	1.0%	97.1%	0	0.0%	38.4%
<= 3m 30s	0	0.0%	99.9%	1	0.3%	99.1%	5	0.5%	97.6%	1	0.6%	39.0%
<= 4m 0s	0	0.0%	99.9%	1	0.3%	99.4%	4	0.4%	97.9%	0	0.0%	39.0%
<= 4m 30s	0	0.0%	99.9%	0	0.0%	99.4%	9	0.8%	98.7%	0	0.0%	39.0%
<= 5m 0s	0	0.0%	99.9%	0	0.0%	99.4%	1	0.1%	98.8%	0	0.0%	39.0%
<= 6m 0s	0	0.0%	99.9%	0	0.0%	99.4%	4	0.4%	99.2%	0	0.0%	39.0%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	99.4%	0	0.0%	99.2%	0	0.0%	39.0%
<= 8m 0s	0	0.0%	99.9%	0	0.0%	99.4%	2	0.2%	99.4%	0	0.0%	39.0%
<= 9m 0s	0	0.0%	99.9%	0	0.0%	99.4%	1	0.1%	99.5%	0	0.0%	39.0%
<= 10m 0s	0	0.0%	99.9%	0	0.0%	99.4%	1	0.1%	99.5%	0	0.0%	39.0%
<= 11m 0s	0	0.0%	99.9%	0	0.0%	99.4%	0	0.0%	99.5%	0	0.0%	39.0%
<= 12m 0s	0	0.0%	99.9%	0	0.0%	99.4%	1	0.1%	99.6%	0	0.0%	39.0%
<= 13m 0s	0	0.0%	99.9%	0	0.0%	99.4%	0	0.0%	99.6%	0	0.0%	39.0%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	99.4%	0	0.0%	99.6%	0	0.0%	39.0%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	99.4%	1	0.1%	99.7%	0	0.0%	39.0%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	99.4%	0	0.0%	99.7%	0	0.0%	39.0%
<= 17m 0s	0	0.0%	99.9%	0	0.0%	99.4%	0	0.0%	99.7%	0	0.0%	39.0%
<= 18m 0s	0	0.0%	99.9%	0	0.0%	99.4%	0	0.0%	99.7%	0	0.0%	39.0%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	99.4%	0	0.0%	99.7%	0	0.0%	39.0%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	99.4%	0	0.0%	99.7%	0	0.0%	39.0%
>= 20m 0s	0	0.0%	99.9%	0	0.0%	99.4%	0	0.0%	99.7%	3	1.7%	40.7%
<b>Tot. Counts:</b>	1,106			350			1,104			72		

**Notes:**

Total Records Reported by this PSAP: 1398  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1398

# Fractile 911 Call Response Time Distribution

Derby Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1278	95.7%	95.7%	2	0.5%	0.5%	109	8.2%	8.2%	22	84.6%	84.6%
<= 0m 20s	51	3.8%	99.5%	142	32.9%	33.4%	131	9.8%	18.0%	2	7.7%	92.3%
<= 0m 30s	6	0.4%	99.9%	163	37.8%	71.2%	168	12.6%	30.5%	2	7.7%	100.0
<= 0m 40s	1	0.1%	100.0	60	13.9%	85.2%	261	19.5%	50.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	22	5.1%	90.3%	166	12.4%	62.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	19	4.4%	94.7%	133	10.0%	72.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	17	3.9%	98.6%	214	16.0%	88.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.9%	99.5%	82	6.1%	94.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.5%	100.0	39	2.9%	97.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.7%	98.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	98.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	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%	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>	1,336			431			1,336			26		

**Notes:**

Total Records Reported by this PSAP: 1430  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1430

# Fractile 911 Call Response Time Distribution

East Hartford Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5885	99.0%	99.0%	0	0.0%	0.0%	587	9.9%	9.9%	213	99.1%	99.1%
<= 0m 20s	56	0.9%	99.9%	28	12.1%	12.1%	576	9.7%	19.6%	1	0.5%	99.5%
<= 0m 30s	3	0.1%	100.0	86	37.1%	49.1%	442	7.4%	27.0%	1	0.5%	100.0
<= 0m 40s	0	0.0%	100.0	45	19.4%	68.5%	463	7.8%	34.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	31	13.4%	81.9%	345	5.8%	40.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	17	7.3%	89.2%	308	5.2%	45.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	3.9%	93.1%	762	12.8%	58.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	2.2%	95.3%	774	13.0%	71.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	1.3%	96.6%	561	9.4%	81.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.9%	97.4%	362	6.1%	87.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.9%	98.3%	200	3.4%	90.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.4%	98.7%	154	2.6%	93.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.4%	99.1%	101	1.7%	94.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.4%	99.6%	51	0.9%	95.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.6%	90	1.5%	97.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.6%	54	0.9%	98.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.6%	45	0.8%	98.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	1	0.4%	100.0	32	0.5%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.3%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	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	6	0.1%	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	2	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	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	2	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	5,944			232			5,944			215		

**Notes:**

Total Records Reported by this PSAP: 6825  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 6825

# Fractile 911 Call Response Time Distribution

East Haven Fire Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2991	97.7%	97.7%	5	0.4%	0.4%	259	8.5%	8.5%	92	90.2%	90.2%
<= 0m 20s	64	2.1%	99.8%	477	38.3%	38.7%	334	10.9%	19.4%	5	4.9%	95.1%
<= 0m 30s	7	0.2%	100.0	463	37.2%	75.9%	574	18.7%	38.1%	5	4.9%	100.0
<= 0m 40s	0	0.0%	100.0	178	14.3%	90.2%	510	16.7%	54.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	63	5.1%	95.3%	321	10.5%	65.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	28	2.2%	97.5%	265	8.7%	73.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	25	2.0%	99.5%	427	13.9%	87.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	0.4%	99.9%	169	5.5%	93.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.1%	100.0	74	2.4%	95.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	33	1.1%	96.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	16	0.5%	97.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.6%	98.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.3%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.6%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.3%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.4%	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	3	0.1%	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	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	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>	3,062			1,245			3,063			102		

## Notes:

Total Records Reported by this PSAP: 3398  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 3398

# Fractile 911 Call Response Time Distribution

East Lyme Public Safety

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	901	98.7%	98.7%	1	0.5%	0.5%	42	4.6%	4.6%	10	83.3%	83.3%
<= 0m 20s	7	0.8%	99.5%	7	3.3%	3.7%	42	4.6%	9.2%	0	0.0%	83.3%
<= 0m 30s	3	0.3%	99.8%	52	24.3%	28.0%	58	6.3%	15.5%	2	16.7%	100.0
<= 0m 40s	1	0.1%	99.9%	50	23.4%	51.4%	101	11.1%	26.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.9%	28	13.1%	64.5%	114	12.5%	39.1%	0	0.0%	100.0
<= 1m 0s	1	0.1%	100.0	17	7.9%	72.4%	109	11.9%	51.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	38	17.8%	90.2%	238	26.0%	77.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	11	5.1%	95.3%	96	10.5%	87.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	8	3.7%	99.1%	48	5.3%	92.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.9%	100.0	27	3.0%	95.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	13	1.4%	97.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.8%	97.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.7%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.3%	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	1	0.1%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	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	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	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>	913			214			914			12		

**Notes:**

Total Records Reported by this PSAP: 973  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 973

# Fractile 911 Call Response Time Distribution

East Windsor Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1170	96.9%	96.9%	0	0.0%	0.0%	76	6.3%	6.3%	48	81.4%	81.4%
<= 0m 20s	30	2.5%	99.4%	99	20.9%	20.9%	68	5.6%	11.9%	2	3.4%	84.7%
<= 0m 30s	6	0.5%	99.9%	195	41.2%	62.2%	141	11.7%	23.6%	9	15.3%	100.0
<= 0m 40s	1	0.1%	100.0	89	18.8%	81.0%	174	14.4%	38.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	31	6.6%	87.5%	164	13.6%	51.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	22	4.7%	92.2%	134	11.1%	62.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	23	4.9%	97.0%	238	19.7%	82.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	9	1.9%	98.9%	96	8.0%	90.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.2%	45	3.7%	94.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.2%	20	1.7%	95.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.4%	99.6%	14	1.2%	96.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.8%	11	0.9%	97.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	7	0.6%	98.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	4	0.3%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	7	0.6%	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	2	0.2%	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	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	2	0.2%	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>	1,207			473			1,207			59		

**Notes:**

Total Records Reported by this PSAP: 1368  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1368

# Fractile 911 Call Response Time Distribution

Easton Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	384	98.2%	98.2%	0	0.0%	0.0%	42	10.7%	10.7%	12	92.3%	92.3%
<= 0m 20s	7	1.8%	100.0	5	11.9%	11.9%	38	9.7%	20.5%	0	0.0%	92.3%
<= 0m 30s	0	0.0%	100.0	11	26.2%	38.1%	47	12.0%	32.5%	1	7.7%	100.0
<= 0m 40s	0	0.0%	100.0	8	19.0%	57.1%	51	13.0%	45.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	6	14.3%	71.4%	41	10.5%	56.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	11.9%	83.3%	42	10.7%	66.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	14.3%	97.6%	59	15.1%	81.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	97.6%	26	6.6%	88.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	97.6%	13	3.3%	91.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	97.6%	6	1.5%	93.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	2.4%	100.0	4	1.0%	94.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	4	1.0%	95.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.5%	95.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.8%	96.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	1.0%	97.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.8%	98.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.5%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	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	0	0.0%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.3%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.3%	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>	391			42			391			13		

**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

Enfield Public Safety Communications Center

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3114	97.3%	97.3%	0	0.0%	0.0%	220	6.9%	6.9%	78	97.5%	97.5%
<= 0m 20s	82	2.6%	99.9%	14	7.7%	7.7%	255	8.0%	14.8%	2	2.5%	100.0
<= 0m 30s	4	0.1%	100.0	58	31.7%	39.3%	252	7.9%	22.7%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	51	27.9%	67.2%	296	9.3%	32.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	25	13.7%	80.9%	221	6.9%	38.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	7.1%	88.0%	239	7.5%	46.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	15	8.2%	96.2%	643	20.1%	66.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.1%	97.3%	424	13.3%	79.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	97.3%	211	6.6%	86.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	1.1%	98.4%	125	3.9%	90.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.5%	98.9%	108	3.4%	93.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.5%	99.5%	71	2.2%	95.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.5%	43	1.3%	97.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.5%	23	0.7%	97.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.5%	26	0.8%	98.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.5%	100.0	18	0.6%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.4%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	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%	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	0.0%	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>	3,200			183			3,200			80		

**Notes:**

Total Records Reported by this PSAP: 3538  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3538

# Fractile 911 Call Response Time Distribution

Fairfield Emergency Communications

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3699	98.6%	98.6%	0	0.0%	0.0%	260	6.9%	6.9%	92	89.3%	89.3%
<= 0m 20s	46	1.2%	99.8%	107	30.4%	30.4%	284	7.6%	14.5%	3	2.9%	92.2%
<= 0m 30s	7	0.2%	100.0	134	38.1%	68.5%	297	7.9%	22.4%	5	4.9%	97.1%
<= 0m 40s	0	0.0%	100.0	58	16.5%	84.9%	413	11.0%	33.4%	0	0.0%	97.1%
<= 0m 50s	0	0.0%	100.0	18	5.1%	90.1%	340	9.1%	42.5%	0	0.0%	97.1%
<= 1m 0s	0	0.0%	100.0	16	4.5%	94.6%	314	8.4%	50.8%	0	0.0%	97.1%
<= 1m 30s	0	0.0%	100.0	13	3.7%	98.3%	736	19.6%	70.5%	0	0.0%	97.1%
<= 2m 0s	0	0.0%	100.0	5	1.4%	99.7%	429	11.4%	81.9%	0	0.0%	97.1%
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.7%	232	6.2%	88.1%	0	0.0%	97.1%
<= 3m 0s	0	0.0%	100.0	1	0.3%	100.0	155	4.1%	92.2%	0	0.0%	97.1%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	83	2.2%	94.4%	0	0.0%	97.1%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	53	1.4%	95.8%	0	0.0%	97.1%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	37	1.0%	96.8%	0	0.0%	97.1%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	31	0.8%	97.6%	0	0.0%	97.1%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	40	1.1%	98.7%	0	0.0%	97.1%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.5%	99.2%	0	0.0%	97.1%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.3%	99.5%	0	0.0%	97.1%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.7%	0	0.0%	97.1%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	97.1%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	97.1%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	100.0	0	0.0%	97.1%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.1%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.1%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.1%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	97.1%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.1%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.1%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.1%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.1%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	3	2.9%	100.0
<b>Tot. Counts:</b>	3,752			352			3,753			103		

## Notes:

Total Records Reported by this PSAP: 4223  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 4223

# Fractile 911 Call Response Time Distribution

Farmington Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2833	97.8%	97.8%	0	0.0%	0.0%	198	6.8%	6.8%	96	95.0%	95.0%
<= 0m 20s	58	2.0%	99.8%	116	20.2%	20.2%	323	11.1%	18.0%	4	4.0%	99.0%
<= 0m 30s	6	0.2%	100.0	232	40.4%	60.6%	379	13.1%	31.1%	1	1.0%	100.0
<= 0m 40s	0	0.0%	100.0	117	20.4%	81.0%	422	14.6%	45.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	51	8.9%	89.9%	310	10.7%	56.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	24	4.2%	94.1%	182	6.3%	62.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	18	3.1%	97.2%	428	14.8%	77.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	9	1.6%	98.8%	270	9.3%	86.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.5%	99.3%	142	4.9%	91.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.5%	73	2.5%	94.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.5%	38	1.3%	95.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.7%	29	1.0%	96.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	21	0.7%	97.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.7%	25	0.9%	98.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	99.8%	19	0.7%	98.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	11	0.4%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.8%	9	0.3%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	1	0.2%	100.0	6	0.2%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	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	3	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	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%	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>	2,897			574			2,898			101		

**Notes:**

Total Records Reported by this PSAP: 3245  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3245

# Fractile 911 Call Response Time Distribution

Glastonbury Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1756	98.8%	98.8%	0	0.0%	0.0%	87	4.9%	4.9%	31	86.1%	86.1%
<= 0m 20s	18	1.0%	99.8%	44	20.0%	20.0%	191	10.7%	15.6%	1	2.8%	88.9%
<= 0m 30s	3	0.2%	100.0	92	41.8%	61.8%	216	12.2%	27.8%	4	11.1%	100.0
<= 0m 40s	0	0.0%	100.0	42	19.1%	80.9%	244	13.7%	41.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	15	6.8%	87.7%	151	8.5%	50.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	12	5.5%	93.2%	163	9.2%	59.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	4.1%	97.3%	372	20.9%	80.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.9%	98.2%	160	9.0%	89.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.5%	98.6%	71	4.0%	93.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.6%	31	1.7%	94.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.9%	99.5%	13	0.7%	95.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.5%	8	0.5%	96.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.5%	100.0	11	0.6%	96.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	97.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.8%	97.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	98.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	98.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.0%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	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	3	0.2%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	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	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>	1,777			220			1,777			36		

**Notes:**

Total Records Reported by this PSAP: 1966  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1966

# Fractile 911 Call Response Time Distribution

Granby Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	953	96.0%	96.0%	0	0.0%	0.0%	81	8.2%	8.2%	37	56.1%	56.1%
<= 0m 20s	34	3.4%	99.4%	78	16.0%	16.0%	89	9.0%	17.1%	8	12.1%	68.2%
<= 0m 30s	6	0.6%	100.0	125	25.6%	41.5%	123	12.4%	29.5%	7	10.6%	78.8%
<= 0m 40s	0	0.0%	100.0	86	17.6%	59.1%	184	18.5%	48.0%	0	0.0%	78.8%
<= 0m 50s	0	0.0%	100.0	73	14.9%	74.0%	111	11.2%	59.2%	0	0.0%	78.8%
<= 1m 0s	0	0.0%	100.0	41	8.4%	82.4%	101	10.2%	69.4%	0	0.0%	78.8%
<= 1m 30s	0	0.0%	100.0	74	15.1%	97.5%	177	17.8%	87.2%	0	0.0%	78.8%
<= 2m 0s	0	0.0%	100.0	8	1.6%	99.2%	74	7.5%	94.7%	0	0.0%	78.8%
<= 2m 30s	0	0.0%	100.0	3	0.6%	99.8%	20	2.0%	96.7%	0	0.0%	78.8%
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	10	1.0%	97.7%	0	0.0%	78.8%
<= 3m 30s	0	0.0%	100.0	1	0.2%	100.0	4	0.4%	98.1%	0	0.0%	78.8%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	98.5%	0	0.0%	78.8%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	99.0%	0	0.0%	78.8%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.1%	0	0.0%	78.8%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.3%	0	0.0%	78.8%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.4%	0	0.0%	78.8%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	78.8%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	78.8%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	0	0.0%	78.8%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	78.8%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	78.8%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	78.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	78.8%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	78.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	78.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	78.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	78.8%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	78.8%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	78.8%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	5	7.6%	86.4%
<b>Tot. Counts:</b>	993			489			992			57		

**Notes:**

Total Records Reported by this PSAP: 1144  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1144

# Fractile 911 Call Response Time Distribution

Greenwich Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4578	99.2%	99.2%	0	0.0%	0.0%	474	10.3%	10.3%	177	97.8%	97.8%
<= 0m 20s	36	0.8%	100.0	22	10.8%	10.8%	509	11.0%	21.3%	3	1.7%	99.4%
<= 0m 30s	1	0.0%	100.0	69	34.0%	44.8%	570	12.4%	33.7%	1	0.6%	100.0
<= 0m 40s	0	0.0%	100.0	58	28.6%	73.4%	611	13.2%	46.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	27	13.3%	86.7%	532	11.5%	58.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	3.4%	90.1%	457	9.9%	68.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	18	8.9%	99.0%	750	16.3%	84.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.5%	99.5%	293	6.3%	90.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.5%	100.0	146	3.2%	94.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	93	2.0%	96.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	44	1.0%	97.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	24	0.5%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	21	0.5%	98.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.4%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.4%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.4%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.2%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	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	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	2	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	2	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	4,615			203			4,615			181		

**Notes:**

Total Records Reported by this PSAP: 5613  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 5613

# Fractile 911 Call Response Time Distribution

Groton Emergency Dispatch Center

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3073	99.4%	99.4%	10	1.2%	1.2%	275	8.9%	8.9%	124	99.2%	99.2%
<= 0m 20s	17	0.6%	100.0	255	31.1%	32.3%	285	9.2%	18.1%	0	0.0%	99.2%
<= 0m 30s	0	0.0%	100.0	288	35.1%	67.4%	384	12.4%	30.6%	1	0.8%	100.0
<= 0m 40s	0	0.0%	100.0	136	16.6%	84.0%	408	13.2%	43.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	51	6.2%	90.2%	234	7.6%	51.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	37	4.5%	94.8%	151	4.9%	56.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	23	2.8%	97.6%	323	10.5%	66.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	0.7%	98.3%	341	11.0%	77.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	8	1.0%	99.3%	300	9.7%	87.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.4%	99.6%	160	5.2%	92.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.8%	76	2.5%	95.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	37	1.2%	96.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	2	0.2%	100.0	23	0.7%	97.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.6%	97.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.7%	98.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	24	0.8%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.3%	99.4%	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	3	0.1%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	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	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>	3,090			820			3,090			125		

**Notes:**

Total Records Reported by this PSAP: 3463  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3463

# Fractile 911 Call Response Time Distribution

Guilford Emergency Communications

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1542	96.3%	96.3%	0	0.0%	0.0%	293	18.3%	18.3%	56	77.8%	77.8%
<= 0m 20s	53	3.3%	99.6%	118	20.9%	20.9%	122	7.6%	25.9%	0	0.0%	77.8%
<= 0m 30s	6	0.4%	99.9%	242	42.9%	63.8%	221	13.8%	39.7%	16	22.2%	100.0
<= 0m 40s	0	0.0%	99.9%	120	21.3%	85.1%	337	21.0%	60.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.9%	43	7.6%	92.7%	197	12.3%	73.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.9%	18	3.2%	95.9%	125	7.8%	80.8%	0	0.0%	100.0
<= 1m 30s	1	0.1%	100.0	15	2.7%	98.6%	174	10.9%	91.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	1.1%	99.6%	60	3.7%	95.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	100.0	23	1.4%	96.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.6%	97.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	10	0.6%	98.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	98.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.1%	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	0	0.0%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	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	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	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>	1,602			564			1,602			72		

**Notes:**

Total Records Reported by this PSAP: 1767  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1767

# Fractile 911 Call Response Time Distribution

Hamden Central Communications

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6512	96.8%	96.8%	0	0.0%	0.0%	1041	15.5%	15.5%	310	83.3%	83.3%
<= 0m 20s	191	2.8%	99.7%	84	23.5%	23.5%	902	13.4%	28.9%	10	2.7%	86.0%
<= 0m 30s	16	0.2%	99.9%	144	40.2%	63.7%	691	10.3%	39.1%	12	3.2%	89.2%
<= 0m 40s	0	0.0%	99.9%	59	16.5%	80.2%	668	9.9%	49.1%	0	0.0%	89.2%
<= 0m 50s	0	0.0%	99.9%	27	7.5%	87.7%	439	6.5%	55.6%	1	0.3%	89.5%
<= 1m 0s	0	0.0%	99.9%	18	5.0%	92.7%	320	4.8%	60.4%	1	0.3%	89.8%
<= 1m 30s	0	0.0%	99.9%	16	4.5%	97.2%	892	13.3%	73.6%	0	0.0%	89.8%
<= 2m 0s	0	0.0%	99.9%	2	0.6%	97.8%	758	11.3%	84.9%	1	0.3%	90.1%
<= 2m 30s	0	0.0%	99.9%	4	1.1%	98.9%	452	6.7%	91.6%	1	0.3%	90.3%
<= 3m 0s	0	0.0%	99.9%	1	0.3%	99.2%	201	3.0%	94.6%	0	0.0%	90.3%
<= 3m 30s	0	0.0%	99.9%	0	0.0%	99.2%	124	1.8%	96.4%	0	0.0%	90.3%
<= 4m 0s	0	0.0%	99.9%	2	0.6%	99.7%	54	0.8%	97.2%	0	0.0%	90.3%
<= 4m 30s	0	0.0%	99.9%	0	0.0%	99.7%	37	0.5%	97.8%	0	0.0%	90.3%
<= 5m 0s	0	0.0%	99.9%	0	0.0%	99.7%	22	0.3%	98.1%	0	0.0%	90.3%
<= 6m 0s	0	0.0%	99.9%	0	0.0%	99.7%	44	0.7%	98.8%	0	0.0%	90.3%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	99.7%	20	0.3%	99.0%	0	0.0%	90.3%
<= 8m 0s	0	0.0%	99.9%	0	0.0%	99.7%	13	0.2%	99.2%	0	0.0%	90.3%
<= 9m 0s	0	0.0%	99.9%	0	0.0%	99.7%	9	0.1%	99.4%	0	0.0%	90.3%
<= 10m 0s	0	0.0%	99.9%	0	0.0%	99.7%	8	0.1%	99.5%	0	0.0%	90.3%
<= 11m 0s	0	0.0%	99.9%	0	0.0%	99.7%	7	0.1%	99.6%	0	0.0%	90.3%
<= 12m 0s	0	0.0%	99.9%	0	0.0%	99.7%	4	0.1%	99.7%	1	0.3%	90.6%
<= 13m 0s	0	0.0%	99.9%	0	0.0%	99.7%	2	0.0%	99.7%	0	0.0%	90.6%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	99.7%	0	0.0%	99.7%	0	0.0%	90.6%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	99.7%	1	0.0%	99.7%	0	0.0%	90.6%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	99.7%	1	0.0%	99.7%	0	0.0%	90.6%
<= 17m 0s	1	0.0%	99.9%	0	0.0%	99.7%	1	0.0%	99.7%	1	0.3%	90.9%
<= 18m 0s	0	0.0%	99.9%	0	0.0%	99.7%	3	0.0%	99.8%	0	0.0%	90.9%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	99.7%	1	0.0%	99.8%	0	0.0%	90.9%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	99.7%	0	0.0%	99.8%	0	0.0%	90.9%
>= 20m 0s	6	0.1%	100.0	1	0.3%	100.0	13	0.2%	100.0	17	4.6%	95.4%
<b>Tot. Counts:</b>	6,726			358			6,728			355		

## Notes:

Total Records Reported by this PSAP: 7833  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 7833

# Fractile 911 Call Response Time Distribution

Hartford Emergency Communications Ctr.

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	32038	93.1%	93.1%	2	0.2%	0.2%	5745	16.7%	16.7%	2005	84.1%	84.1%
<= 0m 20s	2031	5.9%	99.0%	182	15.3%	15.5%	4053	11.8%	28.5%	94	3.9%	88.0%
<= 0m 30s	268	0.8%	99.8%	423	35.6%	51.1%	2602	7.6%	36.0%	147	6.2%	94.2%
<= 0m 40s	29	0.1%	99.9%	247	20.8%	71.8%	2885	8.4%	44.4%	2	0.1%	94.3%
<= 0m 50s	6	0.0%	99.9%	127	10.7%	82.5%	2530	7.4%	51.8%	1	0.0%	94.3%
<= 1m 0s	4	0.0%	99.9%	58	4.9%	87.4%	2600	7.6%	59.3%	1	0.0%	94.3%
<= 1m 30s	8	0.0%	99.9%	95	8.0%	95.4%	5951	17.3%	76.6%	11	0.5%	94.8%
<= 2m 0s	3	0.0%	99.9%	30	2.5%	97.9%	3237	9.4%	86.0%	6	0.3%	95.1%
<= 2m 30s	1	0.0%	99.9%	10	0.8%	98.7%	1693	4.9%	90.9%	3	0.1%	95.2%
<= 3m 0s	1	0.0%	99.9%	1	0.1%	98.8%	987	2.9%	93.8%	6	0.3%	95.4%
<= 3m 30s	1	0.0%	99.9%	6	0.5%	99.3%	563	1.6%	95.4%	0	0.0%	95.4%
<= 4m 0s	1	0.0%	100.0	0	0.0%	99.3%	350	1.0%	96.5%	1	0.0%	95.5%
<= 4m 30s	1	0.0%	100.0	2	0.2%	99.5%	256	0.7%	97.2%	3	0.1%	95.6%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.5%	169	0.5%	97.7%	2	0.1%	95.7%
<= 6m 0s	1	0.0%	100.0	5	0.4%	99.9%	249	0.7%	98.4%	2	0.1%	95.8%
<= 7m 0s	1	0.0%	100.0	0	0.0%	99.9%	175	0.5%	98.9%	6	0.3%	96.0%
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.9%	119	0.3%	99.3%	3	0.1%	96.1%
<= 9m 0s	1	0.0%	100.0	0	0.0%	99.9%	75	0.2%	99.5%	3	0.1%	96.3%
<= 10m 0s	1	0.0%	100.0	0	0.0%	99.9%	54	0.2%	99.6%	8	0.3%	96.6%
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.9%	23	0.1%	99.7%	3	0.1%	96.7%
<= 12m 0s	1	0.0%	100.0	0	0.0%	99.9%	27	0.1%	99.8%	2	0.1%	96.8%
<= 13m 0s	1	0.0%	100.0	0	0.0%	99.9%	12	0.0%	99.8%	4	0.2%	97.0%
<= 14m 0s	0	0.0%	100.0	0	0.0%	99.9%	7	0.0%	99.8%	1	0.0%	97.0%
<= 15m 0s	0	0.0%	100.0	0	0.0%	99.9%	7	0.0%	99.9%	1	0.0%	97.1%
<= 16m 0s	5	0.0%	100.0	0	0.0%	99.9%	8	0.0%	99.9%	5	0.2%	97.3%
<= 17m 0s	0	0.0%	100.0	0	0.0%	99.9%	5	0.0%	99.9%	2	0.1%	97.4%
<= 18m 0s	0	0.0%	100.0	0	0.0%	99.9%	4	0.0%	99.9%	2	0.1%	97.4%
<= 19m 0s	0	0.0%	100.0	0	0.0%	99.9%	5	0.0%	99.9%	6	0.3%	97.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	99.9%	2	0.0%	99.9%	2	0.1%	97.8%
>= 20m 0s	4	0.0%	100.0	1	0.1%	100.0	21	0.1%	100.0	50	2.1%	99.9%
<b>Tot. Counts:</b>	34,407			1,189			34,414			2,382		

## Notes:

Total Records Reported by this PSAP: 42178  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 42178

# Fractile 911 Call Response Time Distribution

Ledyard Emergency Communication Ctr.

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1630	98.5%	98.5%	0	0.0%	0.0%	192	11.6%	11.6%	76	90.5%	90.5%
<= 0m 20s	21	1.3%	99.8%	29	4.8%	4.8%	133	8.0%	19.6%	2	2.4%	92.9%
<= 0m 30s	3	0.2%	100.0	102	17.0%	21.8%	126	7.6%	27.3%	6	7.1%	100.0
<= 0m 40s	0	0.0%	100.0	107	17.8%	39.6%	157	9.5%	36.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	94	15.6%	55.2%	134	8.1%	44.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	72	12.0%	67.2%	138	8.3%	53.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	135	22.5%	89.7%	320	19.3%	72.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	40	6.7%	96.3%	151	9.1%	81.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	8	1.3%	97.7%	60	3.6%	85.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	7	1.2%	98.8%	29	1.8%	87.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	3	0.5%	99.3%	26	1.6%	88.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.5%	17	1.0%	89.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	99.7%	10	0.6%	90.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	2	0.3%	100.0	6	0.4%	90.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.8%	91.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.7%	92.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	92.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.7%	93.0%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	93.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	94.1%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	94.4%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	94.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	94.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	95.1%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	95.2%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	95.3%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	95.6%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	95.7%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	96.1%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	65	3.9%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,654			601			1,654			84		

## Notes:

Total Records Reported by this PSAP: 1952  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1952

# Fractile 911 Call Response Time Distribution

Litchfield County Dispatch

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6929	98.9%	98.9%	1	0.1%	0.1%	300	4.3%	4.3%	179	98.9%	98.9%
<= 0m 20s	66	0.9%	99.9%	246	14.3%	14.3%	427	6.1%	10.4%	1	0.6%	99.4%
<= 0m 30s	8	0.1%	100.0	589	34.2%	48.5%	545	7.8%	18.2%	1	0.6%	100.0
<= 0m 40s	0	0.0%	100.0	343	19.9%	68.4%	785	11.2%	29.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	195	11.3%	79.7%	553	7.9%	37.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	129	7.5%	87.2%	385	5.5%	42.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	138	8.0%	95.2%	879	12.6%	55.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	42	2.4%	97.6%	731	10.4%	65.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	20	1.2%	98.8%	739	10.6%	76.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	15	0.9%	99.7%	590	8.4%	84.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	3	0.2%	99.8%	374	5.3%	90.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.9%	184	2.6%	92.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.9%	121	1.7%	94.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	78	1.1%	95.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.1%	100.0	105	1.5%	97.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	61	0.9%	97.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	44	0.6%	98.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	30	0.4%	99.0%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.3%	99.3%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.2%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.2%	99.8%	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	2	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	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	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
<b>Tot. Counts:</b>	7,003			1,724			7,003			181		

**Notes:**

Total Records Reported by this PSAP: 7675  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 7675

# Fractile 911 Call Response Time Distribution

Madison Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1183	98.4%	98.4%	0	0.0%	0.0%	46	3.8%	3.8%	34	94.4%	94.4%
<= 0m 20s	13	1.1%	99.5%	21	13.0%	13.0%	52	4.3%	8.2%	1	2.8%	97.2%
<= 0m 30s	4	0.3%	99.8%	57	35.4%	48.4%	114	9.5%	17.6%	1	2.8%	100.0
<= 0m 40s	0	0.0%	99.8%	42	26.1%	74.5%	134	11.1%	28.8%	0	0.0%	100.0
<= 0m 50s	1	0.1%	99.9%	15	9.3%	83.9%	123	10.2%	39.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.9%	8	5.0%	88.8%	91	7.6%	46.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	99.9%	11	6.8%	95.7%	254	21.1%	67.7%	0	0.0%	100.0
<= 2m 0s	1	0.1%	100.0	4	2.5%	98.1%	167	13.9%	81.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	98.8%	104	8.7%	90.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.8%	44	3.7%	93.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.8%	19	1.6%	95.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	1.2%	100.0	8	0.7%	96.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	11	0.9%	97.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	97.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	97.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.8%	98.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	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	1	0.1%	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	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	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	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>	1,202			161			1,202			36		

**Notes:**

Total Records Reported by this PSAP: 1324  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1324

# Fractile 911 Call Response Time Distribution

Manchester Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5287	99.5%	99.5%	0	0.0%	0.0%	562	10.6%	10.6%	152	98.7%	98.7%
<= 0m 20s	26	0.5%	100.0	19	10.7%	10.7%	655	12.3%	22.9%	1	0.6%	99.4%
<= 0m 30s	1	0.0%	100.0	66	37.3%	48.0%	577	10.9%	33.7%	1	0.6%	100.0
<= 0m 40s	0	0.0%	100.0	40	22.6%	70.6%	595	11.2%	44.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	19	10.7%	81.4%	438	8.2%	53.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	5.1%	86.4%	417	7.8%	61.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	14	7.9%	94.4%	1080	20.3%	81.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.7%	96.0%	498	9.4%	90.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	1.7%	97.7%	195	3.7%	94.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	97.7%	98	1.8%	96.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	97.7%	57	1.1%	97.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	97.7%	38	0.7%	98.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	4	2.3%	100.0	24	0.5%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.4%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.3%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	22	0.4%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	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	2	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	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>	5,314			177			5,316			154		

## Notes:

Total Records Reported by this PSAP: 5981  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 5981

# Fractile 911 Call Response Time Distribution

Meriden Fire and Emergency Services

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6819	97.3%	97.3%	8	0.5%	0.5%	1048	15.0%	15.0%	225	39.3%	39.3%
<= 0m 20s	63	0.9%	98.2%	363	22.5%	23.0%	901	12.9%	27.8%	1	0.2%	39.4%
<= 0m 30s	7	0.1%	98.3%	531	32.9%	55.9%	752	10.7%	38.5%	2	0.3%	39.8%
<= 0m 40s	0	0.0%	98.3%	342	21.2%	77.1%	606	8.6%	47.2%	0	0.0%	39.8%
<= 0m 50s	0	0.0%	98.3%	142	8.8%	85.9%	410	5.9%	53.0%	0	0.0%	39.8%
<= 1m 0s	0	0.0%	98.3%	60	3.7%	89.6%	340	4.9%	57.9%	0	0.0%	39.8%
<= 1m 30s	0	0.0%	98.3%	57	3.5%	93.2%	721	10.3%	68.2%	0	0.0%	39.8%
<= 2m 0s	0	0.0%	98.3%	18	1.1%	94.3%	449	6.4%	74.6%	0	0.0%	39.8%
<= 2m 30s	0	0.0%	98.3%	5	0.3%	94.6%	305	4.4%	78.9%	0	0.0%	39.8%
<= 3m 0s	0	0.0%	98.3%	5	0.3%	94.9%	256	3.7%	82.6%	0	0.0%	39.8%
<= 3m 30s	0	0.0%	98.3%	0	0.0%	94.9%	198	2.8%	85.4%	0	0.0%	39.8%
<= 4m 0s	0	0.0%	98.3%	0	0.0%	94.9%	311	4.4%	89.9%	6	1.0%	40.8%
<= 4m 30s	2	0.0%	98.3%	0	0.0%	94.9%	161	2.3%	92.2%	4	0.7%	41.5%
<= 5m 0s	0	0.0%	98.3%	0	0.0%	94.9%	89	1.3%	93.4%	0	0.0%	41.5%
<= 6m 0s	0	0.0%	98.3%	1	0.1%	95.0%	116	1.7%	95.1%	3	0.5%	42.1%
<= 7m 0s	0	0.0%	98.3%	0	0.0%	95.0%	63	0.9%	96.0%	1	0.2%	42.2%
<= 8m 0s	2	0.0%	98.4%	0	0.0%	95.0%	41	0.6%	96.6%	1	0.2%	42.4%
<= 9m 0s	7	0.1%	98.5%	0	0.0%	95.0%	26	0.4%	96.9%	1	0.2%	42.6%
<= 10m 0s	14	0.2%	98.7%	0	0.0%	95.0%	13	0.2%	97.1%	1	0.2%	42.8%
<= 11m 0s	2	0.0%	98.7%	0	0.0%	95.0%	3	0.0%	97.2%	3	0.5%	43.3%
<= 12m 0s	2	0.0%	98.7%	0	0.0%	95.0%	8	0.1%	97.3%	7	1.2%	44.5%
<= 13m 0s	4	0.1%	98.8%	1	0.1%	95.0%	9	0.1%	97.4%	1	0.2%	44.7%
<= 14m 0s	0	0.0%	98.8%	0	0.0%	95.0%	6	0.1%	97.5%	0	0.0%	44.7%
<= 15m 0s	2	0.0%	98.8%	0	0.0%	95.0%	2	0.0%	97.5%	4	0.7%	45.4%
<= 16m 0s	0	0.0%	98.8%	0	0.0%	95.0%	3	0.0%	97.6%	1	0.2%	45.5%
<= 17m 0s	0	0.0%	98.8%	0	0.0%	95.0%	1	0.0%	97.6%	0	0.0%	45.5%
<= 18m 0s	1	0.0%	98.8%	1	0.1%	95.1%	1	0.0%	97.6%	3	0.5%	46.1%
<= 19m 0s	0	0.0%	98.8%	0	0.0%	95.1%	1	0.0%	97.6%	0	0.0%	46.1%
<= 20m 0s	0	0.0%	98.8%	0	0.0%	95.1%	1	0.0%	97.6%	2	0.3%	46.4%
>= 20m 0s	82	1.2%	100.0	79	4.9%	100.0	160	2.3%	99.9%	297	51.8%	98.3%
<b>Tot. Counts:</b>	7,007			1,613			7,001			563		

**Notes:**

Total Records Reported by this PSAP: 8085  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 8085

# Fractile 911 Call Response Time Distribution

Middlebury Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	476	96.7%	96.7%	0	0.0%	0.0%	34	6.9%	6.9%	8	36.4%	36.4%
<= 0m 20s	15	3.0%	99.8%	4	2.3%	2.3%	28	5.7%	12.6%	7	31.8%	68.2%
<= 0m 30s	1	0.2%	100.0	27	15.7%	18.0%	43	8.7%	21.3%	7	31.8%	100.0
<= 0m 40s	0	0.0%	100.0	48	27.9%	45.9%	50	10.2%	31.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	30	17.4%	63.4%	40	8.1%	39.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	27	15.7%	79.1%	43	8.7%	48.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	27	15.7%	94.8%	86	17.5%	65.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	2.3%	97.1%	57	11.6%	77.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	97.7%	39	7.9%	85.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.6%	98.3%	25	5.1%	90.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.3%	12	2.4%	92.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.3%	9	1.8%	94.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.3%	3	0.6%	95.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	98.3%	4	0.8%	96.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.6%	98.8%	8	1.6%	97.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	98.8%	2	0.4%	98.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.6%	99.4%	2	0.4%	98.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	98.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.4%	1	0.2%	98.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	1	0.6%	100.0	2	0.4%	99.2%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	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>	492			172			492			22		

**Notes:**

Total Records Reported by this PSAP: 538  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 538

# Fractile 911 Call Response Time Distribution

Middletown Central Communications

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5578	96.0%	96.0%	4	0.9%	0.9%	508	8.7%	8.7%	215	56.4%	56.4%
<= 0m 20s	181	3.1%	99.1%	46	9.9%	10.7%	551	9.5%	18.2%	7	1.8%	58.3%
<= 0m 30s	26	0.4%	99.6%	157	33.7%	44.4%	439	7.6%	25.8%	29	7.6%	65.9%
<= 0m 40s	0	0.0%	99.6%	117	25.1%	69.5%	421	7.2%	33.0%	0	0.0%	65.9%
<= 0m 50s	0	0.0%	99.6%	49	10.5%	80.0%	366	6.3%	39.3%	0	0.0%	65.9%
<= 1m 0s	0	0.0%	99.6%	32	6.9%	86.9%	298	5.1%	44.5%	0	0.0%	65.9%
<= 1m 30s	1	0.0%	99.6%	38	8.2%	95.1%	804	13.8%	58.3%	0	0.0%	65.9%
<= 2m 0s	1	0.0%	99.6%	11	2.4%	97.4%	775	13.3%	71.6%	2	0.5%	66.4%
<= 2m 30s	0	0.0%	99.6%	4	0.9%	98.3%	574	9.9%	81.5%	0	0.0%	66.4%
<= 3m 0s	1	0.0%	99.6%	3	0.6%	98.9%	370	6.4%	87.9%	0	0.0%	66.4%
<= 3m 30s	0	0.0%	99.6%	0	0.0%	98.9%	235	4.0%	91.9%	0	0.0%	66.4%
<= 4m 0s	0	0.0%	99.6%	0	0.0%	98.9%	149	2.6%	94.5%	0	0.0%	66.4%
<= 4m 30s	0	0.0%	99.6%	3	0.6%	99.6%	85	1.5%	96.0%	1	0.3%	66.7%
<= 5m 0s	0	0.0%	99.6%	1	0.2%	99.8%	44	0.8%	96.7%	0	0.0%	66.7%
<= 6m 0s	2	0.0%	99.7%	0	0.0%	99.8%	60	1.0%	97.7%	0	0.0%	66.7%
<= 7m 0s	0	0.0%	99.7%	0	0.0%	99.8%	27	0.5%	98.2%	2	0.5%	67.2%
<= 8m 0s	3	0.1%	99.7%	0	0.0%	99.8%	27	0.5%	98.7%	0	0.0%	67.2%
<= 9m 0s	1	0.0%	99.7%	0	0.0%	99.8%	16	0.3%	99.0%	0	0.0%	67.2%
<= 10m 0s	0	0.0%	99.7%	0	0.0%	99.8%	14	0.2%	99.2%	2	0.5%	67.7%
<= 11m 0s	0	0.0%	99.7%	0	0.0%	99.8%	6	0.1%	99.3%	1	0.3%	68.0%
<= 12m 0s	0	0.0%	99.7%	0	0.0%	99.8%	6	0.1%	99.4%	0	0.0%	68.0%
<= 13m 0s	0	0.0%	99.7%	0	0.0%	99.8%	3	0.1%	99.4%	0	0.0%	68.0%
<= 14m 0s	0	0.0%	99.7%	0	0.0%	99.8%	1	0.0%	99.5%	0	0.0%	68.0%
<= 15m 0s	0	0.0%	99.7%	0	0.0%	99.8%	2	0.0%	99.5%	0	0.0%	68.0%
<= 16m 0s	3	0.1%	99.8%	0	0.0%	99.8%	3	0.1%	99.6%	0	0.0%	68.0%
<= 17m 0s	0	0.0%	99.8%	1	0.2%	100.0	2	0.0%	99.6%	1	0.3%	68.2%
<= 18m 0s	0	0.0%	99.8%	0	0.0%	100.0	1	0.0%	99.6%	1	0.3%	68.5%
<= 19m 0s	0	0.0%	99.8%	0	0.0%	100.0	2	0.0%	99.6%	2	0.5%	69.0%
<= 20m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.6%	1	0.3%	69.3%
>= 20m 0s	13	0.2%	100.0	0	0.0%	100.0	19	0.3%	100.0	111	29.1%	98.4%
<b>Tot. Counts:</b>	5,810			466			5,808			375		

## Notes:

Total Records Reported by this PSAP: 6721  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 6721

# Fractile 911 Call Response Time Distribution

Milford Fire Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3939	96.5%	96.5%	0	0.0%	0.0%	316	7.7%	7.7%	120	67.4%	67.4%
<= 0m 20s	113	2.8%	99.3%	338	19.7%	19.7%	482	11.8%	19.6%	10	5.6%	73.0%
<= 0m 30s	15	0.4%	99.7%	758	44.2%	64.0%	676	16.6%	36.1%	22	12.4%	85.4%
<= 0m 40s	5	0.1%	99.8%	391	22.8%	86.8%	914	22.4%	58.5%	0	0.0%	85.4%
<= 0m 50s	1	0.0%	99.8%	111	6.5%	93.3%	537	13.2%	71.7%	0	0.0%	85.4%
<= 1m 0s	0	0.0%	99.8%	52	3.0%	96.3%	343	8.4%	80.1%	0	0.0%	85.4%
<= 1m 30s	3	0.1%	99.9%	56	3.3%	99.6%	534	13.1%	93.2%	1	0.6%	86.0%
<= 2m 0s	0	0.0%	99.9%	4	0.2%	99.8%	172	4.2%	97.4%	0	0.0%	86.0%
<= 2m 30s	0	0.0%	99.9%	1	0.1%	99.9%	54	1.3%	98.7%	0	0.0%	86.0%
<= 3m 0s	0	0.0%	99.9%	0	0.0%	99.9%	21	0.5%	99.2%	0	0.0%	86.0%
<= 3m 30s	0	0.0%	99.9%	0	0.0%	99.9%	7	0.2%	99.4%	0	0.0%	86.0%
<= 4m 0s	0	0.0%	99.9%	1	0.1%	99.9%	7	0.2%	99.6%	0	0.0%	86.0%
<= 4m 30s	0	0.0%	99.9%	0	0.0%	99.9%	3	0.1%	99.7%	0	0.0%	86.0%
<= 5m 0s	0	0.0%	99.9%	0	0.0%	99.9%	2	0.0%	99.7%	0	0.0%	86.0%
<= 6m 0s	0	0.0%	99.9%	0	0.0%	99.9%	3	0.1%	99.8%	0	0.0%	86.0%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	99.9%	3	0.1%	99.9%	0	0.0%	86.0%
<= 8m 0s	0	0.0%	99.9%	0	0.0%	99.9%	2	0.0%	99.9%	0	0.0%	86.0%
<= 9m 0s	0	0.0%	99.9%	0	0.0%	99.9%	1	0.0%	99.9%	0	0.0%	86.0%
<= 10m 0s	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	86.0%
<= 11m 0s	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	86.0%
<= 12m 0s	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	86.0%
<= 13m 0s	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	86.0%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	86.0%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	86.0%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	86.0%
<= 17m 0s	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	86.0%
<= 18m 0s	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	86.0%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	86.0%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	86.0%
>= 20m 0s	4	0.1%	100.0	1	0.1%	100.0	3	0.1%	100.0	25	14.0%	100.0
<b>Tot. Counts:</b>	4,080			1,713			4,080			178		

**Notes:**

Total Records Reported by this PSAP: 4648  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 4648

# Fractile 911 Call Response Time Distribution

Monroe Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1099	90.8%	90.8%	0	0.0%	0.0%	78	6.4%	6.4%	44	80.0%	80.0%
<= 0m 20s	102	8.4%	99.2%	68	12.9%	12.9%	103	8.5%	14.9%	5	9.1%	89.1%
<= 0m 30s	10	0.8%	100.0	157	29.8%	42.7%	123	10.2%	25.1%	6	10.9%	100.0
<= 0m 40s	0	0.0%	100.0	120	22.8%	65.5%	142	11.7%	36.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	66	12.5%	78.0%	111	9.2%	46.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	47	8.9%	86.9%	86	7.1%	53.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	54	10.2%	97.2%	216	17.8%	70.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	10	1.9%	99.1%	133	11.0%	81.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.2%	90	7.4%	89.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.6%	99.8%	47	3.9%	93.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	27	2.2%	95.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	17	1.4%	96.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	10	0.8%	97.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	6	0.5%	98.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	12	1.0%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.2%	100.0	4	0.3%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	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	2	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>	1,211			527			1,211			55		

**Notes:**

Total Records Reported by this PSAP: 1378  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1378

# Fractile 911 Call Response Time Distribution

Montville Dispatch

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1636	97.0%	97.0%	9	1.5%	1.5%	175	10.4%	10.4%	51	85.0%	85.0%
<= 0m 20s	44	2.6%	99.6%	184	30.2%	31.7%	311	18.4%	28.8%	2	3.3%	88.3%
<= 0m 30s	6	0.4%	100.0	220	36.1%	67.8%	369	21.9%	50.7%	7	11.7%	100.0
<= 0m 40s	0	0.0%	100.0	122	20.0%	87.8%	358	21.2%	71.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	36	5.9%	93.8%	181	10.7%	82.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	18	3.0%	96.7%	109	6.5%	89.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	15	2.5%	99.2%	113	6.7%	95.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.5%	99.7%	31	1.8%	97.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.8%	11	0.7%	98.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	100.0	6	0.4%	98.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	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	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>	1,686			609			1,686			60		

**Notes:**

Total Records Reported by this PSAP: 1873  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1873

# Fractile 911 Call Response Time Distribution

Naugatuck Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2052	98.4%	98.4%	138	17.5%	17.5%	125	6.0%	6.0%	54	90.0%	90.0%
<= 0m 20s	26	1.2%	99.6%	402	51.1%	68.6%	241	11.6%	17.5%	1	1.7%	91.7%
<= 0m 30s	4	0.2%	99.8%	141	17.9%	86.5%	313	15.0%	32.6%	4	6.7%	98.3%
<= 0m 40s	2	0.1%	99.9%	45	5.7%	92.2%	286	13.7%	46.3%	0	0.0%	98.3%
<= 0m 50s	2	0.1%	100.0	25	3.2%	95.4%	219	10.5%	56.8%	0	0.0%	98.3%
<= 1m 0s	0	0.0%	100.0	16	2.0%	97.5%	169	8.1%	64.9%	0	0.0%	98.3%
<= 1m 30s	0	0.0%	100.0	15	1.9%	99.4%	384	18.4%	83.3%	0	0.0%	98.3%
<= 2m 0s	0	0.0%	100.0	3	0.4%	99.7%	154	7.4%	90.7%	0	0.0%	98.3%
<= 2m 30s	0	0.0%	100.0	2	0.3%	100.0	79	3.8%	94.4%	0	0.0%	98.3%
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	44	2.1%	96.5%	0	0.0%	98.3%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	17	0.8%	97.4%	0	0.0%	98.3%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.8%	98.2%	0	0.0%	98.3%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	98.5%	0	0.0%	98.3%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	98.9%	0	0.0%	98.3%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.1%	0	0.0%	98.3%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.3%	0	0.0%	98.3%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.6%	0	0.0%	98.3%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	98.3%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	98.3%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	98.3%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.3%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.3%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	98.3%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	98.3%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	1.7%	100.0
<b>Tot. Counts:</b>	2,086			787			2,086			60		

## Notes:

Total Records Reported by this PSAP: 2288  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2288

# Fractile 911 Call Response Time Distribution

New Britain Public Safety

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	10330	93.6%	93.6%	1	0.2%	0.2%	1279	11.6%	11.6%	634	92.3%	92.3%
<= 0m 20s	623	5.6%	99.3%	71	17.4%	17.7%	1355	12.3%	23.9%	29	4.2%	96.5%
<= 0m 30s	75	0.7%	99.9%	166	40.8%	58.5%	1066	9.7%	33.5%	24	3.5%	100.0
<= 0m 40s	7	0.1%	100.0	78	19.2%	77.6%	1048	9.5%	43.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	29	7.1%	84.8%	782	7.1%	50.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	20	4.9%	89.7%	707	6.4%	56.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	22	5.4%	95.1%	1675	15.2%	71.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	8	2.0%	97.1%	1025	9.3%	81.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	5	1.2%	98.3%	635	5.8%	86.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.7%	99.0%	393	3.6%	90.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	3	0.7%	99.8%	266	2.4%	92.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	197	1.8%	94.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	141	1.3%	95.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	102	0.9%	96.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	149	1.4%	98.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	74	0.7%	98.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.2%	100.0	59	0.5%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	39	0.4%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.2%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	5	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	2	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>	11,035			407			11,037			687		

**Notes:**

Total Records Reported by this PSAP: 13221  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 13221

# Fractile 911 Call Response Time Distribution

New Canaan Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1107	96.3%	96.3%	3	0.8%	0.8%	163	14.2%	14.2%	60	81.1%	81.1%
<= 0m 20s	38	3.3%	99.7%	80	20.6%	21.4%	131	11.4%	25.6%	6	8.1%	89.2%
<= 0m 30s	4	0.3%	100.0	138	35.6%	57.0%	121	10.5%	36.1%	6	8.1%	97.3%
<= 0m 40s	0	0.0%	100.0	90	23.2%	80.2%	111	9.7%	45.8%	0	0.0%	97.3%
<= 0m 50s	0	0.0%	100.0	31	8.0%	88.1%	109	9.5%	55.3%	0	0.0%	97.3%
<= 1m 0s	0	0.0%	100.0	19	4.9%	93.0%	78	6.8%	62.1%	0	0.0%	97.3%
<= 1m 30s	0	0.0%	100.0	17	4.4%	97.4%	185	16.1%	78.2%	0	0.0%	97.3%
<= 2m 0s	0	0.0%	100.0	4	1.0%	98.5%	126	11.0%	89.1%	0	0.0%	97.3%
<= 2m 30s	0	0.0%	100.0	2	0.5%	99.0%	45	3.9%	93.0%	0	0.0%	97.3%
<= 3m 0s	0	0.0%	100.0	3	0.8%	99.7%	29	2.5%	95.6%	0	0.0%	97.3%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	20	1.7%	97.3%	0	0.0%	97.3%
<= 4m 0s	0	0.0%	100.0	1	0.3%	100.0	9	0.8%	98.1%	0	0.0%	97.3%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	98.6%	0	0.0%	97.3%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.0%	0	0.0%	97.3%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.3%	0	0.0%	97.3%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.6%	0	0.0%	97.3%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	97.3%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.9%	0	0.0%	97.3%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	97.3%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	1.4%	98.6%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%
<= 19m 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	0	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	1	1.4%	100.0
<b>Tot. Counts:</b>	1,149			388			1,149			74		

**Notes:**

Total Records Reported by this PSAP: 1382  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1382

# Fractile 911 Call Response Time Distribution

New Fairfield Emergency Communications Ctr.

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	847	96.7%	96.7%	0	0.0%	0.0%	82	9.4%	9.4%	22	81.5%	81.5%
<= 0m 20s	23	2.6%	99.3%	26	15.8%	15.8%	129	14.7%	24.1%	2	7.4%	88.9%
<= 0m 30s	6	0.7%	100.0	70	42.4%	58.2%	124	14.2%	38.2%	3	11.1%	100.0
<= 0m 40s	0	0.0%	100.0	38	23.0%	81.2%	133	15.2%	53.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	12	7.3%	88.5%	93	10.6%	64.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	4.2%	92.7%	74	8.4%	72.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	5.5%	98.2%	135	15.4%	87.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.2%	99.4%	61	7.0%	94.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.4%	18	2.1%	96.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.6%	100.0	11	1.3%	98.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.8%	99.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.7%	99.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	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	0	0.0%	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	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>	876			165			876			27		

**Notes:**

Total Records Reported by this PSAP: 988  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 988



# Fractile 911 Call Response Time Distribution

New London Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4330	98.1%	98.1%	1	0.6%	0.6%	285	6.5%	6.5%	70	85.4%	85.4%
<= 0m 20s	66	1.5%	99.6%	30	18.3%	18.9%	420	9.5%	16.0%	2	2.4%	87.8%
<= 0m 30s	14	0.3%	100.0	51	31.1%	50.0%	557	12.6%	28.6%	10	12.2%	100.0
<= 0m 40s	1	0.0%	100.0	39	23.8%	73.8%	589	13.3%	42.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	9	5.5%	79.3%	485	11.0%	52.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	5.5%	84.8%	419	9.5%	62.4%	0	0.0%	100.0
<= 1m 30s	1	0.0%	100.0	12	7.3%	92.1%	791	17.9%	80.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	9	5.5%	97.6%	358	8.1%	88.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	1.8%	99.4%	205	4.6%	93.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	97	2.2%	95.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	66	1.5%	96.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	37	0.8%	97.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	26	0.6%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.6%	100.0	20	0.5%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	28	0.6%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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	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%	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	2	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	4,412			164			4,412			82		

## Notes:

Total Records Reported by this PSAP: 4771  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 4771

# Fractile 911 Call Response Time Distribution

New Milford Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2032	99.6%	99.6%	0	0.0%	0.0%	148	7.3%	7.3%	68	97.1%	97.1%
<= 0m 20s	7	0.3%	100.0	5	4.5%	4.5%	247	12.1%	19.4%	1	1.4%	98.6%
<= 0m 30s	1	0.0%	100.0	39	35.1%	39.6%	222	10.9%	30.2%	1	1.4%	100.0
<= 0m 40s	0	0.0%	100.0	21	18.9%	58.6%	252	12.4%	42.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	17	15.3%	73.9%	190	9.3%	51.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	8.1%	82.0%	199	9.8%	61.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	14	12.6%	94.6%	409	20.0%	81.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	5.4%	100.0	196	9.6%	91.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	86	4.2%	95.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	36	1.8%	97.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	16	0.8%	98.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.5%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	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	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	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	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	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>	2,040			111			2,040			70		

## Notes:

Total Records Reported by this PSAP: 2291  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2291

# Fractile 911 Call Response Time Distribution

Newington Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2669	97.8%	97.8%	2	0.3%	0.3%	247	9.1%	9.1%	82	97.6%	97.6%
<= 0m 20s	52	1.9%	99.7%	166	28.0%	28.4%	284	10.4%	19.5%	1	1.2%	98.8%
<= 0m 30s	7	0.3%	100.0	156	26.4%	54.7%	410	15.0%	34.5%	1	1.2%	100.0
<= 0m 40s	0	0.0%	100.0	128	21.6%	76.4%	434	15.9%	50.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	67	11.3%	87.7%	307	11.3%	61.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	27	4.6%	92.2%	219	8.0%	69.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	38	6.4%	98.6%	441	16.2%	85.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.7%	99.3%	162	5.9%	91.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.5%	99.8%	78	2.9%	94.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	51	1.9%	96.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	23	0.8%	97.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	10	0.4%	97.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	9	0.3%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.7%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.4%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	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	3	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>	2,728			592			2,728			84		

**Notes:**

Total Records Reported by this PSAP: 3096  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3096

# Fractile 911 Call Response Time Distribution

Newtown Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1517	98.9%	98.9%	0	0.0%	0.0%	94	6.1%	6.1%	33	84.6%	84.6%
<= 0m 20s	12	0.8%	99.7%	31	16.6%	16.6%	123	8.0%	14.1%	2	5.1%	89.7%
<= 0m 30s	5	0.3%	100.0	70	37.4%	54.0%	118	7.7%	21.8%	4	10.3%	100.0
<= 0m 40s	0	0.0%	100.0	31	16.6%	70.6%	115	7.5%	29.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	20	10.7%	81.3%	114	7.4%	36.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	12	6.4%	87.7%	117	7.6%	44.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	5.3%	93.0%	308	20.1%	64.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	7	3.7%	96.8%	186	12.1%	76.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	96.8%	111	7.2%	83.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	96.8%	64	4.2%	88.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	1.1%	97.9%	43	2.8%	90.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.5%	98.4%	25	1.6%	92.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.4%	16	1.0%	93.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	98.4%	18	1.2%	94.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.5%	98.9%	21	1.4%	96.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	98.9%	12	0.8%	96.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	2	1.1%	100.0	9	0.6%	97.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.7%	98.0%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	98.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.6%	99.2%	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	6	0.4%	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	2	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	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>	1,534			187			1,534			39		

**Notes:**

Total Records Reported by this PSAP: 1681  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1681

# Fractile 911 Call Response Time Distribution

North Branford Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	980	94.3%	94.3%	0	0.0%	0.0%	80	7.7%	7.7%	48	85.7%	85.7%
<= 0m 20s	54	5.2%	99.5%	39	27.1%	27.1%	145	14.0%	21.7%	3	5.4%	91.1%
<= 0m 30s	5	0.5%	100.0	48	33.3%	60.4%	146	14.1%	35.7%	5	8.9%	100.0
<= 0m 40s	0	0.0%	100.0	31	21.5%	81.9%	181	17.4%	53.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	14	9.7%	91.7%	142	13.7%	66.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	3.5%	95.1%	65	6.3%	73.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	2.8%	97.9%	155	14.9%	88.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	97.9%	57	5.5%	93.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.7%	98.6%	29	2.8%	96.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.6%	17	1.6%	97.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.6%	6	0.6%	98.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.7%	99.3%	5	0.5%	98.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.3%	3	0.3%	99.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.3%	2	0.2%	99.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.3%	2	0.2%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.3%	1	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	1	0.7%	100.0	0	0.0%	99.7%	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	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>	1,039			144			1,039			56		

**Notes:**

Total Records Reported by this PSAP: 1198  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1198

# Fractile 911 Call Response Time Distribution

North Haven Emergency Communications

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1803	98.4%	98.4%	0	0.0%	0.0%	88	4.8%	4.8%	35	100.0%	100.0
<= 0m 20s	26	1.4%	99.8%	6	9.1%	9.1%	197	10.8%	15.6%	0	0.0%	100.0
<= 0m 30s	3	0.2%	100.0	23	34.8%	43.9%	249	13.6%	29.1%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	18	27.3%	71.2%	304	16.6%	45.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	10	15.2%	86.4%	277	15.1%	60.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	1	1.5%	87.9%	195	10.6%	71.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	7.6%	95.5%	297	16.2%	87.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	4.5%	100.0	100	5.5%	93.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	45	2.5%	95.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	21	1.1%	96.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	11	0.6%	97.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	97.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.7%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	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	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	1	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	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,832			66			1,832			35		

**Notes:**

Total Records Reported by this PSAP: 1980  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1980

# Fractile 911 Call Response Time Distribution

Northwest CT Public Safety Comm. Center

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4231	99.3%	99.3%	0	0.0%	0.0%	272	6.4%	6.4%	79	94.0%	94.0%
<= 0m 20s	27	0.6%	100.0	240	17.2%	17.2%	325	7.6%	14.0%	1	1.2%	95.2%
<= 0m 30s	0	0.0%	100.0	517	37.0%	54.1%	289	6.8%	20.8%	3	3.6%	98.8%
<= 0m 40s	0	0.0%	100.0	315	22.5%	76.7%	402	9.4%	30.2%	0	0.0%	98.8%
<= 0m 50s	0	0.0%	100.0	147	10.5%	87.2%	324	7.6%	37.8%	1	1.2%	100.0
<= 1m 0s	0	0.0%	100.0	73	5.2%	92.4%	289	6.8%	44.6%	0	0.0%	100.0
<= 1m 30s	1	0.0%	100.0	74	5.3%	97.7%	699	16.4%	61.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	18	1.3%	99.0%	622	14.6%	75.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	9	0.6%	99.6%	440	10.3%	86.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.2%	99.9%	231	5.4%	91.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.9%	121	2.8%	94.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.9%	65	1.5%	95.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	100.0	48	1.1%	96.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	30	0.7%	97.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	41	1.0%	98.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.4%	98.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.3%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.3%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.7%	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	1	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	0.0%	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	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	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	4,259			1,398			4,259			84		

## Notes:

Total Records Reported by this PSAP: 4655  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 4655

# Fractile 911 Call Response Time Distribution

Norwalk Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7113	98.7%	98.7%	1	0.3%	0.3%	581	8.1%	8.1%	249	96.5%	96.5%
<= 0m 20s	95	1.3%	100.0	57	16.8%	17.1%	650	9.0%	17.1%	2	0.8%	97.3%
<= 0m 30s	2	0.0%	100.0	108	31.9%	49.0%	570	7.9%	25.0%	3	1.2%	98.4%
<= 0m 40s	0	0.0%	100.0	62	18.3%	67.3%	683	9.5%	34.4%	0	0.0%	98.4%
<= 0m 50s	0	0.0%	100.0	57	16.8%	84.1%	608	8.4%	42.9%	0	0.0%	98.4%
<= 1m 0s	0	0.0%	100.0	21	6.2%	90.3%	581	8.1%	50.9%	0	0.0%	98.4%
<= 1m 30s	0	0.0%	100.0	21	6.2%	96.5%	1490	20.7%	71.6%	0	0.0%	98.4%
<= 2m 0s	0	0.0%	100.0	6	1.8%	98.2%	846	11.7%	83.3%	0	0.0%	98.4%
<= 2m 30s	0	0.0%	100.0	3	0.9%	99.1%	415	5.8%	89.0%	0	0.0%	98.4%
<= 3m 0s	0	0.0%	100.0	1	0.3%	99.4%	231	3.2%	92.2%	0	0.0%	98.4%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	142	2.0%	94.2%	0	0.0%	98.4%
<= 4m 0s	0	0.0%	100.0	1	0.3%	99.7%	102	1.4%	95.6%	0	0.0%	98.4%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	71	1.0%	96.6%	0	0.0%	98.4%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.7%	46	0.6%	97.2%	0	0.0%	98.4%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.7%	80	1.1%	98.4%	0	0.0%	98.4%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.7%	27	0.4%	98.7%	0	0.0%	98.4%
<= 8m 0s	0	0.0%	100.0	1	0.3%	100.0	33	0.5%	99.2%	0	0.0%	98.4%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.3%	99.5%	0	0.0%	98.4%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.2%	99.7%	0	0.0%	98.4%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.7%	0	0.0%	98.4%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.8%	0	0.0%	98.4%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	98.4%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	98.4%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	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	1	0.0%	100.0	0	0.0%	98.4%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	98.4%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.4%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.4%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	4	1.6%	100.0
<b>Tot. Counts:</b>	7,210			339			7,215			258		

**Notes:**

Total Records Reported by this PSAP: 8336  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 8336

# Fractile 911 Call Response Time Distribution

Norwich Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5378	98.6%	98.6%	57	3.7%	3.7%	581	10.7%	10.7%	145	98.6%	98.6%
<= 0m 20s	70	1.3%	99.9%	791	50.8%	54.4%	714	13.1%	23.7%	1	0.7%	99.3%
<= 0m 30s	5	0.1%	100.0	415	26.6%	81.1%	630	11.6%	35.3%	1	0.7%	100.0
<= 0m 40s	0	0.0%	100.0	157	10.1%	91.1%	625	11.5%	46.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	60	3.9%	95.0%	499	9.2%	55.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	24	1.5%	96.5%	436	8.0%	63.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	27	1.7%	98.3%	978	17.9%	81.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	16	1.0%	99.3%	476	8.7%	90.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.1%	99.4%	225	4.1%	94.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.1%	99.6%	96	1.8%	96.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.6%	63	1.2%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.7%	29	0.5%	98.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	2	0.1%	99.8%	34	0.6%	98.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	13	0.2%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	17	0.3%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.1%	99.9%	12	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.9%	10	0.2%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.9%	6	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.9%	6	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	99.9%	1	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	99.9%	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	1	0.1%	100.0	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	5,453			1,558			5,453			147		

## Notes:

Total Records Reported by this PSAP: 6169  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 6169

# Fractile 911 Call Response Time Distribution

Old Saybrook Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	741	94.9%	94.9%	0	0.0%	0.0%	29	3.7%	3.7%	11	84.6%	84.6%
<= 0m 20s	36	4.6%	99.5%	1	3.3%	3.3%	44	5.6%	9.3%	0	0.0%	84.6%
<= 0m 30s	4	0.5%	100.0	7	23.3%	26.7%	27	3.5%	12.8%	2	15.4%	100.0
<= 0m 40s	0	0.0%	100.0	5	16.7%	43.3%	34	4.4%	17.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	6	20.0%	63.3%	43	5.5%	22.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	2	6.7%	70.0%	24	3.1%	25.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	16.7%	86.7%	65	8.3%	34.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	3.3%	90.0%	72	9.2%	43.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	90.0%	68	8.7%	52.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	3.3%	93.3%	64	8.2%	60.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	93.3%	73	9.3%	69.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	93.3%	67	8.6%	78.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	3.3%	96.7%	38	4.9%	83.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	96.7%	31	4.0%	86.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	96.7%	34	4.4%	91.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	96.7%	26	3.3%	94.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	3.3%	100.0	14	1.8%	96.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	9	1.2%	97.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.9%	98.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.6%	99.1%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	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	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>	781			30			781			13		

**Notes:**

Total Records Reported by this PSAP: 828  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 828

# Fractile 911 Call Response Time Distribution

Orange Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1450	99.0%	99.0%	0	0.0%	0.0%	90	6.1%	6.1%	36	100.0%	100.0
<= 0m 20s	12	0.8%	99.9%	68	13.8%	13.8%	176	12.0%	18.2%	0	0.0%	100.0
<= 0m 30s	1	0.1%	99.9%	124	25.2%	39.0%	157	10.7%	28.9%	0	0.0%	100.0
<= 0m 40s	1	0.1%	100.0	118	24.0%	63.0%	250	17.1%	46.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	62	12.6%	75.6%	193	13.2%	59.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	53	10.8%	86.4%	155	10.6%	69.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	52	10.6%	97.0%	242	16.5%	86.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.8%	97.8%	93	6.4%	92.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.8%	98.6%	32	2.2%	94.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	0.8%	99.4%	25	1.7%	96.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.6%	11	0.8%	97.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.6%	4	0.3%	97.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	99.8%	10	0.7%	98.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	9	0.6%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	5	0.3%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	3	0.2%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.2%	100.0	3	0.2%	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	2	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	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>	1,464			492			1,464			36		

**Notes:**

Total Records Reported by this PSAP: 1601  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1601

# Fractile 911 Call Response Time Distribution

Plainville Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1211	97.3%	97.3%	0	0.0%	0.0%	88	7.1%	7.1%	40	60.6%	60.6%
<= 0m 20s	27	2.2%	99.4%	68	15.6%	15.6%	129	10.4%	17.4%	4	6.1%	66.7%
<= 0m 30s	4	0.3%	99.8%	137	31.5%	47.1%	114	9.2%	26.6%	3	4.5%	71.2%
<= 0m 40s	0	0.0%	99.8%	98	22.5%	69.7%	112	9.0%	35.6%	0	0.0%	71.2%
<= 0m 50s	0	0.0%	99.8%	48	11.0%	80.7%	103	8.3%	43.9%	0	0.0%	71.2%
<= 1m 0s	0	0.0%	99.8%	43	9.9%	90.6%	70	5.6%	49.5%	0	0.0%	71.2%
<= 1m 30s	0	0.0%	99.8%	34	7.8%	98.4%	163	13.1%	62.6%	0	0.0%	71.2%
<= 2m 0s	0	0.0%	99.8%	4	0.9%	99.3%	98	7.9%	70.4%	0	0.0%	71.2%
<= 2m 30s	0	0.0%	99.8%	0	0.0%	99.3%	34	2.7%	73.2%	0	0.0%	71.2%
<= 3m 0s	0	0.0%	99.8%	1	0.2%	99.5%	56	4.5%	77.7%	0	0.0%	71.2%
<= 3m 30s	0	0.0%	99.8%	2	0.5%	100.0	51	4.1%	81.8%	0	0.0%	71.2%
<= 4m 0s	0	0.0%	99.8%	0	0.0%	100.0	47	3.8%	85.5%	0	0.0%	71.2%
<= 4m 30s	0	0.0%	99.8%	0	0.0%	100.0	62	5.0%	90.5%	3	4.5%	75.8%
<= 5m 0s	0	0.0%	99.8%	0	0.0%	100.0	28	2.2%	92.8%	0	0.0%	75.8%
<= 6m 0s	0	0.0%	99.8%	0	0.0%	100.0	40	3.2%	96.0%	0	0.0%	75.8%
<= 7m 0s	0	0.0%	99.8%	0	0.0%	100.0	13	1.0%	97.0%	0	0.0%	75.8%
<= 8m 0s	0	0.0%	99.8%	0	0.0%	100.0	9	0.7%	97.8%	0	0.0%	75.8%
<= 9m 0s	0	0.0%	99.8%	0	0.0%	100.0	7	0.6%	98.3%	0	0.0%	75.8%
<= 10m 0s	0	0.0%	99.8%	0	0.0%	100.0	5	0.4%	98.7%	0	0.0%	75.8%
<= 11m 0s	0	0.0%	99.8%	0	0.0%	100.0	2	0.2%	98.9%	0	0.0%	75.8%
<= 12m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	98.9%	0	0.0%	75.8%
<= 13m 0s	0	0.0%	99.8%	0	0.0%	100.0	4	0.3%	99.2%	0	0.0%	75.8%
<= 14m 0s	0	0.0%	99.8%	0	0.0%	100.0	2	0.2%	99.4%	0	0.0%	75.8%
<= 15m 0s	0	0.0%	99.8%	0	0.0%	100.0	1	0.1%	99.4%	0	0.0%	75.8%
<= 16m 0s	0	0.0%	99.8%	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	75.8%
<= 17m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	75.8%
<= 18m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	75.8%
<= 19m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	75.8%
<= 20m 0s	0	0.0%	99.8%	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	75.8%
>= 20m 0s	3	0.2%	100.0	0	0.0%	100.0	5	0.4%	100.0	14	21.2%	97.0%
<b>Tot. Counts:</b>	1,245			435			1,245			64		

## Notes:

Total Records Reported by this PSAP: 1503  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 1503

# Fractile 911 Call Response Time Distribution

Plymouth Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	978	97.6%	97.6%	0	0.0%	0.0%	72	7.2%	7.2%	34	94.4%	94.4%
<= 0m 20s	21	2.1%	99.7%	42	26.9%	26.9%	100	10.0%	17.2%	1	2.8%	97.2%
<= 0m 30s	3	0.3%	100.0	61	39.1%	66.0%	97	9.7%	26.8%	1	2.8%	100.0
<= 0m 40s	0	0.0%	100.0	22	14.1%	80.1%	105	10.5%	37.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	5.1%	85.3%	81	8.1%	45.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	7.1%	92.3%	61	6.1%	51.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	4.5%	96.8%	161	16.1%	67.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	2.6%	99.4%	75	7.5%	75.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.4%	57	5.7%	80.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	53	5.3%	86.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	39	3.9%	89.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	26	2.6%	92.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	18	1.8%	94.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.6%	100.0	12	1.2%	95.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	12	1.2%	96.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	12	1.2%	97.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	98.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	99.0%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.1%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.3%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	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	0	0.0%	99.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	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	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>	1,002			156			1,002			36		

**Notes:**

Total Records Reported by this PSAP: 1126  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1126

# Fractile 911 Call Response Time Distribution

Putnam Police & Fire Communications Center

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	533	93.3%	93.3%	0	0.0%	0.0%	67	11.7%	11.7%	47	83.9%	83.9%
<= 0m 20s	29	5.1%	98.4%	2	3.7%	3.7%	65	11.4%	23.1%	0	0.0%	83.9%
<= 0m 30s	9	1.6%	100.0	22	40.7%	44.4%	64	11.2%	34.3%	7	12.5%	96.4%
<= 0m 40s	0	0.0%	100.0	16	29.6%	74.1%	78	13.7%	48.0%	0	0.0%	96.4%
<= 0m 50s	0	0.0%	100.0	6	11.1%	85.2%	75	13.1%	61.1%	0	0.0%	96.4%
<= 1m 0s	0	0.0%	100.0	2	3.7%	88.9%	56	9.8%	70.9%	0	0.0%	96.4%
<= 1m 30s	0	0.0%	100.0	4	7.4%	96.3%	92	16.1%	87.0%	1	1.8%	98.2%
<= 2m 0s	0	0.0%	100.0	1	1.9%	98.1%	34	6.0%	93.0%	0	0.0%	98.2%
<= 2m 30s	0	0.0%	100.0	1	1.9%	100.0	14	2.5%	95.4%	0	0.0%	98.2%
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	6	1.1%	96.5%	1	1.8%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.5%	97.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	6	1.1%	98.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	98.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	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>	571			54			571			56		

**Notes:**

Total Records Reported by this PSAP: 714  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 714

# Fractile 911 Call Response Time Distribution

Quinebaug Valley Emergency Communications

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	8999	99.0%	99.0%	0	0.0%	0.0%	1040	11.4%	11.4%	289	93.2%	93.2%
<= 0m 20s	73	0.8%	99.8%	553	14.9%	14.9%	1058	11.6%	23.1%	3	1.0%	94.2%
<= 0m 30s	12	0.1%	100.0	1400	37.7%	52.7%	1210	13.3%	36.4%	8	2.6%	96.8%
<= 0m 40s	1	0.0%	100.0	971	26.2%	78.8%	1749	19.2%	55.7%	0	0.0%	96.8%
<= 0m 50s	0	0.0%	100.0	386	10.4%	89.2%	1136	12.5%	68.2%	0	0.0%	96.8%
<= 1m 0s	0	0.0%	100.0	165	4.4%	93.7%	842	9.3%	77.4%	0	0.0%	96.8%
<= 1m 30s	0	0.0%	100.0	175	4.7%	98.4%	1114	12.3%	89.7%	0	0.0%	96.8%
<= 2m 0s	1	0.0%	100.0	40	1.1%	99.5%	406	4.5%	94.2%	0	0.0%	96.8%
<= 2m 30s	0	0.0%	100.0	8	0.2%	99.7%	227	2.5%	96.7%	0	0.0%	96.8%
<= 3m 0s	0	0.0%	100.0	3	0.1%	99.8%	104	1.1%	97.8%	0	0.0%	96.8%
<= 3m 30s	0	0.0%	100.0	4	0.1%	99.9%	52	0.6%	98.4%	0	0.0%	96.8%
<= 4m 0s	0	0.0%	100.0	2	0.1%	99.9%	21	0.2%	98.6%	0	0.0%	96.8%
<= 4m 30s	0	0.0%	100.0	1	0.0%	100.0	16	0.2%	98.8%	0	0.0%	96.8%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.1%	98.9%	0	0.0%	96.8%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.2%	99.1%	0	0.0%	96.8%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.1%	99.3%	0	0.0%	96.8%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.1%	99.4%	0	0.0%	96.8%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.2%	99.5%	0	0.0%	96.8%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.6%	0	0.0%	96.8%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.1%	99.8%	0	0.0%	96.8%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.8%	0	0.0%	96.8%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	96.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.8%	0	0.0%	96.8%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	1	0.3%	97.1%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	97.1%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	97.1%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	97.1%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	97.1%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	97.1%
>= 20m 0s	0	0.0%	100.0	1	0.0%	100.0	8	0.1%	100.0	8	2.6%	99.7%
<b>Tot. Counts:</b>	9,086			3,709			9,086			309		

**Notes:**

Total Records Reported by this PSAP: 10255  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 10255

# Fractile 911 Call Response Time Distribution

Redding Emergency Comm. Center

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	509	94.1%	94.1%	0	0.0%	0.0%	24	4.4%	4.4%	19	55.9%	55.9%
<= 0m 20s	27	5.0%	99.1%	12	17.4%	17.4%	59	10.9%	15.3%	5	14.7%	70.6%
<= 0m 30s	5	0.9%	100.0	22	31.9%	49.3%	64	11.8%	27.2%	3	8.8%	79.4%
<= 0m 40s	0	0.0%	100.0	14	20.3%	69.6%	73	13.5%	40.7%	0	0.0%	79.4%
<= 0m 50s	0	0.0%	100.0	9	13.0%	82.6%	85	15.7%	56.4%	0	0.0%	79.4%
<= 1m 0s	0	0.0%	100.0	5	7.2%	89.9%	59	10.9%	67.3%	0	0.0%	79.4%
<= 1m 30s	0	0.0%	100.0	2	2.9%	92.8%	106	19.6%	86.9%	1	2.9%	82.4%
<= 2m 0s	0	0.0%	100.0	1	1.4%	94.2%	51	9.4%	96.3%	1	2.9%	85.3%
<= 2m 30s	0	0.0%	100.0	2	2.9%	97.1%	8	1.5%	97.8%	0	0.0%	85.3%
<= 3m 0s	0	0.0%	100.0	1	1.4%	98.6%	5	0.9%	98.7%	0	0.0%	85.3%
<= 3m 30s	0	0.0%	100.0	1	1.4%	100.0	2	0.4%	99.1%	0	0.0%	85.3%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.1%	0	0.0%	85.3%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.3%	0	0.0%	85.3%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	85.3%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.4%	0	0.0%	85.3%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	85.3%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	85.3%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	85.3%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	85.3%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	85.3%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	85.3%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	85.3%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	85.3%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	85.3%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	85.3%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	85.3%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	85.3%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	85.3%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	85.3%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	2	5.9%	91.2%
<b>Tot. Counts:</b>	541			69			538			31		

**Notes:**

Total Records Reported by this PSAP: 618  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 618

# Fractile 911 Call Response Time Distribution

Ridgefield Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1382	98.2%	98.2%	9	1.7%	1.7%	115	8.2%	8.2%	41	51.3%	51.3%
<= 0m 20s	23	1.6%	99.8%	263	48.9%	50.6%	188	13.4%	21.5%	0	0.0%	51.3%
<= 0m 30s	2	0.1%	99.9%	150	27.9%	78.4%	224	15.9%	37.4%	5	6.3%	57.5%
<= 0m 40s	0	0.0%	99.9%	54	10.0%	88.5%	225	16.0%	53.4%	0	0.0%	57.5%
<= 0m 50s	0	0.0%	99.9%	23	4.3%	92.8%	144	10.2%	63.6%	0	0.0%	57.5%
<= 1m 0s	0	0.0%	99.9%	12	2.2%	95.0%	101	7.2%	70.8%	0	0.0%	57.5%
<= 1m 30s	1	0.1%	100.0	17	3.2%	98.1%	213	15.1%	85.9%	0	0.0%	57.5%
<= 2m 0s	0	0.0%	100.0	5	0.9%	99.1%	82	5.8%	91.8%	0	0.0%	57.5%
<= 2m 30s	0	0.0%	100.0	2	0.4%	99.4%	42	3.0%	94.7%	1	1.3%	58.8%
<= 3m 0s	0	0.0%	100.0	2	0.4%	99.8%	20	1.4%	96.2%	0	0.0%	58.8%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	11	0.8%	96.9%	0	0.0%	58.8%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	7	0.5%	97.4%	0	0.0%	58.8%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	10	0.7%	98.2%	0	0.0%	58.8%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	2	0.1%	98.3%	0	0.0%	58.8%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	7	0.5%	98.8%	0	0.0%	58.8%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	3	0.2%	99.0%	0	0.0%	58.8%
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.8%	6	0.4%	99.4%	0	0.0%	58.8%
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.8%	4	0.3%	99.7%	0	0.0%	58.8%
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.7%	0	0.0%	58.8%
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.7%	0	0.0%	58.8%
<= 12m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.1%	99.8%	0	0.0%	58.8%
<= 13m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.8%	0	0.0%	58.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.1%	99.9%	0	0.0%	58.8%
<= 15m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	58.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	58.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	58.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	58.8%
<= 19m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	58.8%
<= 20m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	58.8%
>= 20m 0s	0	0.0%	100.0	1	0.2%	100.0	1	0.1%	99.9%	17	21.3%	80.0%
<b>Tot. Counts:</b>	1,408			538			1,407			64		

**Notes:**

Total Records Reported by this PSAP: 1675  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1675

# Fractile 911 Call Response Time Distribution

Rocky Hill Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1766	95.3%	95.3%	1	0.4%	0.4%	212	11.4%	11.4%	54	93.1%	93.1%
<= 0m 20s	76	4.1%	99.4%	86	38.4%	38.8%	280	15.1%	26.6%	0	0.0%	93.1%
<= 0m 30s	11	0.6%	100.0	76	33.9%	72.8%	241	13.0%	39.6%	4	6.9%	100.0
<= 0m 40s	0	0.0%	100.0	30	13.4%	86.2%	171	9.2%	48.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	13	5.8%	92.0%	132	7.1%	55.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	8	3.6%	95.5%	131	7.1%	63.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	2.2%	97.8%	327	17.6%	80.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.9%	98.7%	183	9.9%	90.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.7%	87	4.7%	95.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.4%	99.1%	34	1.8%	97.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.1%	15	0.8%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.4%	99.6%	7	0.4%	98.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.4%	100.0	8	0.4%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.5%	99.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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>	1,853			224			1,853			58		

**Notes:**

Total Records Reported by this PSAP: 2075  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2075

# Fractile 911 Call Response Time Distribution

Seymour Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1169	96.7%	96.7%	1	0.2%	0.2%	85	7.0%	7.0%	27	81.8%	81.8%
<= 0m 20s	33	2.7%	99.4%	82	18.4%	18.7%	98	8.1%	15.1%	0	0.0%	81.8%
<= 0m 30s	7	0.6%	100.0	207	46.5%	65.2%	126	10.4%	25.6%	6	18.2%	100.0
<= 0m 40s	0	0.0%	100.0	90	20.2%	85.4%	147	12.2%	37.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	26	5.8%	91.2%	137	11.3%	49.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	16	3.6%	94.8%	100	8.3%	57.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	16	3.6%	98.4%	225	18.6%	75.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.4%	98.9%	117	9.7%	85.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.9%	55	4.5%	90.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.1%	45	3.7%	93.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.1%	22	1.8%	95.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.4%	99.6%	14	1.2%	96.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	99.8%	7	0.6%	97.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	6	0.5%	97.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	12	1.0%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	4	0.3%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.2%	100.0	6	0.5%	99.8%	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	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>	1,209			445			1,209			33		

**Notes:**

Total Records Reported by this PSAP: 1309  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1309

# Fractile 911 Call Response Time Distribution

Shelton Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2723	97.9%	97.9%	52	4.8%	4.8%	171	6.2%	6.2%	65	75.6%	75.6%
<= 0m 20s	52	1.9%	99.8%	452	41.4%	46.1%	336	12.1%	18.2%	2	2.3%	77.9%
<= 0m 30s	3	0.1%	99.9%	346	31.7%	77.8%	526	18.9%	37.2%	3	3.5%	81.4%
<= 0m 40s	0	0.0%	99.9%	137	12.5%	90.3%	540	19.4%	56.6%	0	0.0%	81.4%
<= 0m 50s	0	0.0%	99.9%	39	3.6%	93.9%	331	11.9%	68.5%	1	1.2%	82.6%
<= 1m 0s	0	0.0%	99.9%	22	2.0%	95.9%	194	7.0%	75.5%	0	0.0%	82.6%
<= 1m 30s	0	0.0%	99.9%	27	2.5%	98.4%	352	12.7%	88.1%	0	0.0%	82.6%
<= 2m 0s	0	0.0%	99.9%	8	0.7%	99.1%	133	4.8%	92.9%	0	0.0%	82.6%
<= 2m 30s	0	0.0%	99.9%	5	0.5%	99.5%	90	3.2%	96.2%	0	0.0%	82.6%
<= 3m 0s	0	0.0%	99.9%	2	0.2%	99.7%	39	1.4%	97.6%	0	0.0%	82.6%
<= 3m 30s	0	0.0%	99.9%	1	0.1%	99.8%	9	0.3%	97.9%	0	0.0%	82.6%
<= 4m 0s	0	0.0%	99.9%	0	0.0%	99.8%	17	0.6%	98.5%	0	0.0%	82.6%
<= 4m 30s	0	0.0%	99.9%	0	0.0%	99.8%	10	0.4%	98.8%	0	0.0%	82.6%
<= 5m 0s	0	0.0%	99.9%	0	0.0%	99.8%	8	0.3%	99.1%	0	0.0%	82.6%
<= 6m 0s	0	0.0%	99.9%	1	0.1%	99.9%	9	0.3%	99.5%	0	0.0%	82.6%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	99.9%	3	0.1%	99.6%	0	0.0%	82.6%
<= 8m 0s	0	0.0%	99.9%	0	0.0%	99.9%	2	0.1%	99.6%	0	0.0%	82.6%
<= 9m 0s	0	0.0%	99.9%	0	0.0%	99.9%	3	0.1%	99.7%	0	0.0%	82.6%
<= 10m 0s	0	0.0%	99.9%	0	0.0%	99.9%	3	0.1%	99.9%	0	0.0%	82.6%
<= 11m 0s	0	0.0%	99.9%	0	0.0%	99.9%	3	0.1%	100.0	1	1.2%	83.7%
<= 12m 0s	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	83.7%
<= 13m 0s	0	0.0%	99.9%	1	0.1%	100.0	0	0.0%	100.0	0	0.0%	83.7%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	83.7%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	83.7%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	83.7%
<= 17m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	83.7%
<= 18m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	83.7%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	83.7%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	83.7%
>= 20m 0s	2	0.1%	100.0	0	0.0%	100.0	0	0.0%	100.0	14	16.3%	100.0
<b>Tot. Counts:</b>	2,780			1,093			2,780			86		

**Notes:**

Total Records Reported by this PSAP: 3108  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3108

# Fractile 911 Call Response Time Distribution

Simsbury Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1283	96.9%	96.9%	0	0.0%	0.0%	261	19.7%	19.7%	84	84.0%	84.0%
<= 0m 20s	33	2.5%	99.4%	2	7.7%	7.7%	106	8.0%	27.7%	3	3.0%	87.0%
<= 0m 30s	6	0.5%	99.8%	4	15.4%	23.1%	111	8.4%	36.1%	2	2.0%	89.0%
<= 0m 40s	1	0.1%	99.9%	9	34.6%	57.7%	125	9.4%	45.5%	0	0.0%	89.0%
<= 0m 50s	0	0.0%	99.9%	5	19.2%	76.9%	93	7.0%	52.6%	0	0.0%	89.0%
<= 1m 0s	0	0.0%	99.9%	3	11.5%	88.5%	71	5.4%	57.9%	0	0.0%	89.0%
<= 1m 30s	0	0.0%	99.9%	2	7.7%	96.2%	169	12.8%	70.7%	0	0.0%	89.0%
<= 2m 0s	0	0.0%	99.9%	1	3.8%	100.0	86	6.5%	77.2%	0	0.0%	89.0%
<= 2m 30s	0	0.0%	99.9%	0	0.0%	100.0	56	4.2%	81.4%	0	0.0%	89.0%
<= 3m 0s	0	0.0%	99.9%	0	0.0%	100.0	43	3.2%	84.7%	0	0.0%	89.0%
<= 3m 30s	0	0.0%	99.9%	0	0.0%	100.0	35	2.6%	87.3%	0	0.0%	89.0%
<= 4m 0s	0	0.0%	99.9%	0	0.0%	100.0	41	3.1%	90.4%	0	0.0%	89.0%
<= 4m 30s	0	0.0%	99.9%	0	0.0%	100.0	34	2.6%	93.0%	0	0.0%	89.0%
<= 5m 0s	0	0.0%	99.9%	0	0.0%	100.0	21	1.6%	94.6%	0	0.0%	89.0%
<= 6m 0s	0	0.0%	99.9%	0	0.0%	100.0	21	1.6%	96.1%	0	0.0%	89.0%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	100.0	13	1.0%	97.1%	0	0.0%	89.0%
<= 8m 0s	0	0.0%	99.9%	0	0.0%	100.0	9	0.7%	97.8%	0	0.0%	89.0%
<= 9m 0s	0	0.0%	99.9%	0	0.0%	100.0	11	0.8%	98.6%	0	0.0%	89.0%
<= 10m 0s	0	0.0%	99.9%	0	0.0%	100.0	11	0.8%	99.5%	0	0.0%	89.0%
<= 11m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.2%	99.6%	0	0.0%	89.0%
<= 12m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	89.0%
<= 13m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	89.0%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	89.0%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	89.0%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	89.0%
<= 17m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	89.0%
<= 18m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	89.0%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	89.0%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	89.0%
>= 20m 0s	1	0.1%	100.0	0	0.0%	100.0	2	0.2%	100.0	11	11.0%	100.0
<b>Tot. Counts:</b>	1,324			26			1,324			100		

**Notes:**

Total Records Reported by this PSAP: 1545  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1545

# Fractile 911 Call Response Time Distribution

South Central Emergency Comm. Ctr.

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1876	99.4%	99.4%	0	0.0%	0.0%	26	1.4%	1.4%	4	80.0%	80.0%
<= 0m 20s	12	0.6%	100.0	11	9.7%	9.7%	33	1.7%	3.1%	0	0.0%	80.0%
<= 0m 30s	0	0.0%	100.0	27	23.9%	33.6%	55	2.9%	6.0%	1	20.0%	100.0
<= 0m 40s	0	0.0%	100.0	28	24.8%	58.4%	77	4.1%	10.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	20	17.7%	76.1%	154	8.2%	18.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	11.5%	87.6%	180	9.5%	27.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	12	10.6%	98.2%	673	35.6%	63.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.8%	100.0	412	21.8%	85.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	150	7.9%	93.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	48	2.5%	95.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	21	1.1%	96.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.6%	97.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	97.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.6%	98.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	98.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	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	2	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>	1,888			113			1,888			5		

## Notes:

Total Records Reported by this PSAP: 1934  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1934

# Fractile 911 Call Response Time Distribution

South Windsor Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1701	98.9%	98.9%	0	0.0%	0.0%	112	6.5%	6.5%	61	98.4%	98.4%
<= 0m 20s	17	1.0%	99.9%	47	20.5%	20.5%	225	13.1%	19.6%	0	0.0%	98.4%
<= 0m 30s	2	0.1%	100.0	100	43.7%	64.2%	179	10.4%	30.0%	1	1.6%	100.0
<= 0m 40s	0	0.0%	100.0	45	19.7%	83.8%	205	11.9%	41.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	18	7.9%	91.7%	160	9.3%	51.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	4.8%	96.5%	130	7.6%	58.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	3.5%	100.0	251	14.6%	73.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	152	8.8%	82.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	70	4.1%	86.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	49	2.8%	89.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	35	2.0%	91.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	29	1.7%	92.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	19	1.1%	94.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.7%	94.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	23	1.3%	96.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	21	1.2%	97.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	18	1.0%	98.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.6%	98.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	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	2	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	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
<b>Tot. Counts:</b>	1,720			229			1,720			62		

**Notes:**

Total Records Reported by this PSAP: 1938  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1938

# Fractile 911 Call Response Time Distribution

Southbury Public Safety

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1455	92.5%	92.5%	0	0.0%	0.0%	147	9.3%	9.3%	70	71.4%	71.4%
<= 0m 20s	93	5.9%	98.4%	6	8.5%	8.5%	147	9.3%	18.7%	3	3.1%	74.5%
<= 0m 30s	25	1.6%	100.0	21	29.6%	38.0%	125	7.9%	26.6%	25	25.5%	100.0
<= 0m 40s	0	0.0%	100.0	26	36.6%	74.6%	147	9.3%	36.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	9	12.7%	87.3%	147	9.3%	45.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	2	2.8%	90.1%	148	9.4%	54.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	5.6%	95.8%	377	24.0%	78.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	4.2%	100.0	180	11.4%	90.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	59	3.8%	93.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	43	2.7%	96.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	16	1.0%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.7%	98.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.6%	99.4%	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	2	0.1%	99.7%	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	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>	1,573			71			1,573			98		

**Notes:**

Total Records Reported by this PSAP: 1802  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1802

# Fractile 911 Call Response Time Distribution

Southington Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2965	99.3%	99.3%	0	0.0%	0.0%	285	9.5%	9.5%	83	96.5%	96.5%
<= 0m 20s	18	0.6%	99.9%	25	7.6%	7.6%	351	11.8%	21.3%	2	2.3%	98.8%
<= 0m 30s	3	0.1%	100.0	120	36.7%	44.3%	256	8.6%	29.9%	1	1.2%	100.0
<= 0m 40s	0	0.0%	100.0	103	31.5%	75.8%	320	10.7%	40.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	35	10.7%	86.5%	274	9.2%	49.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	15	4.6%	91.1%	243	8.1%	57.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	15	4.6%	95.7%	466	15.6%	73.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	9	2.8%	98.5%	283	9.5%	83.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.3%	98.8%	150	5.0%	88.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.3%	99.1%	82	2.7%	90.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.1%	64	2.1%	92.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.1%	43	1.4%	94.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.3%	99.4%	39	1.3%	95.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.4%	31	1.0%	96.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.3%	99.7%	36	1.2%	97.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.7%	23	0.8%	98.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.3%	100.0	15	0.5%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.5%	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	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	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	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>	2,986			327			2,986			86		

**Notes:**

Total Records Reported by this PSAP: 3354  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3354

# Fractile 911 Call Response Time Distribution

Stamford Emergency Communications

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	11558	92.9%	92.9%	0	0.0%	0.0%	2365	19.0%	19.0%	874	68.6%	68.6%
<= 0m 20s	671	5.4%	98.3%	184	32.9%	32.9%	1371	11.0%	30.0%	85	6.7%	75.3%
<= 0m 30s	158	1.3%	99.6%	164	29.3%	62.1%	1076	8.6%	38.7%	292	22.9%	98.2%
<= 0m 40s	16	0.1%	99.7%	73	13.0%	75.2%	1072	8.6%	47.3%	3	0.2%	98.4%
<= 0m 50s	12	0.1%	99.8%	31	5.5%	80.7%	855	6.9%	54.2%	2	0.2%	98.6%
<= 1m 0s	10	0.1%	99.9%	22	3.9%	84.6%	809	6.5%	60.7%	1	0.1%	98.7%
<= 1m 30s	11	0.1%	100.0	42	7.5%	92.1%	1918	15.4%	76.1%	2	0.2%	98.8%
<= 2m 0s	4	0.0%	100.0	18	3.2%	95.4%	1145	9.2%	85.3%	2	0.2%	99.0%
<= 2m 30s	0	0.0%	100.0	13	2.3%	97.7%	639	5.1%	90.4%	1	0.1%	99.1%
<= 3m 0s	0	0.0%	100.0	4	0.7%	98.4%	345	2.8%	93.2%	1	0.1%	99.1%
<= 3m 30s	1	0.0%	100.0	1	0.2%	98.6%	209	1.7%	94.9%	3	0.2%	99.4%
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.6%	167	1.3%	96.2%	0	0.0%	99.4%
<= 4m 30s	0	0.0%	100.0	4	0.7%	99.3%	101	0.8%	97.0%	0	0.0%	99.4%
<= 5m 0s	0	0.0%	100.0	1	0.2%	99.5%	71	0.6%	97.6%	0	0.0%	99.4%
<= 6m 0s	0	0.0%	100.0	3	0.5%	100.0	105	0.8%	98.4%	1	0.1%	99.5%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	75	0.6%	99.0%	0	0.0%	99.5%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	38	0.3%	99.3%	0	0.0%	99.5%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	29	0.2%	99.6%	0	0.0%	99.5%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.1%	99.7%	0	0.0%	99.5%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.1%	99.8%	0	0.0%	99.5%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.1%	99.9%	0	0.0%	99.5%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.9%	0	0.0%	99.5%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	100.0	0	0.0%	99.5%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	1	0.1%	99.5%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.5%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	6	0.5%	100.0
<b>Tot. Counts:</b>	12,441			560			12,443			1,274		

## Notes:

Total Records Reported by this PSAP: 16699  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 16699

# Fractile 911 Call Response Time Distribution

Stonington Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1563	97.0%	97.0%	0	0.0%	0.0%	111	6.9%	6.9%	22	84.6%	84.6%
<= 0m 20s	44	2.7%	99.8%	70	27.1%	27.1%	133	8.3%	15.1%	1	3.8%	88.5%
<= 0m 30s	4	0.2%	100.0	102	39.5%	66.7%	165	10.2%	25.4%	3	11.5%	100.0
<= 0m 40s	0	0.0%	100.0	55	21.3%	88.0%	210	13.0%	38.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	14	5.4%	93.4%	177	11.0%	49.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	1.9%	95.3%	123	7.6%	57.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	3.9%	99.2%	270	16.8%	73.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.8%	100.0	122	7.6%	81.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	74	4.6%	86.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	37	2.3%	88.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	37	2.3%	90.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	28	1.7%	92.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	18	1.1%	93.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	25	1.6%	95.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	32	2.0%	97.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.8%	97.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.9%	98.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	98.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	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	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%	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>	1,611			258			1,611			26		

**Notes:**

Total Records Reported by this PSAP: 1772  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1772

# Fractile 911 Call Response Time Distribution

Stratford Emergency Communications Ctr.

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5140	99.0%	99.0%	0	0.0%	0.0%	755	14.5%	14.5%	167	93.8%	93.8%
<= 0m 20s	47	0.9%	99.9%	91	27.1%	27.1%	606	11.7%	26.2%	5	2.8%	96.6%
<= 0m 30s	4	0.1%	100.0	127	37.8%	64.9%	474	9.1%	35.3%	2	1.1%	97.8%
<= 0m 40s	0	0.0%	100.0	55	16.4%	81.3%	473	9.1%	44.5%	0	0.0%	97.8%
<= 0m 50s	0	0.0%	100.0	26	7.7%	89.0%	414	8.0%	52.4%	0	0.0%	97.8%
<= 1m 0s	0	0.0%	100.0	8	2.4%	91.4%	332	6.4%	58.8%	0	0.0%	97.8%
<= 1m 30s	1	0.0%	100.0	24	7.1%	98.5%	932	18.0%	76.8%	0	0.0%	97.8%
<= 2m 0s	0	0.0%	100.0	5	1.5%	100.0	602	11.6%	88.4%	0	0.0%	97.8%
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	299	5.8%	94.1%	0	0.0%	97.8%
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	123	2.4%	96.5%	0	0.0%	97.8%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	65	1.3%	97.7%	0	0.0%	97.8%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	24	0.5%	98.2%	0	0.0%	97.8%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	15	0.3%	98.5%	0	0.0%	97.8%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.3%	98.8%	0	0.0%	97.8%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.3%	99.1%	0	0.0%	97.8%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.2%	99.3%	0	0.0%	97.8%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.2%	99.5%	0	0.0%	97.8%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.6%	0	0.0%	97.8%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.2%	99.8%	0	0.0%	97.8%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	97.8%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	97.8%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	97.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	97.8%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	97.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	97.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	97.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	97.8%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	97.8%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	97.8%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	100.0	4	2.2%	100.0
<b>Tot. Counts:</b>	5,192			336			5,192			178		

**Notes:**

Total Records Reported by this PSAP: 5853  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 5853

# Fractile 911 Call Response Time Distribution

Suffield Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	710	95.3%	95.3%	0	0.0%	0.0%	55	7.4%	7.4%	31	86.1%	86.1%
<= 0m 20s	33	4.4%	99.7%	31	36.0%	36.0%	89	11.9%	19.3%	1	2.8%	88.9%
<= 0m 30s	2	0.3%	100.0	26	30.2%	66.3%	109	14.6%	34.0%	4	11.1%	100.0
<= 0m 40s	0	0.0%	100.0	13	15.1%	81.4%	123	16.5%	50.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	9.3%	90.7%	110	14.8%	65.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	3.5%	94.2%	67	9.0%	74.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	4.7%	98.8%	115	15.4%	89.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	98.8%	33	4.4%	94.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.8%	14	1.9%	96.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.8%	9	1.2%	97.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.8%	7	0.9%	98.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.8%	3	0.4%	98.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.8%	3	0.4%	98.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	98.8%	0	0.0%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	1.2%	100.0	2	0.3%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	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	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>	745			86			745			36		

**Notes:**

Total Records Reported by this PSAP: 877  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 877

# Fractile 911 Call Response Time Distribution

Thomaston Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	446	94.3%	94.3%	0	0.0%	0.0%	21	4.4%	4.4%	5	62.5%	62.5%
<= 0m 20s	25	5.3%	99.6%	1	1.3%	1.3%	39	8.2%	12.7%	0	0.0%	62.5%
<= 0m 30s	1	0.2%	99.8%	26	34.2%	35.5%	41	8.7%	21.4%	3	37.5%	100.0
<= 0m 40s	0	0.0%	99.8%	27	35.5%	71.1%	36	7.6%	29.0%	0	0.0%	100.0
<= 0m 50s	1	0.2%	100.0	12	15.8%	86.8%	62	13.1%	42.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	5.3%	92.1%	42	8.9%	51.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	5.3%	97.4%	104	22.0%	72.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	2.6%	100.0	45	9.5%	82.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	31	6.6%	89.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	11	2.3%	91.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	12	2.5%	93.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	9	1.9%	95.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	96.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	7	1.5%	97.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.6%	98.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	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	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>	473			76			473			8		

**Notes:**

Total Records Reported by this PSAP: 501  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 501

# Fractile 911 Call Response Time Distribution

Tolland County Mutual Aid Dispatch Center

For Date Range From 7/1/2012 To 9/29/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7890	98.0%	98.0%	41	1.2%	1.2%	618	7.7%	7.7%	210	90.1%	90.1%
<= 0m 20s	139	1.7%	99.7%	1214	34.9%	36.1%	952	11.8%	19.5%	8	3.4%	93.6%
<= 0m 30s	20	0.2%	100.0	1259	36.2%	72.2%	1522	18.9%	38.4%	15	6.4%	100.0
<= 0m 40s	1	0.0%	100.0	552	15.9%	88.1%	1769	22.0%	60.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	192	5.5%	93.6%	1058	13.1%	73.5%	0	0.0%	100.0
<= 1m 0s	1	0.0%	100.0	72	2.1%	95.7%	630	7.8%	81.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	99	2.8%	98.5%	906	11.3%	92.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	34	1.0%	99.5%	277	3.4%	96.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	8	0.2%	99.7%	120	1.5%	97.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.1%	99.8%	50	0.6%	98.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	4	0.1%	99.9%	34	0.4%	98.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.0%	100.0	33	0.4%	99.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.0%	100.0	11	0.1%	99.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.3%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.1%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.1%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	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	3	0.0%	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	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	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	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>	8,051			3,480			8,051			233		

**Notes:**

Total Records Reported by this PSAP: 8882  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 8882

# Fractile 911 Call Response Time Distribution

Trumbull Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2239	96.6%	96.6%	1	2.0%	2.0%	208	8.9%	8.9%	20	100.0%	100.0
<= 0m 20s	22	0.9%	97.6%	8	16.3%	18.4%	441	18.9%	27.8%	0	0.0%	100.0
<= 0m 30s	20	0.9%	98.4%	8	16.3%	34.7%	287	12.3%	40.2%	0	0.0%	100.0
<= 0m 40s	12	0.5%	99.0%	16	32.7%	67.3%	230	9.9%	50.0%	0	0.0%	100.0
<= 0m 50s	7	0.3%	99.3%	4	8.2%	75.5%	197	8.5%	58.5%	0	0.0%	100.0
<= 1m 0s	4	0.2%	99.4%	3	6.1%	81.6%	144	6.2%	64.7%	0	0.0%	100.0
<= 1m 30s	8	0.3%	99.8%	6	12.2%	93.9%	352	15.1%	79.8%	0	0.0%	100.0
<= 2m 0s	4	0.2%	100.0	2	4.1%	98.0%	202	8.7%	88.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	2.0%	100.0	131	5.6%	94.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	57	2.4%	96.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	25	1.1%	97.6%	0	0.0%	100.0
<= 4m 0s	1	0.0%	100.0	0	0.0%	100.0	13	0.6%	98.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	98.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	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	6	0.3%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	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	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	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,317			49			2,331			20		

**Notes:**

Total Records Reported by this PSAP: 2402  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2402

# Fractile 911 Call Response Time Distribution

UCONN Police Department

For Date Range From 7/1/2012 To 9/29/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1859	98.8%	98.8%	0	0.0%	0.0%	461	24.5%	24.5%	33	100.0%	100.0
<= 0m 20s	21	1.1%	99.9%	25	16.0%	16.0%	629	33.4%	57.9%	0	0.0%	100.0
<= 0m 30s	2	0.1%	100.0	57	36.5%	52.6%	225	12.0%	69.9%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	43	27.6%	80.1%	148	7.9%	77.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	5.1%	85.3%	89	4.7%	82.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	7.1%	92.3%	62	3.3%	85.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	6.4%	98.7%	110	5.8%	91.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	98.7%	50	2.7%	94.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	99.4%	24	1.3%	95.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.6%	100.0	9	0.5%	96.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	14	0.7%	96.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.6%	97.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	97.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.5%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.5%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	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	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	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>	1,882			156			1,882			33		

**Notes:**

Total Records Reported by this PSAP: 2031  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2031

# Fractile 911 Call Response Time Distribution

Valley Shore Emergency Communications, Inc.

For Date Range From 7/1/2012 To 9/29/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7472	98.4%	98.4%	7	0.1%	0.1%	514	6.8%	6.8%	182	89.2%	89.2%
<= 0m 20s	105	1.4%	99.8%	799	17.0%	17.1%	517	6.8%	13.6%	9	4.4%	93.6%
<= 0m 30s	17	0.2%	100.0	2003	42.6%	59.8%	950	12.5%	26.1%	13	6.4%	100.0
<= 0m 40s	0	0.0%	100.0	1092	23.2%	83.0%	1627	21.4%	47.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	399	8.5%	91.5%	1107	14.6%	62.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	173	3.7%	95.1%	747	9.8%	71.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	167	3.6%	98.7%	1131	14.9%	86.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	37	0.8%	99.5%	440	5.8%	92.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	10	0.2%	99.7%	220	2.9%	95.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	6	0.1%	99.8%	101	1.3%	96.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.0%	99.9%	72	0.9%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	3	0.1%	99.9%	48	0.6%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	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	22	0.3%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	24	0.3%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	1	0.0%	100.0	5	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	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	2	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>	7,594			4,701			7,594			204		

## Notes:

Total Records Reported by this PSAP: 8336  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 8336

# Fractile 911 Call Response Time Distribution

Vernon Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2556	97.9%	97.9%	6	0.7%	0.7%	258	9.9%	9.9%	73	94.8%	94.8%
<= 0m 20s	45	1.7%	99.7%	207	23.1%	23.8%	272	10.4%	20.3%	1	1.3%	96.1%
<= 0m 30s	9	0.3%	100.0	298	33.3%	57.1%	371	14.2%	34.5%	3	3.9%	100.0
<= 0m 40s	0	0.0%	100.0	196	21.9%	79.0%	379	14.5%	49.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	89	9.9%	88.9%	299	11.5%	60.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	40	4.5%	93.4%	262	10.0%	70.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	47	5.3%	98.7%	406	15.6%	86.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	10	1.1%	99.8%	148	5.7%	91.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.2%	100.0	83	3.2%	94.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	40	1.5%	96.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	18	0.7%	97.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.7%	97.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.3%	98.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.5%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.4%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.3%	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	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	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%	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	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>	2,610			895			2,610			77		

**Notes:**

Total Records Reported by this PSAP: 2898  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2898

# Fractile 911 Call Response Time Distribution

Wallingford Police Department

For Date Range From 7/1/2012 To 9/29/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2785	99.8%	99.8%	0	0.0%	0.0%	192	6.9%	6.9%	70	100.0%	100.0
<= 0m 20s	4	0.1%	99.9%	29	23.0%	23.0%	280	10.0%	16.9%	0	0.0%	100.0
<= 0m 30s	2	0.1%	100.0	43	34.1%	57.1%	302	10.8%	27.7%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	29	23.0%	80.2%	335	12.0%	39.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	12	9.5%	89.7%	298	10.7%	50.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	2	1.6%	91.3%	253	9.1%	59.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	4.0%	95.2%	566	20.3%	79.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.6%	96.8%	278	10.0%	89.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.8%	97.6%	117	4.2%	93.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.8%	98.4%	49	1.8%	95.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.4%	32	1.1%	96.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.4%	21	0.8%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.4%	13	0.5%	98.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.8%	99.2%	7	0.3%	98.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.2%	17	0.6%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.8%	100.0	8	0.3%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.3%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	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	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>	2,791			126			2,791			70		

**Notes:**

Total Records Reported by this PSAP: 3097  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3097

# Fractile 911 Call Response Time Distribution

Waterbury Police Department

For Date Range From 7/1/2012 To 9/29/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	13399	89.0%	89.0%	3	0.7%	0.7%	907	6.0%	6.0%	605	61.3%	61.3%
<= 0m 20s	1290	8.6%	97.6%	115	26.1%	26.8%	1175	7.8%	13.8%	73	7.4%	68.7%
<= 0m 30s	293	1.9%	99.5%	104	23.6%	50.3%	1161	7.7%	21.5%	283	28.7%	97.4%
<= 0m 40s	33	0.2%	99.8%	72	16.3%	66.7%	1100	7.3%	28.8%	3	0.3%	97.7%
<= 0m 50s	10	0.1%	99.8%	59	13.4%	80.0%	888	5.9%	34.7%	2	0.2%	97.9%
<= 1m 0s	11	0.1%	99.9%	24	5.4%	85.5%	823	5.5%	40.2%	1	0.1%	98.0%
<= 1m 30s	9	0.1%	100.0	37	8.4%	93.9%	2415	16.0%	56.2%	2	0.2%	98.2%
<= 2m 0s	3	0.0%	100.0	14	3.2%	97.1%	1963	13.0%	69.2%	0	0.0%	98.2%
<= 2m 30s	0	0.0%	100.0	5	1.1%	98.2%	1484	9.8%	79.1%	0	0.0%	98.2%
<= 3m 0s	0	0.0%	100.0	3	0.7%	98.9%	950	6.3%	85.4%	0	0.0%	98.2%
<= 3m 30s	0	0.0%	100.0	3	0.7%	99.5%	612	4.1%	89.4%	1	0.1%	98.3%
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.8%	449	3.0%	92.4%	0	0.0%	98.3%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	311	2.1%	94.5%	0	0.0%	98.3%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	220	1.5%	96.0%	0	0.0%	98.3%
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	243	1.6%	97.6%	0	0.0%	98.3%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	161	1.1%	98.6%	0	0.0%	98.3%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	60	0.4%	99.0%	0	0.0%	98.3%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	53	0.4%	99.4%	1	0.1%	98.4%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	26	0.2%	99.6%	0	0.0%	98.4%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	24	0.2%	99.7%	0	0.0%	98.4%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.1%	99.8%	0	0.0%	98.4%
<= 13m 0s	1	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.9%	0	0.0%	98.4%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	98.4%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.9%	1	0.1%	98.5%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	98.5%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.9%	0	0.0%	98.5%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.5%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	98.5%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	98.6%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	100.0	11	1.1%	99.7%
<b>Tot. Counts:</b>	15,049			441			15,068			984		

**Notes:**

Total Records Reported by this PSAP: 17335  
 Number of Records not Processed due to Bad 1  
 Total Records Analyzed: 17334

# Fractile 911 Call Response Time Distribution

Waterford Emergency Communications Center

For Date Range From 7/1/2012 To 9/29/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2413	98.7%	98.7%	2	0.4%	0.4%	161	6.6%	6.6%	66	97.1%	97.1%
<= 0m 20s	30	1.2%	99.9%	203	37.9%	38.3%	210	8.6%	15.2%	2	2.9%	100.0
<= 0m 30s	2	0.1%	100.0	210	39.3%	77.6%	335	13.7%	28.9%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	71	13.3%	90.8%	396	16.2%	45.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	16	3.0%	93.8%	232	9.5%	54.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	8	1.5%	95.3%	188	7.7%	62.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	18	3.4%	98.7%	391	16.0%	78.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.6%	99.3%	197	8.1%	86.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.3%	101	4.1%	90.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.4%	99.6%	66	2.7%	93.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.8%	36	1.5%	94.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	25	1.0%	95.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	17	0.7%	96.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	20	0.8%	97.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	24	1.0%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.2%	100.0	10	0.4%	98.5%	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	5	0.2%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	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	2	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	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>	2,445			535			2,446			68		

**Notes:**

Total Records Reported by this PSAP: 2706  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2706

# Fractile 911 Call Response Time Distribution

Watertown Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1760	98.8%	98.8%	0	0.0%	0.0%	184	10.3%	10.3%	68	81.0%	81.0%
<= 0m 20s	20	1.1%	99.9%	47	20.5%	20.5%	185	10.4%	20.7%	2	2.4%	83.3%
<= 0m 30s	2	0.1%	100.0	94	41.0%	61.6%	143	8.0%	28.7%	4	4.8%	88.1%
<= 0m 40s	0	0.0%	100.0	46	20.1%	81.7%	179	10.0%	38.8%	0	0.0%	88.1%
<= 0m 50s	0	0.0%	100.0	16	7.0%	88.6%	198	11.1%	49.9%	0	0.0%	88.1%
<= 1m 0s	0	0.0%	100.0	10	4.4%	93.0%	171	9.6%	59.5%	0	0.0%	88.1%
<= 1m 30s	0	0.0%	100.0	11	4.8%	97.8%	314	17.6%	77.1%	0	0.0%	88.1%
<= 2m 0s	0	0.0%	100.0	1	0.4%	98.3%	136	7.6%	84.7%	0	0.0%	88.1%
<= 2m 30s	0	0.0%	100.0	1	0.4%	98.7%	78	4.4%	89.1%	1	1.2%	89.3%
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.7%	36	2.0%	91.1%	0	0.0%	89.3%
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.7%	31	1.7%	92.9%	0	0.0%	89.3%
<= 4m 0s	0	0.0%	100.0	1	0.4%	99.1%	22	1.2%	94.1%	0	0.0%	89.3%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.1%	13	0.7%	94.8%	0	0.0%	89.3%
<= 5m 0s	0	0.0%	100.0	1	0.4%	99.6%	18	1.0%	95.8%	0	0.0%	89.3%
<= 6m 0s	0	0.0%	100.0	1	0.4%	100.0	18	1.0%	96.9%	0	0.0%	89.3%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	23	1.3%	98.1%	0	0.0%	89.3%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.6%	98.8%	0	0.0%	89.3%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.6%	99.3%	0	0.0%	89.3%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.4%	1	1.2%	90.5%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.7%	0	0.0%	90.5%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.8%	0	0.0%	90.5%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	90.5%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	90.5%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	90.5%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	90.5%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	1	1.2%	91.7%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	91.7%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	91.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	91.7%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	7	8.3%	100.0
<b>Tot. Counts:</b>	1,782			229			1,782			84		

**Notes:**

Total Records Reported by this PSAP: 2016  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2016

# Fractile 911 Call Response Time Distribution

West Hartford Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4750	99.3%	99.3%	1	0.2%	0.2%	593	12.4%	12.4%	125	93.3%	93.3%
<= 0m 20s	25	0.5%	99.9%	58	8.8%	8.9%	608	12.7%	25.1%	3	2.2%	95.5%
<= 0m 30s	6	0.1%	100.0	199	30.1%	39.0%	482	10.1%	35.2%	6	4.5%	100.0
<= 0m 40s	1	0.0%	100.0	129	19.5%	58.5%	593	12.4%	47.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	70	10.6%	69.0%	519	10.9%	58.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	74	11.2%	80.2%	422	8.8%	67.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	80	12.1%	92.3%	688	14.4%	81.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	36	5.4%	97.7%	284	5.9%	87.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	6	0.9%	98.6%	154	3.2%	90.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	5	0.8%	99.4%	72	1.5%	92.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.3%	99.7%	58	1.2%	93.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.8%	37	0.8%	94.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	40	0.8%	95.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	26	0.5%	95.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	54	1.1%	96.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	48	1.0%	97.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	36	0.8%	98.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.3%	98.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.3%	99.2%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.3%	99.4%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.5%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	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%	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	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	2	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	4,782			662			4,782			134		

**Notes:**

Total Records Reported by this PSAP: 5345  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 5345

# Fractile 911 Call Response Time Distribution

West Haven E.R.S. 911 Center

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7417	99.7%	99.7%	39	5.3%	5.3%	759	10.2%	10.2%	237	100.0%	100.0
<= 0m 20s	23	0.3%	100.0	291	39.6%	44.9%	935	12.6%	22.8%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	203	27.6%	72.5%	907	12.2%	35.0%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	102	13.9%	86.4%	933	12.5%	47.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	32	4.4%	90.7%	699	9.4%	56.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	24	3.3%	94.0%	570	7.7%	64.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	32	4.4%	98.4%	1275	17.1%	81.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	0.7%	99.0%	616	8.3%	90.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.5%	99.6%	298	4.0%	94.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.7%	139	1.9%	95.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.9%	95	1.3%	97.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	100.0	47	0.6%	97.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	39	0.5%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	27	0.4%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	27	0.4%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.3%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.2%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	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	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	1	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	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%	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%	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	5	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	7,440			735			7,440			237		

## Notes:

Total Records Reported by this PSAP: 8309  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 8309

# Fractile 911 Call Response Time Distribution

Weston Communications

For Date Range From 7/1/2012 To 9/29/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	582	98.1%	98.1%	0	0.0%	0.0%	85	14.3%	14.3%	32	88.9%	88.9%
<= 0m 20s	7	1.2%	99.3%	22	24.4%	24.4%	77	13.0%	27.3%	1	2.8%	91.7%
<= 0m 30s	4	0.7%	100.0	28	31.1%	55.6%	84	14.2%	41.5%	3	8.3%	100.0
<= 0m 40s	0	0.0%	100.0	20	22.2%	77.8%	100	16.9%	58.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	5	5.6%	83.3%	68	11.5%	69.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	4.4%	87.8%	37	6.2%	76.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	6.7%	94.4%	74	12.5%	88.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	4.4%	98.9%	24	4.0%	92.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.9%	14	2.4%	94.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	1.1%	100.0	11	1.9%	96.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.5%	97.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.5%	97.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.5%	98.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.8%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	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	0.2%	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>	593			90			593			36		

**Notes:**

Total Records Reported by this PSAP: 677  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 677

# Fractile 911 Call Response Time Distribution

Westport Police Department

For Date Range From 7/1/2012 To 9/29/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2024	98.6%	98.6%	0	0.0%	0.0%	177	8.6%	8.6%	73	84.9%	84.9%
<= 0m 20s	24	1.2%	99.8%	54	14.9%	14.9%	231	11.3%	19.9%	1	1.2%	86.0%
<= 0m 30s	2	0.1%	99.9%	151	41.7%	56.6%	216	10.5%	30.4%	4	4.7%	90.7%
<= 0m 40s	0	0.0%	99.9%	74	20.4%	77.1%	289	14.1%	44.5%	0	0.0%	90.7%
<= 0m 50s	0	0.0%	99.9%	32	8.8%	85.9%	213	10.4%	54.8%	0	0.0%	90.7%
<= 1m 0s	0	0.0%	99.9%	16	4.4%	90.3%	192	9.4%	64.2%	0	0.0%	90.7%
<= 1m 30s	0	0.0%	99.9%	26	7.2%	97.5%	325	15.8%	80.0%	0	0.0%	90.7%
<= 2m 0s	0	0.0%	99.9%	4	1.1%	98.6%	159	7.7%	87.8%	0	0.0%	90.7%
<= 2m 30s	0	0.0%	99.9%	1	0.3%	98.9%	92	4.5%	92.3%	0	0.0%	90.7%
<= 3m 0s	0	0.0%	99.9%	4	1.1%	100.0	49	2.4%	94.6%	0	0.0%	90.7%
<= 3m 30s	0	0.0%	99.9%	0	0.0%	100.0	31	1.5%	96.2%	0	0.0%	90.7%
<= 4m 0s	0	0.0%	99.9%	0	0.0%	100.0	20	1.0%	97.1%	0	0.0%	90.7%
<= 4m 30s	0	0.0%	99.9%	0	0.0%	100.0	14	0.7%	97.8%	0	0.0%	90.7%
<= 5m 0s	0	0.0%	99.9%	0	0.0%	100.0	16	0.8%	98.6%	0	0.0%	90.7%
<= 6m 0s	0	0.0%	99.9%	0	0.0%	100.0	7	0.3%	98.9%	0	0.0%	90.7%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	100.0	7	0.3%	99.3%	0	0.0%	90.7%
<= 8m 0s	0	0.0%	99.9%	0	0.0%	100.0	5	0.2%	99.5%	0	0.0%	90.7%
<= 9m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	90.7%
<= 10m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	90.7%
<= 11m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	90.7%
<= 12m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	90.7%
<= 13m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	90.7%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	90.7%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	90.7%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	90.7%
<= 17m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	90.7%
<= 18m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	90.7%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	90.7%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	90.7%
>= 20m 0s	3	0.1%	100.0	0	0.0%	100.0	3	0.1%	100.0	8	9.3%	100.0
<b>Tot. Counts:</b>	2,053			362			2,053			86		

**Notes:**

Total Records Reported by this PSAP: 2346  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2346

# Fractile 911 Call Response Time Distribution

Wethersfield Police Department

For Date Range From 7/1/2012 To 9/29/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2176	98.6%	98.6%	0	0.0%	0.0%	270	12.2%	12.2%	76	96.2%	96.2%
<= 0m 20s	27	1.2%	99.8%	111	18.8%	18.8%	329	14.9%	27.1%	1	1.3%	97.5%
<= 0m 30s	5	0.2%	100.0	136	23.1%	41.9%	334	15.1%	42.3%	2	2.5%	100.0
<= 0m 40s	0	0.0%	100.0	131	22.2%	64.2%	309	14.0%	56.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	85	14.4%	78.6%	232	10.5%	66.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	47	8.0%	86.6%	179	8.1%	74.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	65	11.0%	97.6%	323	14.6%	89.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	8	1.4%	99.0%	110	5.0%	94.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.5%	99.5%	38	1.7%	96.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.3%	99.8%	26	1.2%	97.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	10	0.5%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	100.0	15	0.7%	98.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.5%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	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	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	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>	2,208			589			2,208			79		

**Notes:**

Total Records Reported by this PSAP: 2520  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2520

# Fractile 911 Call Response Time Distribution

Willimantic Switchboard Fire Chiefs Assoc.

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3808	99.6%	99.6%	1	0.2%	0.2%	608	15.9%	15.9%	131	100.0%	100.0
<= 0m 20s	15	0.4%	100.0	123	20.0%	20.2%	491	12.8%	28.7%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	239	38.9%	59.0%	486	12.7%	41.5%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	141	22.9%	82.0%	507	13.3%	54.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	53	8.6%	90.6%	417	10.9%	65.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	26	4.2%	94.8%	312	8.2%	73.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	27	4.4%	99.2%	526	13.8%	87.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.5%	99.7%	213	5.6%	93.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.8%	90	2.4%	95.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	100.0	50	1.3%	96.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	33	0.9%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.4%	98.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	18	0.5%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.5%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.2%	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	1	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	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	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>	3,823			615			3,823			131		

**Notes:**

Total Records Reported by this PSAP: 4395  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 4395

# Fractile 911 Call Response Time Distribution

Wilton Police Department

For Date Range From 7/1/2012 To 9/29/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1413	98.0%	98.0%	4	1.4%	1.4%	252	17.5%	17.5%	80	94.1%	94.1%
<= 0m 20s	27	1.9%	99.9%	36	12.2%	13.5%	185	12.8%	30.3%	4	4.7%	98.8%
<= 0m 30s	2	0.1%	100.0	107	36.1%	49.7%	142	9.8%	40.2%	1	1.2%	100.0
<= 0m 40s	0	0.0%	100.0	72	24.3%	74.0%	169	11.7%	51.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	35	11.8%	85.8%	134	9.3%	61.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	12	4.1%	89.9%	109	7.6%	68.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	17	5.7%	95.6%	235	16.3%	85.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.0%	96.6%	83	5.8%	90.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	1.4%	98.0%	40	2.8%	93.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	1.0%	99.0%	23	1.6%	95.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.0%	11	0.8%	95.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.7%	99.7%	8	0.6%	96.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	11	0.8%	97.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.3%	100.0	7	0.5%	97.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.6%	98.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.8%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	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>	1,442			296			1,442			85		

**Notes:**

Total Records Reported by this PSAP: 1703  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1703

# Fractile 911 Call Response Time Distribution

Windsor Locks Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1040	98.4%	98.4%	0	0.0%	0.0%	72	6.8%	6.8%	24	88.9%	88.9%
<= 0m 20s	16	1.5%	99.9%	13	4.2%	4.2%	148	14.0%	20.8%	0	0.0%	88.9%
<= 0m 30s	1	0.1%	100.0	81	26.4%	30.6%	137	13.0%	33.8%	3	11.1%	100.0
<= 0m 40s	0	0.0%	100.0	50	16.3%	46.9%	146	13.8%	47.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	44	14.3%	61.2%	107	10.1%	57.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	48	15.6%	76.9%	91	8.6%	66.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	58	18.9%	95.8%	211	20.0%	86.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	9	2.9%	98.7%	67	6.3%	92.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	1.0%	99.7%	31	2.9%	95.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.7%	12	1.1%	96.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	15	1.4%	98.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.3%	100.0	6	0.6%	98.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.1%	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	3	0.3%	99.7%	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	0	0.0%	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	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	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>	1,057			307			1,057			27		

## Notes:

Total Records Reported by this PSAP: 1168  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 1168

# Fractile 911 Call Response Time Distribution

Windsor Police Department

For Date Range From 7/1/2012 To 9/29/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2136	98.1%	98.1%	1	0.5%	0.5%	127	5.8%	5.8%	44	89.8%	89.8%
<= 0m 20s	39	1.8%	99.9%	56	25.2%	25.7%	201	9.2%	15.1%	1	2.0%	91.8%
<= 0m 30s	1	0.0%	100.0	84	37.8%	63.5%	234	10.7%	25.8%	4	8.2%	100.0
<= 0m 40s	1	0.0%	100.0	49	22.1%	85.6%	262	12.0%	37.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	3.6%	89.2%	193	8.9%	46.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	8	3.6%	92.8%	149	6.8%	53.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	4.1%	96.8%	399	18.3%	71.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.9%	97.7%	275	12.6%	84.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	97.7%	136	6.2%	90.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.9%	98.6%	68	3.1%	93.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.6%	36	1.7%	95.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.6%	14	0.6%	96.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.6%	12	0.6%	96.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.5%	99.1%	16	0.7%	97.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.1%	18	0.8%	98.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	2	0.9%	100.0	8	0.4%	98.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.5%	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	1	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	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,177			222			2,177			49		

**Notes:**

Total Records Reported by this PSAP: 2463  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2463

# Fractile 911 Call Response Time Distribution

Winsted Police Department

For Date Range From 7/1/2012 To 9/29/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	939	96.9%	96.9%	0	0.0%	0.0%	101	10.4%	10.4%	38	90.5%	90.5%
<= 0m 20s	30	3.1%	100.0	0	0.0%	0.0%	78	8.0%	18.5%	1	2.4%	92.9%
<= 0m 30s	0	0.0%	100.0	9	16.4%	16.4%	50	5.2%	23.6%	3	7.1%	100.0
<= 0m 40s	0	0.0%	100.0	16	29.1%	45.5%	60	6.2%	29.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	14.5%	60.0%	61	6.3%	36.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	10.9%	70.9%	75	7.7%	43.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	18.2%	89.1%	196	20.2%	64.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	5.5%	94.5%	112	11.6%	75.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	1.8%	96.4%	52	5.4%	81.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	96.4%	36	3.7%	84.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	3.6%	100.0	27	2.8%	87.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	28	2.9%	90.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	25	2.6%	93.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	22	2.3%	95.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	11	1.1%	96.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	18	1.9%	98.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.9%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	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>	969			55			969			42		

## Notes:

Total Records Reported by this PSAP: 1080  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 1080

# Fractile 911 Call Response Time Distribution

Wolcott Police Department

For Date Range From 7/1/2012 To 9/29/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1238	96.3%	96.3%	0	0.0%	0.0%	108	8.4%	8.4%	42	87.5%	87.5%
<= 0m 20s	36	2.8%	99.1%	134	22.8%	22.8%	107	8.3%	16.7%	0	0.0%	87.5%
<= 0m 30s	11	0.9%	100.0	207	35.2%	58.0%	142	11.1%	27.8%	6	12.5%	100.0
<= 0m 40s	0	0.0%	100.0	129	21.9%	79.9%	242	18.8%	46.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	61	10.4%	90.3%	226	17.6%	64.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	27	4.6%	94.9%	138	10.7%	74.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	25	4.3%	99.1%	190	14.8%	89.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.3%	99.5%	60	4.7%	94.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.3%	99.8%	26	2.0%	96.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	8	0.6%	97.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	13	1.0%	98.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	100.0	2	0.2%	98.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	98.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	99.4%	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	2	0.2%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	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>	1,285			588			1,285			48		

**Notes:**

Total Records Reported by this PSAP: 1439  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1439

# Fractile 911 Call Response Time Distribution

Woodbridge Police Department

For Date Range From 7/1/2012 To 9/30/2012

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	816	96.7%	96.7%	0	0.0%	0.0%	51	6.0%	6.0%	24	85.7%	85.7%
<= 0m 20s	23	2.7%	99.4%	52	27.8%	27.8%	68	8.1%	14.1%	0	0.0%	85.7%
<= 0m 30s	4	0.5%	99.9%	88	47.1%	74.9%	75	8.9%	23.0%	4	14.3%	100.0
<= 0m 40s	0	0.0%	99.9%	23	12.3%	87.2%	98	11.6%	34.6%	0	0.0%	100.0
<= 0m 50s	1	0.1%	100.0	7	3.7%	90.9%	82	9.7%	44.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	2.7%	93.6%	78	9.2%	53.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	2	1.1%	94.7%	188	22.3%	75.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.6%	96.3%	98	11.6%	87.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	1.6%	97.9%	41	4.9%	92.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	1.1%	98.9%	18	2.1%	94.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.5%	99.5%	7	0.8%	95.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.5%	7	0.8%	96.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.5%	7	0.8%	96.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.5%	7	0.8%	97.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.5%	100.0	2	0.2%	98.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.6%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	98.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.6%	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	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>	844			187			844			28		

## Notes:

Total Records Reported by this PSAP: 942  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 942