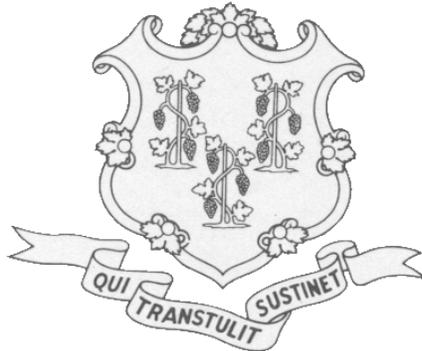


**Department of Emergency Services and
Public Protection
Division of Statewide Emergency Telecommunications**

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



July - September 2013

E9-1-1 TOTAL CALL COUNT REPORT 3rd QUARTER 2013

Executive Summary

All 104 PSAPs submitted an E9-1-1 Total Call Report for the third quarter of 2013

One PSAP 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 80.4% of its 9-1-1 calls in 10 sec of receipt.

The statewide average for all PSAPs during the quarter was 95.1%.

% 9-1-1 Calls Answered in 10 Seconds							
Groton ECC	99.7	Madison PD	98.9	Hamden ECC	97.8	Rocky Hill PD	95.5
Willimantic ECC	99.7	Newtown PD	98.9	Orange PD	97.8	Montville Dispatch	95.3
Brookfield PD	99.6	South Central Regional ECC	98.9	Windsor Locks PD	97.8	CSP Troop L	95.1
Wallingford PD	99.6	UCONN PD	98.9	Farmington PD	97.7	Monroe PD	95.1
West Hartford PD	99.6	Norwich PD	98.8	Woodbridge PD	97.7	All PSAPs (Ave.)	95.1
West Haven ERS	99.6	Tolland ECC	98.8	Berlin PD	97.5	CSP Troop I	95.0
Greenwich PD	99.5	Wilton PD	98.8	Shelton PD	97.5	Middletown FD	95.0
Trumbull PD	99.5	Fairfield ECC	98.7	Vernon PD	97.4	Canton PD	94.9
NW CT Public Safety ECC	99.4	Naugatuck PD	98.7	Milford PD	97.3	Darien PD	94.9
Waterford ECC	99.4	Watertown PD	98.7	Seymour PD	97.3	Thomaston PD	94.9
Cheshire PD	99.3	CSP Troop W	98.6	Wethersfield PD	97.3	CSP Troop G	94.2
Clinton PD	99.3	Easton PD	98.6	Bloomfield PD	97.2	Guilford ECC	94.2
Branford PD	99.2	Valley Shore ECC	98.6	Granby PD	97.2	New Britain ERC	94.2
South Windsor PD	99.2	Westport PD	98.6	Meriden ECC	97.1	Redding ECC	94.2
Southington PD	99.2	Cromwell PD	98.5	Old Saybrook PD	97.1	Suffield PD	93.7
Bethel PD	99.1	New London PD	98.4	Enfield ECC	97.0	Putnam PD	93.3
Colchester ECC	99.1	CSP Troop E	98.3	Norwalk PD	96.9	Weston ECC	93.3
Glastonbury PD	99.1	Danbury FD	98.3	New Canaan PD	96.7	North Branford PD	92.9
Manchester PD	99.1	North Haven ECC	98.3	New Fairfield ECC	96.7	CSP Troop H	92.3
New Milford PD	99.1	Plainville PD	98.3	Winsted PD	96.5	Stamford ECC	92.3
Quinebaug Valley ECC	99.1	Ansonia PD	98.2	Avon PD	96.3	Hartford ECC	91.4
Ridgefield PD	99.1	East Lyme ECC	98.2	East Haven FD	96.3	Waterbury PD	90.2
Ledyard ECC	99.0	Plymouth PD	98.2	Wolcott PD	96.3	Bridgeport PSCC	80.4
Stratford PD	99.0	Simsbury PD	98.2	Derby PD	96.1		
Bristol PD	98.9	Stonington PD	98.1	Southbury ECC	96.0		
East Hartford PD	98.9	Windsor PD	98.0	East Windsor PD	95.6		
LCD	98.9	Newington PD	97.9	New Haven ERC	95.5		

Fractile 911 Call Response Time Distribution

-- ALL PSAPs - SUMMARY --

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	486851	95.1%	95.1%	5710	4.4%	4.4%	66754	13.0%	13.0%	19506	78.4%	80.3%
<= 0m 20s	20707	4.0%	99.2%	48131	37.1%	41.5%	64343	12.6%	25.6%	1142	4.6%	84.9%
<= 0m 30s	3063	0.6%	99.8%	37116	28.6%	70.2%	68366	13.4%	39.0%	2731	11.0%	95.9%
<= 0m 40s	237	0.0%	99.8%	17750	13.7%	83.8%	63840	12.5%	51.4%	48	0.2%	96.1%
<= 0m 50s	87	0.0%	99.8%	7500	5.8%	89.6%	43092	8.4%	59.9%	17	0.1%	96.2%
<= 1m 0s	189	0.0%	99.9%	4555	3.5%	93.1%	33618	6.6%	66.4%	11	0.0%	96.2%
<= 1m 30s	408	0.1%	100.0	6181	4.8%	97.9%	69239	13.5%	80.0%	20	0.1%	96.3%
<= 2m 0s	11	0.0%	100.0	1469	1.1%	99.0%	37923	7.4%	87.4%	4	0.0%	96.3%
<= 2m 30s	9	0.0%	100.0	529	0.4%	99.5%	21709	4.2%	91.6%	8	0.0%	96.3%
<= 3m 0s	1	0.0%	100.0	261	0.2%	99.7%	12803	2.5%	94.1%	6	0.0%	96.4%
<= 3m 30s	1	0.0%	100.0	127	0.1%	99.8%	8039	1.6%	95.7%	2	0.0%	96.4%
<= 4m 0s	0	0.0%	100.0	83	0.1%	99.8%	5398	1.1%	96.7%	6	0.0%	96.4%
<= 4m 30s	0	0.0%	100.0	47	0.0%	99.9%	3671	0.7%	97.4%	4	0.0%	96.4%
<= 5m 0s	0	0.0%	100.0	37	0.0%	99.9%	2625	0.5%	98.0%	2	0.0%	96.4%
<= 6m 0s	2	0.0%	100.0	42	0.0%	99.9%	3460	0.7%	98.6%	9	0.0%	96.5%
<= 7m 0s	0	0.0%	100.0	16	0.0%	99.9%	2087	0.4%	99.0%	6	0.0%	96.5%
<= 8m 0s	5	0.0%	100.0	6	0.0%	99.9%	1441	0.3%	99.3%	5	0.0%	96.5%
<= 9m 0s	1	0.0%	100.0	6	0.0%	99.9%	955	0.2%	99.5%	6	0.0%	96.5%
<= 10m 0s	1	0.0%	100.0	4	0.0%	99.9%	597	0.1%	99.6%	8	0.0%	96.6%
<= 11m 0s	0	0.0%	100.0	5	0.0%	99.9%	432	0.1%	99.7%	11	0.0%	96.6%
<= 12m 0s	2	0.0%	100.0	5	0.0%	99.9%	279	0.1%	99.8%	1	0.0%	96.6%
<= 13m 0s	4	0.0%	100.0	0	0.0%	99.9%	210	0.0%	99.8%	8	0.0%	96.6%
<= 14m 0s	2	0.0%	100.0	2	0.0%	99.9%	153	0.0%	99.8%	4	0.0%	96.7%
<= 15m 0s	0	0.0%	100.0	0	0.0%	99.9%	111	0.0%	99.9%	6	0.0%	96.7%
<= 16m 0s	0	0.0%	100.0	0	0.0%	99.9%	80	0.0%	99.9%	8	0.0%	96.7%
<= 17m 0s	7	0.0%	100.0	0	0.0%	99.9%	56	0.0%	99.9%	5	0.0%	96.7%
<= 18m 0s	2	0.0%	100.0	1	0.0%	99.9%	47	0.0%	99.9%	7	0.0%	96.8%
<= 19m 0s	3	0.0%	100.0	0	0.0%	99.9%	30	0.0%	99.9%	6	0.0%	96.8%
<= 20m 0s	0	0.0%	100.0	0	0.0%	99.9%	31	0.0%	99.9%	5	0.0%	96.8%
>= 20m 0s	177	0.0%	100.0	59	0.0%	100.0	447	0.1%	100.0	714	2.9%	99.7%
Tot. Counts:	511,770			129,642			511,836			24,316		

Notes:

Fractile 911 Call Response Time Distribution

Ansonia Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1450	98.2%	98.2%	0	0.0%	0.0%	75	5.1%	5.1%	29	90.6%	90.6%
<= 0m 20s	23	1.6%	99.7%	55	11.9%	11.9%	138	9.3%	14.4%	1	3.1%	93.8%
<= 0m 30s	4	0.3%	100.0	105	22.7%	34.6%	113	7.7%	22.1%	2	6.3%	100.0
<= 0m 40s	0	0.0%	100.0	111	24.0%	58.7%	193	13.1%	35.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	72	15.6%	74.2%	192	13.0%	48.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	51	11.0%	85.3%	168	11.4%	59.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	52	11.3%	96.5%	286	19.4%	78.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	8	1.7%	98.3%	156	10.6%	89.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.6%	98.9%	71	4.8%	94.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.6%	99.6%	40	2.7%	97.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.8%	19	1.3%	98.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	12	0.8%	99.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	7	0.5%	99.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	2	0.1%	99.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	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
Tot. Counts:	1,477			462			1,477			32		

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

Avon Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1320	96.3%	96.3%	0	0.0%	0.0%	106	7.7%	7.7%	28	58.3%	58.3%
<= 0m 20s	41	3.0%	99.3%	69	11.1%	11.1%	146	10.6%	18.4%	7	14.6%	72.9%
<= 0m 30s	10	0.7%	100.0	105	16.8%	27.9%	128	9.3%	27.7%	13	27.1%	100.0
<= 0m 40s	0	0.0%	100.0	110	17.6%	45.5%	140	10.2%	37.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	90	14.4%	59.9%	123	9.0%	46.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	73	11.7%	71.6%	116	8.5%	55.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	124	19.9%	91.5%	282	20.6%	75.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	37	5.9%	97.4%	122	8.9%	84.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	9	1.4%	98.9%	70	5.1%	89.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.3%	99.2%	43	3.1%	93.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.3%	99.5%	19	1.4%	94.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.3%	99.8%	15	1.1%	95.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	12	0.9%	96.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	96.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.8%	97.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	17	1.2%	98.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.1%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.3%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.4%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	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	3	0.2%	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
Tot. Counts:	1,371			624			1,371			48		

Notes:

Total Records Reported by this PSAP: 1514
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1514

Fractile 911 Call Response Time Distribution

Berlin Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1466	97.5%	97.5%	0	0.0%	0.0%	89	5.9%	5.9%	32	88.9%	88.9%
<= 0m 20s	30	2.0%	99.5%	89	16.8%	16.8%	130	8.6%	14.6%	2	5.6%	94.4%
<= 0m 30s	7	0.5%	100.0	174	32.9%	49.7%	130	8.6%	23.2%	2	5.6%	100.0
<= 0m 40s	0	0.0%	100.0	136	25.7%	75.4%	174	11.6%	34.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	62	11.7%	87.1%	130	8.6%	43.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	35	6.6%	93.8%	139	9.2%	52.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	23	4.3%	98.1%	246	16.4%	69.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	7	1.3%	99.4%	139	9.2%	78.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.6%	100.0	85	5.7%	84.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	74	4.9%	88.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	49	3.3%	92.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	33	2.2%	94.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	19	1.3%	95.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.9%	96.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	15	1.0%	97.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	17	1.1%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.7%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	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	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	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
Tot. Counts:	1,503			529			1,503			36		

Notes:

Total Records Reported by this PSAP: 1667
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1667

Fractile 911 Call Response Time Distribution

Bethel Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1133	99.1%	99.1%	0	0.0%	0.0%	97	8.5%	8.5%	36	85.7%	85.7%
<= 0m 20s	10	0.9%	100.0	36	25.5%	25.5%	127	11.1%	19.6%	1	2.4%	88.1%
<= 0m 30s	0	0.0%	100.0	47	33.3%	58.9%	107	9.4%	29.0%	5	11.9%	100.0
<= 0m 40s	0	0.0%	100.0	31	22.0%	80.9%	153	13.4%	42.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	6	4.3%	85.1%	135	11.8%	54.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	5.0%	90.1%	114	10.0%	64.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	7.1%	97.2%	211	18.5%	82.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	2.1%	99.3%	99	8.7%	91.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.3%	41	3.6%	94.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.7%	100.0	22	1.9%	96.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.8%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	13	1.1%	98.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,143			141			1,143			42		

Notes:

Total Records Reported by this PSAP: 1299
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1299

Fractile 911 Call Response Time Distribution

Bloomfield Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2434	97.2%	97.2%	110	11.2%	11.2%	186	7.4%	7.4%	89	89.0%	89.0%
<= 0m 20s	66	2.6%	99.8%	43	4.4%	15.5%	462	18.4%	25.9%	1	1.0%	90.0%
<= 0m 30s	5	0.2%	100.0	89	9.0%	24.6%	238	9.5%	35.4%	10	10.0%	100.0
<= 0m 40s	0	0.0%	100.0	109	11.1%	35.6%	184	7.3%	42.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	114	11.6%	47.2%	150	6.0%	48.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	101	10.3%	57.5%	149	5.9%	54.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	297	30.2%	87.6%	467	18.6%	73.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	80	8.1%	95.7%	310	12.4%	85.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	23	2.3%	98.1%	128	5.1%	90.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	8	0.8%	98.9%	77	3.1%	93.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	5	0.5%	99.4%	29	1.2%	95.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	27	1.1%	96.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	2	0.2%	99.6%	15	0.6%	96.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.1%	99.7%	16	0.6%	97.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	2	0.2%	99.9%	26	1.0%	98.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.1%	100.0	15	0.6%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	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	3	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	2,505			985			2,505			100		

Notes:

Total Records Reported by this PSAP: 2878
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 2878

Fractile 911 Call Response Time Distribution

Branford Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2418	99.2%	99.2%	0	0.0%	0.0%	154	6.3%	6.3%	65	98.5%	98.5%
<= 0m 20s	19	0.8%	100.0	42	17.4%	17.4%	222	9.1%	15.4%	0	0.0%	98.5%
<= 0m 30s	0	0.0%	100.0	95	39.4%	56.8%	199	8.2%	23.6%	1	1.5%	100.0
<= 0m 40s	0	0.0%	100.0	45	18.7%	75.5%	265	10.9%	34.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	22	9.1%	84.6%	214	8.8%	43.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	16	6.6%	91.3%	215	8.8%	52.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	4.6%	95.9%	535	22.0%	74.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	1.7%	97.5%	288	11.8%	85.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	1.2%	98.8%	122	5.0%	90.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.8%	99.6%	67	2.7%	93.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.4%	100.0	41	1.7%	95.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	24	1.0%	96.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	13	0.5%	96.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.7%	97.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.7%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.5%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.5%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.8%	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%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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	1	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,437			241			2,437			66		

Notes:

Total Records Reported by this PSAP: 2641
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 2641

Fractile 911 Call Response Time Distribution

Bridgeport Public Safety Communications Ctr.

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	20478	80.4%	80.4%	3	0.1%	0.1%	2222	8.7%	8.7%	1378	61.1%	61.1%
<= 0m 20s	4189	16.5%	96.9%	295	6.4%	6.5%	1973	7.8%	16.5%	218	9.7%	70.8%
<= 0m 30s	656	2.6%	99.5%	799	17.3%	23.8%	1591	6.3%	22.7%	502	22.3%	93.0%
<= 0m 40s	50	0.2%	99.7%	938	20.3%	44.1%	1673	6.6%	29.3%	10	0.4%	93.5%
<= 0m 50s	23	0.1%	99.8%	682	14.8%	58.9%	1692	6.6%	35.9%	5	0.2%	93.7%
<= 1m 0s	8	0.0%	99.8%	491	10.6%	69.5%	1625	6.4%	42.3%	3	0.1%	93.8%
<= 1m 30s	10	0.0%	99.8%	891	19.3%	88.8%	4472	17.6%	59.9%	3	0.1%	94.0%
<= 2m 0s	2	0.0%	99.8%	308	6.7%	95.5%	3226	12.7%	72.6%	0	0.0%	94.0%
<= 2m 30s	0	0.0%	99.8%	94	2.0%	97.6%	2151	8.4%	81.0%	0	0.0%	94.0%
<= 3m 0s	0	0.0%	99.8%	44	1.0%	98.5%	1385	5.4%	86.5%	0	0.0%	94.0%
<= 3m 30s	0	0.0%	99.8%	16	0.3%	98.9%	874	3.4%	89.9%	0	0.0%	94.0%
<= 4m 0s	0	0.0%	99.8%	12	0.3%	99.1%	597	2.3%	92.2%	0	0.0%	94.0%
<= 4m 30s	0	0.0%	99.8%	6	0.1%	99.2%	414	1.6%	93.9%	1	0.0%	94.0%
<= 5m 0s	0	0.0%	99.8%	5	0.1%	99.3%	302	1.2%	95.1%	0	0.0%	94.0%
<= 6m 0s	0	0.0%	99.8%	3	0.1%	99.4%	382	1.5%	96.6%	1	0.0%	94.1%
<= 7m 0s	0	0.0%	99.8%	1	0.0%	99.4%	243	1.0%	97.5%	0	0.0%	94.1%
<= 8m 0s	0	0.0%	99.8%	0	0.0%	99.4%	168	0.7%	98.2%	1	0.0%	94.1%
<= 9m 0s	0	0.0%	99.8%	0	0.0%	99.4%	118	0.5%	98.6%	0	0.0%	94.1%
<= 10m 0s	0	0.0%	99.8%	0	0.0%	99.4%	73	0.3%	98.9%	2	0.1%	94.2%
<= 11m 0s	0	0.0%	99.8%	0	0.0%	99.4%	61	0.2%	99.2%	0	0.0%	94.2%
<= 12m 0s	2	0.0%	99.9%	3	0.1%	99.5%	42	0.2%	99.3%	0	0.0%	94.2%
<= 13m 0s	0	0.0%	99.9%	0	0.0%	99.5%	35	0.1%	99.5%	1	0.0%	94.2%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	99.5%	21	0.1%	99.5%	1	0.0%	94.3%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	99.5%	21	0.1%	99.6%	1	0.0%	94.3%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	99.5%	14	0.1%	99.7%	1	0.0%	94.4%
<= 17m 0s	5	0.0%	99.9%	0	0.0%	99.5%	7	0.0%	99.7%	1	0.0%	94.4%
<= 18m 0s	0	0.0%	99.9%	1	0.0%	99.5%	7	0.0%	99.7%	2	0.1%	94.5%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	99.5%	4	0.0%	99.8%	0	0.0%	94.5%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	99.5%	2	0.0%	99.8%	0	0.0%	94.5%
>= 20m 0s	32	0.1%	100.0	22	0.5%	100.0	61	0.2%	100.0	124	5.5%	100.0
Tot. Counts:	25,455			4,614			25,456			2,255		

Notes:

Total Records Reported by this PSAP: 30049
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 30049

Fractile 911 Call Response Time Distribution

Bristol Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	899	98.9%	98.9%	0	0.0%	0.0%	100	11.0%	11.0%	29	100.0%	100.0
<= 0m 20s	8	0.9%	99.8%	6	23.1%	23.1%	99	10.9%	21.9%	0	0.0%	100.0
<= 0m 30s	2	0.2%	100.0	12	46.2%	69.2%	64	7.0%	28.9%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	5	19.2%	88.5%	70	7.7%	36.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	1	3.8%	92.3%	60	6.6%	43.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	1	3.8%	96.2%	42	4.6%	47.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	1	3.8%	100.0	116	12.7%	60.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	92	10.1%	70.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	69	7.6%	78.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	65	7.1%	85.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	38	4.2%	89.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	24	2.6%	92.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	14	1.5%	93.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	14	1.5%	95.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	13	1.4%	96.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	15	1.6%	98.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.7%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	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	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	100.0	0	0.0%	100.0
Tot. Counts:	909			26			910			29		

Notes:

Total Records Reported by this PSAP: 1058
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1058

Fractile 911 Call Response Time Distribution

Brookfield Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1126	99.6%	99.6%	0	0.0%	0.0%	90	8.0%	8.0%	17	100.0%	100.0
<= 0m 20s	4	0.4%	100.0	33	20.0%	20.0%	122	10.8%	18.8%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	67	40.6%	60.6%	153	13.5%	32.3%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	33	20.0%	80.6%	208	18.4%	50.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	11	6.7%	87.3%	151	13.4%	64.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	3.0%	90.3%	102	9.0%	73.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	6.7%	97.0%	165	14.6%	87.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.8%	98.8%	53	4.7%	92.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.8%	29	2.6%	95.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.8%	14	1.2%	96.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.6%	99.4%	8	0.7%	96.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	8	0.7%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	4	0.4%	98.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.6%	100.0	2	0.2%	98.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	98.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.6%	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	1	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,130			165			1,130			17		

Notes:

Total Records Reported by this PSAP: 1208
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1208

Fractile 911 Call Response Time Distribution

Canton Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	591	94.9%	94.9%	0	0.0%	0.0%	56	9.0%	9.0%	31	59.6%	59.6%
<= 0m 20s	17	2.7%	97.6%	1	0.6%	0.6%	73	11.7%	20.7%	2	3.8%	63.5%
<= 0m 30s	1	0.2%	97.8%	9	5.8%	6.5%	54	8.7%	29.3%	3	5.8%	69.2%
<= 0m 40s	0	0.0%	97.8%	22	14.2%	20.6%	56	9.0%	38.3%	1	1.9%	71.2%
<= 0m 50s	0	0.0%	97.8%	20	12.9%	33.5%	43	6.9%	45.2%	1	1.9%	73.1%
<= 1m 0s	0	0.0%	97.8%	22	14.2%	47.7%	52	8.3%	53.5%	0	0.0%	73.1%
<= 1m 30s	0	0.0%	97.8%	50	32.3%	80.0%	123	19.7%	73.2%	0	0.0%	73.1%
<= 2m 0s	0	0.0%	97.8%	16	10.3%	90.3%	68	10.9%	84.1%	0	0.0%	73.1%
<= 2m 30s	0	0.0%	97.8%	6	3.9%	94.2%	27	4.3%	88.5%	0	0.0%	73.1%
<= 3m 0s	0	0.0%	97.8%	0	0.0%	94.2%	23	3.7%	92.1%	0	0.0%	73.1%
<= 3m 30s	0	0.0%	97.8%	1	0.6%	94.8%	11	1.8%	93.9%	0	0.0%	73.1%
<= 4m 0s	0	0.0%	97.8%	1	0.6%	95.5%	5	0.8%	94.7%	0	0.0%	73.1%
<= 4m 30s	0	0.0%	97.8%	0	0.0%	95.5%	6	1.0%	95.7%	0	0.0%	73.1%
<= 5m 0s	0	0.0%	97.8%	0	0.0%	95.5%	2	0.3%	96.0%	0	0.0%	73.1%
<= 6m 0s	0	0.0%	97.8%	0	0.0%	95.5%	6	1.0%	97.0%	0	0.0%	73.1%
<= 7m 0s	0	0.0%	97.8%	0	0.0%	95.5%	1	0.2%	97.1%	0	0.0%	73.1%
<= 8m 0s	0	0.0%	97.8%	0	0.0%	95.5%	2	0.3%	97.4%	0	0.0%	73.1%
<= 9m 0s	0	0.0%	97.8%	0	0.0%	95.5%	1	0.2%	97.6%	0	0.0%	73.1%
<= 10m 0s	0	0.0%	97.8%	0	0.0%	95.5%	1	0.2%	97.8%	0	0.0%	73.1%
<= 11m 0s	0	0.0%	97.8%	0	0.0%	95.5%	0	0.0%	97.8%	0	0.0%	73.1%
<= 12m 0s	0	0.0%	97.8%	0	0.0%	95.5%	0	0.0%	97.8%	0	0.0%	73.1%
<= 13m 0s	0	0.0%	97.8%	0	0.0%	95.5%	1	0.2%	97.9%	0	0.0%	73.1%
<= 14m 0s	0	0.0%	97.8%	0	0.0%	95.5%	0	0.0%	97.9%	0	0.0%	73.1%
<= 15m 0s	0	0.0%	97.8%	0	0.0%	95.5%	0	0.0%	97.9%	0	0.0%	73.1%
<= 16m 0s	0	0.0%	97.8%	0	0.0%	95.5%	0	0.0%	97.9%	0	0.0%	73.1%
<= 17m 0s	0	0.0%	97.8%	0	0.0%	95.5%	0	0.0%	97.9%	0	0.0%	73.1%
<= 18m 0s	0	0.0%	97.8%	0	0.0%	95.5%	0	0.0%	97.9%	0	0.0%	73.1%
<= 19m 0s	0	0.0%	97.8%	0	0.0%	95.5%	0	0.0%	97.9%	0	0.0%	73.1%
<= 20m 0s	0	0.0%	97.8%	0	0.0%	95.5%	0	0.0%	97.9%	0	0.0%	73.1%
>= 20m 0s	14	2.2%	100.0	3	1.9%	97.4%	6	1.0%	98.9%	6	11.5%	84.6%
Tot. Counts:	623			151			617			44		

Notes:

Total Records Reported by this PSAP: 740
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 740

Fractile 911 Call Response Time Distribution

Cheshire Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2002	99.3%	99.3%	0	0.0%	0.0%	563	27.9%	27.9%	56	98.2%	98.2%
<= 0m 20s	15	0.7%	100.0	22	4.7%	4.7%	191	9.5%	37.4%	0	0.0%	98.2%
<= 0m 30s	0	0.0%	100.0	135	28.5%	33.2%	203	10.1%	47.4%	1	1.8%	100.0
<= 0m 40s	0	0.0%	100.0	129	27.3%	60.5%	244	12.1%	59.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	80	16.9%	77.4%	185	9.2%	68.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	47	9.9%	87.3%	166	8.2%	76.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	54	11.4%	98.7%	249	12.3%	89.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	1.1%	99.8%	105	5.2%	94.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	100.0	44	2.2%	96.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.7%	97.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	10	0.5%	97.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.5%	98.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	98.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	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	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	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,017			473			2,017			57		

Notes:

Total Records Reported by this PSAP: 2297
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 2297

Fractile 911 Call Response Time Distribution

Clinton Emergency Communications Ctr.

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	969	99.3%	99.3%	0	0.0%	0.0%	48	4.9%	4.9%	23	95.8%	95.8%
<= 0m 20s	7	0.7%	100.0	7	6.0%	6.0%	57	5.8%	10.7%	0	0.0%	95.8%
<= 0m 30s	0	0.0%	100.0	41	35.3%	41.4%	68	7.0%	17.7%	1	4.2%	100.0
<= 0m 40s	0	0.0%	100.0	30	25.9%	67.2%	97	9.9%	27.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	13	11.2%	78.4%	83	8.5%	36.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	7.8%	86.2%	60	6.1%	42.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	7.8%	94.0%	185	18.9%	61.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.7%	95.7%	104	10.6%	71.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	3.4%	99.1%	86	8.8%	80.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.9%	100.0	46	4.7%	85.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	32	3.3%	88.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	27	2.8%	91.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	22	2.2%	93.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	12	1.2%	94.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	18	1.8%	96.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.8%	97.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	11	1.1%	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	0	0.0%	99.1%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	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
Tot. Counts:	976			116			978			24		

Notes:

Total Records Reported by this PSAP: 1075
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1075

Fractile 911 Call Response Time Distribution

Colchester Emergency Comm. Center

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4221	99.1%	99.1%	32	2.5%	2.5%	433	10.2%	10.2%	81	95.3%	95.3%
<= 0m 20s	30	0.7%	99.8%	321	24.6%	27.1%	676	15.9%	26.0%	3	3.5%	98.8%
<= 0m 30s	6	0.1%	100.0	474	36.4%	63.5%	621	14.6%	40.6%	1	1.2%	100.0
<= 0m 40s	1	0.0%	100.0	288	22.1%	85.6%	680	16.0%	56.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	94	7.2%	92.8%	442	10.4%	67.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	49	3.8%	96.5%	304	7.1%	74.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	34	2.6%	99.2%	534	12.5%	86.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.2%	99.4%	242	5.7%	92.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	5	0.4%	99.8%	102	2.4%	94.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	59	1.4%	96.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.8%	32	0.8%	96.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	30	0.7%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	20	0.5%	98.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	10	0.2%	98.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	19	0.4%	98.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.1%	99.9%	10	0.2%	98.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.9%	7	0.2%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.9%	7	0.2%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	1	0.1%	100.0	5	0.1%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.5%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.6%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.7%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.7%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.7%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	100.0	0	0.0%	100.0
Tot. Counts:	4,258			1,303			4,259			85		

Notes:

Total Records Reported by this PSAP: 4690
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 4690

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop E

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	10891	98.3%	98.3%	9	0.2%	0.2%	1186	10.7%	10.7%	344	90.5%	90.5%
<= 0m 20s	152	1.4%	99.7%	1729	47.4%	47.6%	1757	15.9%	26.6%	9	2.4%	92.9%
<= 0m 30s	30	0.3%	100.0	1148	31.5%	79.1%	2375	21.4%	48.0%	14	3.7%	96.6%
<= 0m 40s	1	0.0%	100.0	376	10.3%	89.4%	1858	16.8%	64.8%	1	0.3%	96.8%
<= 0m 50s	0	0.0%	100.0	161	4.4%	93.8%	1022	9.2%	74.0%	0	0.0%	96.8%
<= 1m 0s	0	0.0%	100.0	81	2.2%	96.1%	702	6.3%	80.4%	0	0.0%	96.8%
<= 1m 30s	0	0.0%	100.0	94	2.6%	98.6%	1153	10.4%	90.8%	1	0.3%	97.1%
<= 2m 0s	0	0.0%	100.0	26	0.7%	99.3%	437	3.9%	94.7%	0	0.0%	97.1%
<= 2m 30s	0	0.0%	100.0	10	0.3%	99.6%	201	1.8%	96.5%	0	0.0%	97.1%
<= 3m 0s	0	0.0%	100.0	7	0.2%	99.8%	111	1.0%	97.5%	0	0.0%	97.1%
<= 3m 30s	0	0.0%	100.0	3	0.1%	99.9%	52	0.5%	98.0%	0	0.0%	97.1%
<= 4m 0s	0	0.0%	100.0	1	0.0%	99.9%	50	0.5%	98.4%	0	0.0%	97.1%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	35	0.3%	98.8%	0	0.0%	97.1%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	27	0.2%	99.0%	0	0.0%	97.1%
<= 6m 0s	0	0.0%	100.0	3	0.1%	100.0	33	0.3%	99.3%	0	0.0%	97.1%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.2%	99.5%	0	0.0%	97.1%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.2%	99.7%	0	0.0%	97.1%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.7%	0	0.0%	97.1%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.8%	0	0.0%	97.1%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.9%	1	0.3%	97.4%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.9%	0	0.0%	97.4%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	97.4%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	97.4%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	97.4%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.4%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	97.4%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.4%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.4%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	97.4%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	10	2.6%	100.0
Tot. Counts:	11,074			3,648			11,076			380		

Notes:

Total Records Reported by this PSAP: 12376
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 12376

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop G

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	53447	94.2%	94.2%	44	0.2%	0.2%	16552	29.2%	29.2%	2790	80.6%	80.6%
<= 0m 20s	2821	5.0%	99.2%	13666	59.7%	59.9%	7438	13.1%	42.3%	211	6.1%	86.7%
<= 0m 30s	438	0.8%	100.0	6640	29.0%	88.9%	12822	22.6%	64.9%	446	12.9%	99.6%
<= 0m 40s	17	0.0%	100.0	1621	7.1%	95.9%	9648	17.0%	81.9%	9	0.3%	99.9%
<= 0m 50s	2	0.0%	100.0	475	2.1%	98.0%	4136	7.3%	89.2%	3	0.1%	100.0
<= 1m 0s	1	0.0%	100.0	213	0.9%	98.9%	2236	3.9%	93.1%	0	0.0%	100.0
<= 1m 30s	3	0.0%	100.0	175	0.8%	99.7%	2531	4.5%	97.6%	1	0.0%	100.0
<= 2m 0s	1	0.0%	100.0	38	0.2%	99.9%	671	1.2%	98.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	12	0.1%	99.9%	267	0.5%	99.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	7	0.0%	100.0	134	0.2%	99.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	6	0.0%	100.0	87	0.2%	99.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.0%	100.0	52	0.1%	99.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.0%	100.0	36	0.1%	99.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	22	0.0%	99.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	36	0.1%	99.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.0%	100.0	16	0.0%	99.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.0%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.0%	100.0	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	9	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	1	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	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	4	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	56,730			22,902			56,733			3,460		

Notes:

Total Records Reported by this PSAP: 67014
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 67014

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop H

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	32849	92.3%	92.3%	1775	10.8%	10.8%	7843	22.0%	22.0%	1905	77.4%	77.4%
<= 0m 20s	2306	6.5%	98.8%	9694	59.1%	69.9%	9810	27.6%	49.6%	155	6.3%	83.7%
<= 0m 30s	396	1.1%	99.9%	3495	21.3%	91.3%	7422	20.9%	70.5%	367	14.9%	98.6%
<= 0m 40s	28	0.1%	100.0	900	5.5%	96.7%	4786	13.4%	83.9%	9	0.4%	99.0%
<= 0m 50s	5	0.0%	100.0	239	1.5%	98.2%	2149	6.0%	89.9%	1	0.0%	99.0%
<= 1m 0s	2	0.0%	100.0	115	0.7%	98.9%	1239	3.5%	93.4%	1	0.0%	99.1%
<= 1m 30s	1	0.0%	100.0	115	0.7%	99.6%	1461	4.1%	97.5%	4	0.2%	99.2%
<= 2m 0s	2	0.0%	100.0	33	0.2%	99.8%	409	1.1%	98.7%	0	0.0%	99.2%
<= 2m 30s	0	0.0%	100.0	11	0.1%	99.9%	163	0.5%	99.1%	0	0.0%	99.2%
<= 3m 0s	0	0.0%	100.0	7	0.0%	99.9%	92	0.3%	99.4%	0	0.0%	99.2%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.9%	61	0.2%	99.6%	0	0.0%	99.2%
<= 4m 0s	0	0.0%	100.0	6	0.0%	100.0	36	0.1%	99.7%	0	0.0%	99.2%
<= 4m 30s	0	0.0%	100.0	1	0.0%	100.0	18	0.1%	99.7%	1	0.0%	99.3%
<= 5m 0s	0	0.0%	100.0	3	0.0%	100.0	16	0.0%	99.8%	0	0.0%	99.3%
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	23	0.1%	99.8%	1	0.0%	99.3%
<= 7m 0s	0	0.0%	100.0	1	0.0%	100.0	13	0.0%	99.9%	0	0.0%	99.3%
<= 8m 0s	0	0.0%	100.0	1	0.0%	100.0	15	0.0%	99.9%	0	0.0%	99.3%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.0%	99.9%	0	0.0%	99.3%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.0%	100.0	0	0.0%	99.3%
<= 11m 0s	0	0.0%	100.0	1	0.0%	100.0	7	0.0%	100.0	1	0.0%	99.3%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	100.0	0	0.0%	99.3%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.4%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	99.4%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.4%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	1	0.0%	99.4%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	14	0.6%	100.0
Tot. Counts:	35,589			16,398			35,589			2,461		

Notes:

Total Records Reported by this PSAP: 42111
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 42111

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop I

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	25694	95.0%	95.0%	3275	26.4%	26.4%	3501	12.9%	12.9%	578	43.4%	80.0%
<= 0m 20s	645	2.4%	97.4%	4720	38.0%	64.4%	3953	14.6%	27.6%	57	4.3%	84.3%
<= 0m 30s	152	0.6%	98.0%	2070	16.7%	81.1%	5561	20.6%	48.1%	203	15.2%	99.5%
<= 0m 40s	15	0.1%	98.0%	526	4.2%	85.3%	4021	14.9%	63.0%	5	0.4%	99.9%
<= 0m 50s	3	0.0%	98.1%	172	1.4%	86.7%	2523	9.3%	72.3%	0	0.0%	99.9%
<= 1m 0s	152	0.6%	98.6%	539	4.3%	91.0%	2158	8.0%	80.3%	0	0.0%	99.9%
<= 1m 30s	371	1.4%	100.0	1072	8.6%	99.7%	3976	14.7%	95.0%	1	0.1%	100.0
<= 2m 0s	1	0.0%	100.0	13	0.1%	99.8%	792	2.9%	98.0%	0	0.0%	100.0
<= 2m 30s	1	0.0%	100.0	11	0.1%	99.9%	222	0.8%	98.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	8	0.1%	99.9%	93	0.3%	99.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.0%	100.0	67	0.2%	99.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.0%	100.0	33	0.1%	99.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	27	0.1%	99.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.1%	99.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	3	0.0%	100.0	16	0.1%	99.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.1%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.0%	100.0	8	0.0%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.9%	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	2	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	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	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	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	27,034			12,414			27,035			844		

Notes:

Total Records Reported by this PSAP: 30983
 Number of Records not Processed due to Bad 1
 Total Records Analyzed: 30982

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop L

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	19799	95.1%	95.1%	60	0.6%	0.6%	2841	13.6%	13.6%	884	91.1%	91.1%
<= 0m 20s	958	4.6%	99.7%	5323	57.0%	57.6%	3124	15.0%	28.6%	26	2.7%	93.8%
<= 0m 30s	62	0.3%	100.0	2808	30.0%	87.7%	5224	25.1%	53.7%	21	2.2%	96.0%
<= 0m 40s	1	0.0%	100.0	693	7.4%	95.1%	3761	18.1%	71.8%	1	0.1%	96.1%
<= 0m 50s	0	0.0%	100.0	200	2.1%	97.2%	1713	8.2%	80.0%	0	0.0%	96.1%
<= 1m 0s	0	0.0%	100.0	72	0.8%	98.0%	1025	4.9%	84.9%	0	0.0%	96.1%
<= 1m 30s	0	0.0%	100.0	120	1.3%	99.3%	1481	7.1%	92.1%	0	0.0%	96.1%
<= 2m 0s	0	0.0%	100.0	34	0.4%	99.6%	617	3.0%	95.0%	0	0.0%	96.1%
<= 2m 30s	2	0.0%	100.0	18	0.2%	99.8%	358	1.7%	96.7%	1	0.1%	96.2%
<= 3m 0s	0	0.0%	100.0	2	0.0%	99.8%	190	0.9%	97.7%	0	0.0%	96.2%
<= 3m 30s	0	0.0%	100.0	3	0.0%	99.9%	105	0.5%	98.2%	0	0.0%	96.2%
<= 4m 0s	0	0.0%	100.0	5	0.1%	99.9%	78	0.4%	98.5%	0	0.0%	96.2%
<= 4m 30s	0	0.0%	100.0	1	0.0%	99.9%	62	0.3%	98.8%	0	0.0%	96.2%
<= 5m 0s	0	0.0%	100.0	3	0.0%	100.0	50	0.2%	99.1%	0	0.0%	96.2%
<= 6m 0s	0	0.0%	100.0	2	0.0%	100.0	54	0.3%	99.3%	0	0.0%	96.2%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	27	0.1%	99.5%	0	0.0%	96.2%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	22	0.1%	99.6%	0	0.0%	96.2%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.1%	99.7%	0	0.0%	96.2%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.1%	99.7%	0	0.0%	96.2%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.1%	99.8%	0	0.0%	96.2%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	99.8%	0	0.0%	96.2%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	99.8%	0	0.0%	96.2%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.9%	0	0.0%	96.2%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	99.9%	0	0.0%	96.2%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	96.2%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.9%	0	0.0%	96.2%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	96.2%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	1	0.1%	96.3%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	100.0	0	0.0%	96.3%
>= 20m 0s	0	0.0%	100.0	1	0.0%	100.0	6	0.0%	100.0	26	2.7%	99.0%
Tot. Counts:	20,822			9,345			20,821			960		

Notes:

Total Records Reported by this PSAP: 23778
 Number of Records not Processed due to Bad: 0
 Total Records Analyzed: 23778

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop W

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	495	98.6%	98.6%	1	1.0%	1.0%	97	19.3%	19.3%	20	100.0%	100.0
<= 0m 20s	7	1.4%	100.0	13	12.9%	13.9%	108	21.5%	40.8%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	37	36.6%	50.5%	58	11.6%	52.4%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	24	23.8%	74.3%	69	13.7%	66.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	10	9.9%	84.2%	41	8.2%	74.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	5.9%	90.1%	33	6.6%	80.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	4.0%	94.1%	49	9.8%	90.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	3.0%	97.0%	19	3.8%	94.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	1.0%	98.0%	7	1.4%	95.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.0%	5	1.0%	96.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	1.0%	99.0%	2	0.4%	97.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.0%	6	1.2%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.0%	1	0.2%	98.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.0%	1	0.2%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.0%	1	0.2%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	1.0%	100.0	1	0.2%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	502			101			502			20		

Notes:

Total Records Reported by this PSAP: 598
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 598

Fractile 911 Call Response Time Distribution

Cromwell Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1347	98.5%	98.5%	0	0.0%	0.0%	84	6.1%	6.1%	45	93.8%	93.8%
<= 0m 20s	17	1.2%	99.7%	282	40.7%	40.7%	81	5.9%	12.1%	0	0.0%	93.8%
<= 0m 30s	4	0.3%	100.0	238	34.3%	75.0%	183	13.4%	25.4%	3	6.3%	100.0
<= 0m 40s	0	0.0%	100.0	111	16.0%	91.1%	241	17.6%	43.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	25	3.6%	94.7%	149	10.9%	53.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	16	2.3%	97.0%	99	7.2%	61.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	15	2.2%	99.1%	270	19.7%	80.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.6%	99.7%	122	8.9%	89.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.1%	99.9%	58	4.2%	94.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	100.0	28	2.0%	96.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	22	1.6%	97.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.6%	98.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	98.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	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	3	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	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%	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
Tot. Counts:	1,368			693			1,368			48		

Notes:

Total Records Reported by this PSAP: 1507
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1507

Fractile 911 Call Response Time Distribution

Danbury Fire Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7753	98.3%	98.3%	0	0.0%	0.0%	591	7.5%	7.5%	218	93.2%	93.2%
<= 0m 20s	121	1.5%	99.8%	369	11.1%	11.1%	707	9.0%	16.5%	6	2.6%	95.7%
<= 0m 30s	11	0.1%	100.0	1356	40.9%	52.1%	788	10.0%	26.5%	10	4.3%	100.0
<= 0m 40s	1	0.0%	100.0	867	26.2%	78.2%	1298	16.5%	42.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	341	10.3%	88.5%	1113	14.1%	57.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	154	4.6%	93.2%	851	10.8%	67.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	155	4.7%	97.9%	1490	18.9%	86.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	41	1.2%	99.1%	530	6.7%	93.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	23	0.7%	99.8%	205	2.6%	96.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.1%	99.8%	95	1.2%	97.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.1%	99.9%	58	0.7%	98.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.1%	100.0	31	0.4%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.0%	100.0	29	0.4%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.3%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	32	0.4%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.2%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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	4	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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
Tot. Counts:	7,886			3,313			7,886			234		

Notes:

Total Records Reported by this PSAP: 8828
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 8828

Fractile 911 Call Response Time Distribution

Darien Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1025	94.9%	94.9%	0	0.0%	0.0%	60	5.6%	5.6%	39	75.0%	75.0%
<= 0m 20s	46	4.3%	99.2%	41	10.0%	10.0%	103	9.5%	15.1%	3	5.8%	80.8%
<= 0m 30s	7	0.6%	99.8%	91	22.2%	32.3%	116	10.7%	25.8%	9	17.3%	98.1%
<= 0m 40s	1	0.1%	99.9%	101	24.7%	57.0%	164	15.2%	41.0%	0	0.0%	98.1%
<= 0m 50s	1	0.1%	100.0	71	17.4%	74.3%	126	11.7%	52.7%	0	0.0%	98.1%
<= 1m 0s	0	0.0%	100.0	35	8.6%	82.9%	131	12.1%	64.8%	1	1.9%	100.0
<= 1m 30s	0	0.0%	100.0	56	13.7%	96.6%	201	18.6%	83.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	8	2.0%	98.5%	75	6.9%	90.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	6	1.5%	100.0	41	3.8%	94.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	20	1.9%	96.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	10	0.9%	96.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.9%	97.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.7%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	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	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
Tot. Counts:	1,080			409			1,080			52		

Notes:

Total Records Reported by this PSAP: 1274
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1274

Fractile 911 Call Response Time Distribution

Derby Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1321	96.1%	96.1%	0	0.0%	0.0%	82	6.0%	6.0%	26	78.8%	78.8%
<= 0m 20s	48	3.5%	99.6%	119	27.9%	27.9%	108	7.9%	13.8%	0	0.0%	78.8%
<= 0m 30s	5	0.4%	100.0	126	29.6%	57.5%	143	10.4%	24.2%	7	21.2%	100.0
<= 0m 40s	0	0.0%	100.0	74	17.4%	74.9%	212	15.4%	39.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	33	7.7%	82.6%	164	11.9%	51.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	20	4.7%	87.3%	138	10.0%	61.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	43	10.1%	97.4%	308	22.4%	84.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	1.4%	98.8%	120	8.7%	92.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.7%	99.5%	49	3.6%	96.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.8%	15	1.1%	97.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	100.0	13	0.9%	98.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	99.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	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	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	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
Tot. Counts:	1,374			426			1,374			33		

Notes:

Total Records Reported by this PSAP: 1464
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1464

Fractile 911 Call Response Time Distribution

East Hartford Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5804	98.9%	98.9%	0	0.0%	0.0%	539	9.2%	9.2%	212	98.1%	98.1%
<= 0m 20s	65	1.1%	100.0	35	13.9%	13.9%	601	10.2%	19.4%	3	1.4%	99.5%
<= 0m 30s	2	0.0%	100.0	88	35.1%	49.0%	449	7.6%	27.1%	1	0.5%	100.0
<= 0m 40s	0	0.0%	100.0	59	23.5%	72.5%	419	7.1%	34.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	20	8.0%	80.5%	321	5.5%	39.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	8	3.2%	83.7%	292	5.0%	44.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	21	8.4%	92.0%	748	12.7%	57.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	2.0%	94.0%	764	13.0%	70.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	1.6%	95.6%	574	9.8%	80.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	1.6%	97.2%	387	6.6%	86.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	3	1.2%	98.4%	230	3.9%	90.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.4%	98.8%	132	2.2%	92.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.8%	87	1.5%	94.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.4%	99.2%	61	1.0%	95.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.4%	99.6%	92	1.6%	97.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.6%	59	1.0%	98.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.6%	47	0.8%	98.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.6%	27	0.5%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.6%	17	0.3%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	1	0.4%	100.0	13	0.2%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.9%	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	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	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
Tot. Counts:	5,871			251			5,871			216		

Notes:

Total Records Reported by this PSAP: 6645
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 6645

Fractile 911 Call Response Time Distribution

East Haven Fire Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2951	96.8%	96.8%	6	0.5%	0.5%	232	7.6%	7.6%	85	92.4%	92.4%
<= 0m 20s	75	2.5%	99.3%	454	36.6%	37.1%	375	12.3%	19.9%	3	3.3%	95.7%
<= 0m 30s	20	0.7%	99.9%	469	37.9%	75.0%	605	19.8%	39.8%	4	4.3%	100.0
<= 0m 40s	0	0.0%	99.9%	185	14.9%	89.9%	491	16.1%	55.9%	0	0.0%	100.0
<= 0m 50s	1	0.0%	100.0	63	5.1%	95.0%	332	10.9%	66.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	31	2.5%	97.5%	239	7.8%	74.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	24	1.9%	99.4%	411	13.5%	88.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.3%	99.8%	161	5.3%	93.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.2%	99.9%	78	2.6%	95.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.9%	38	1.2%	97.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.9%	19	0.6%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.9%	14	0.5%	98.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	100.0	13	0.4%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.3%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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	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	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	3,047			1,239			3,048			92		

Notes:

Total Records Reported by this PSAP: 3394
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 3394

Fractile 911 Call Response Time Distribution

East Lyme Public Safety

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	921	98.2%	98.2%	1	0.4%	0.4%	61	6.5%	6.5%	18	51.4%	51.4%
<= 0m 20s	15	1.6%	99.8%	10	4.3%	4.7%	49	5.2%	11.7%	0	0.0%	51.4%
<= 0m 30s	2	0.2%	100.0	41	17.4%	22.1%	79	8.4%	20.1%	3	8.6%	60.0%
<= 0m 40s	0	0.0%	100.0	53	22.6%	44.7%	105	11.2%	31.3%	0	0.0%	60.0%
<= 0m 50s	0	0.0%	100.0	35	14.9%	59.6%	116	12.3%	43.6%	0	0.0%	60.0%
<= 1m 0s	0	0.0%	100.0	25	10.6%	70.2%	106	11.3%	54.9%	0	0.0%	60.0%
<= 1m 30s	0	0.0%	100.0	51	21.7%	91.9%	242	25.7%	80.6%	1	2.9%	62.9%
<= 2m 0s	0	0.0%	100.0	13	5.5%	97.4%	92	9.8%	90.4%	0	0.0%	62.9%
<= 2m 30s	0	0.0%	100.0	3	1.3%	98.7%	47	5.0%	95.4%	0	0.0%	62.9%
<= 3m 0s	0	0.0%	100.0	1	0.4%	99.1%	16	1.7%	97.1%	0	0.0%	62.9%
<= 3m 30s	0	0.0%	100.0	1	0.4%	99.6%	1	0.1%	97.2%	0	0.0%	62.9%
<= 4m 0s	0	0.0%	100.0	1	0.4%	100.0	2	0.2%	97.4%	0	0.0%	62.9%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	97.9%	0	0.0%	62.9%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	98.3%	0	0.0%	62.9%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	98.7%	0	0.0%	62.9%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	98.9%	0	0.0%	62.9%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.0%	0	0.0%	62.9%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.4%	0	0.0%	62.9%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	62.9%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.7%	0	0.0%	62.9%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	62.9%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	62.9%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	62.9%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	62.9%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	62.9%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	62.9%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	62.9%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	62.9%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	62.9%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	9	25.7%	88.6%
Tot. Counts:	938			235			940			31		

Notes:

Total Records Reported by this PSAP: 1024
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1024

Fractile 911 Call Response Time Distribution

East Windsor Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1261	95.6%	95.6%	0	0.0%	0.0%	122	9.2%	9.2%	39	84.8%	84.8%
<= 0m 20s	50	3.8%	99.4%	63	12.7%	12.7%	92	7.0%	16.2%	1	2.2%	87.0%
<= 0m 30s	8	0.6%	100.0	197	39.6%	52.2%	130	9.9%	26.1%	6	13.0%	100.0
<= 0m 40s	0	0.0%	100.0	139	27.9%	80.1%	162	12.3%	38.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	45	9.0%	89.2%	142	10.8%	49.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	19	3.8%	93.0%	131	9.9%	59.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	26	5.2%	98.2%	288	21.8%	80.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.8%	99.0%	127	9.6%	90.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.2%	47	3.6%	94.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.4%	23	1.7%	95.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.6%	13	1.0%	96.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.6%	10	0.8%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.6%	8	0.6%	98.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	99.8%	8	0.6%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	7	0.5%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	2	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.8%	3	0.2%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.8%	2	0.2%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	1	0.2%	100.0	1	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	1,319			498			1,319			46		

Notes:

Total Records Reported by this PSAP: 1460
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1460

Fractile 911 Call Response Time Distribution

Easton Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	206	98.6%	98.6%	0	0.0%	0.0%	15	7.2%	7.2%	7	100.0%	100.0
<= 0m 20s	3	1.4%	100.0	1	4.0%	4.0%	17	8.1%	15.3%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	2	8.0%	12.0%	23	11.0%	26.3%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	8	32.0%	44.0%	29	13.9%	40.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	10	40.0%	84.0%	25	12.0%	52.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	0	0.0%	84.0%	18	8.6%	60.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	2	8.0%	92.0%	32	15.3%	76.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	4.0%	96.0%	15	7.2%	83.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	4.0%	100.0	8	3.8%	87.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	4	1.9%	89.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	3	1.4%	90.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	2.4%	92.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	1.0%	93.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	2.4%	96.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	1.0%	97.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	1.4%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.5%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.0%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.5%	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	0.5%	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
Tot. Counts:	209			25			209			7		

Notes:

Total Records Reported by this PSAP: 238
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 238

Fractile 911 Call Response Time Distribution

Enfield Public Safety Communications Center

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3171	97.0%	97.0%	0	0.0%	0.0%	274	8.4%	8.4%	87	95.6%	95.6%
<= 0m 20s	92	2.8%	99.8%	20	9.1%	9.1%	287	8.8%	17.2%	2	2.2%	97.8%
<= 0m 30s	5	0.2%	100.0	73	33.2%	42.3%	266	8.1%	25.3%	2	2.2%	100.0
<= 0m 40s	0	0.0%	100.0	72	32.7%	75.0%	321	9.8%	35.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	27	12.3%	87.3%	289	8.8%	44.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	8	3.6%	90.9%	274	8.4%	52.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	4.5%	95.5%	639	19.6%	71.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	2.3%	97.7%	410	12.5%	84.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	1.4%	99.1%	198	6.1%	90.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.1%	118	3.6%	94.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.5%	99.5%	47	1.4%	95.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.5%	49	1.5%	97.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.5%	100.0	25	0.8%	97.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.6%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.7%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	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	2	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	3,268			220			3,268			91		

Notes:

Total Records Reported by this PSAP: 3599
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 3599

Fractile 911 Call Response Time Distribution

Fairfield Emergency Communications

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3781	98.7%	98.7%	0	0.0%	0.0%	367	9.6%	9.6%	114	94.2%	94.2%
<= 0m 20s	40	1.0%	99.7%	136	34.0%	34.0%	291	7.6%	17.2%	2	1.7%	95.9%
<= 0m 30s	10	0.3%	100.0	132	33.0%	67.0%	322	8.4%	25.6%	5	4.1%	100.0
<= 0m 40s	0	0.0%	100.0	77	19.3%	86.3%	437	11.4%	37.0%	0	0.0%	100.0
<= 0m 50s	1	0.0%	100.0	24	6.0%	92.3%	380	9.9%	46.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	3.3%	95.5%	320	8.4%	55.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	2.8%	98.3%	660	17.2%	72.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.8%	99.0%	383	10.0%	82.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.5%	99.5%	222	5.8%	88.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.5%	127	3.3%	91.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.5%	87	2.3%	93.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.5%	60	1.6%	95.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.3%	99.8%	42	1.1%	96.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	36	0.9%	97.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.3%	100.0	37	1.0%	98.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.5%	98.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.4%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	10	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	4	0.1%	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	2	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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	1	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	3,832			400			3,832			121		

Notes:

Total Records Reported by this PSAP: 4277
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 4277

Fractile 911 Call Response Time Distribution

Farmington Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2691	97.7%	97.7%	0	0.0%	0.0%	180	6.5%	6.5%	75	88.2%	88.2%
<= 0m 20s	60	2.2%	99.9%	101	19.6%	19.6%	305	11.1%	17.6%	2	2.4%	90.6%
<= 0m 30s	0	0.0%	99.9%	232	45.0%	64.5%	346	12.6%	30.2%	4	4.7%	95.3%
<= 0m 40s	0	0.0%	99.9%	85	16.5%	81.0%	382	13.9%	44.0%	0	0.0%	95.3%
<= 0m 50s	0	0.0%	99.9%	43	8.3%	89.3%	275	10.0%	54.0%	0	0.0%	95.3%
<= 1m 0s	0	0.0%	99.9%	22	4.3%	93.6%	188	6.8%	60.9%	0	0.0%	95.3%
<= 1m 30s	0	0.0%	99.9%	23	4.5%	98.1%	422	15.3%	76.2%	0	0.0%	95.3%
<= 2m 0s	0	0.0%	99.9%	3	0.6%	98.6%	282	10.2%	86.4%	0	0.0%	95.3%
<= 2m 30s	0	0.0%	99.9%	1	0.2%	98.8%	139	5.0%	91.5%	0	0.0%	95.3%
<= 3m 0s	0	0.0%	99.9%	0	0.0%	98.8%	91	3.3%	94.8%	0	0.0%	95.3%
<= 3m 30s	0	0.0%	99.9%	2	0.4%	99.2%	35	1.3%	96.0%	0	0.0%	95.3%
<= 4m 0s	0	0.0%	99.9%	1	0.2%	99.4%	30	1.1%	97.1%	0	0.0%	95.3%
<= 4m 30s	0	0.0%	99.9%	0	0.0%	99.4%	21	0.8%	97.9%	0	0.0%	95.3%
<= 5m 0s	0	0.0%	99.9%	0	0.0%	99.4%	13	0.5%	98.4%	0	0.0%	95.3%
<= 6m 0s	0	0.0%	99.9%	2	0.4%	99.8%	18	0.7%	99.0%	0	0.0%	95.3%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	99.8%	5	0.2%	99.2%	1	1.2%	96.5%
<= 8m 0s	2	0.1%	100.0	0	0.0%	99.8%	5	0.2%	99.4%	0	0.0%	96.5%
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.8%	4	0.1%	99.5%	0	0.0%	96.5%
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.8%	5	0.2%	99.7%	0	0.0%	96.5%
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.7%	0	0.0%	96.5%
<= 12m 0s	0	0.0%	100.0	0	0.0%	99.8%	3	0.1%	99.8%	0	0.0%	96.5%
<= 13m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.8%	0	0.0%	96.5%
<= 14m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.0%	99.9%	0	0.0%	96.5%
<= 15m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.0%	99.9%	0	0.0%	96.5%
<= 16m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	96.5%
<= 17m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	96.5%
<= 18m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	96.5%
<= 19m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	96.5%
<= 20m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	96.5%
>= 20m 0s	0	0.0%	100.0	1	0.2%	100.0	3	0.1%	100.0	3	3.5%	100.0
Tot. Counts:	2,753			516			2,754			85		

Notes:

Total Records Reported by this PSAP: 3083
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 3083

Fractile 911 Call Response Time Distribution

Glastonbury Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1743	99.1%	99.1%	1	0.4%	0.4%	109	6.2%	6.2%	31	91.2%	91.2%
<= 0m 20s	14	0.8%	99.9%	52	23.0%	23.5%	195	11.1%	17.3%	1	2.9%	94.1%
<= 0m 30s	1	0.1%	100.0	87	38.5%	61.9%	203	11.5%	28.8%	2	5.9%	100.0
<= 0m 40s	0	0.0%	100.0	46	20.4%	82.3%	235	13.4%	42.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	23	10.2%	92.5%	171	9.7%	51.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	1.8%	94.2%	144	8.2%	60.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	3.1%	97.3%	326	18.5%	78.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.9%	98.2%	164	9.3%	88.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.4%	98.7%	77	4.4%	92.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.4%	99.1%	28	1.6%	94.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.4%	99.6%	19	1.1%	95.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.6%	15	0.9%	95.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.6%	8	0.5%	96.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.6%	7	0.4%	96.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.6%	14	0.8%	97.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.6%	11	0.6%	98.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.6%	9	0.5%	98.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.6%	5	0.3%	99.0%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.6%	3	0.2%	99.1%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	1	0.4%	100.0	4	0.2%	99.4%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	1,758			226			1,758			34		

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

Granby Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1102	97.2%	97.2%	0	0.0%	0.0%	87	7.7%	7.7%	41	83.7%	83.7%
<= 0m 20s	28	2.5%	99.6%	68	13.3%	13.3%	115	10.1%	17.8%	3	6.1%	89.8%
<= 0m 30s	4	0.4%	100.0	128	25.0%	38.3%	161	14.2%	32.0%	5	10.2%	100.0
<= 0m 40s	0	0.0%	100.0	91	17.8%	56.1%	183	16.1%	48.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	73	14.3%	70.3%	111	9.8%	57.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	63	12.3%	82.6%	117	10.3%	68.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	69	13.5%	96.1%	206	18.2%	86.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	15	2.9%	99.0%	77	6.8%	93.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	99.4%	27	2.4%	95.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.6%	13	1.1%	96.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.6%	12	1.1%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.6%	5	0.4%	98.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	99.8%	5	0.4%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	100.0	3	0.3%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	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
Tot. Counts:	1,134			512			1,134			49		

Notes:

Total Records Reported by this PSAP: 1245
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1245

Fractile 911 Call Response Time Distribution

Greenwich Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4072	99.5%	99.5%	0	0.0%	0.0%	456	11.1%	11.1%	144	98.0%	98.0%
<= 0m 20s	20	0.5%	100.0	27	13.9%	13.9%	504	12.3%	23.4%	0	0.0%	98.0%
<= 0m 30s	2	0.0%	100.0	61	31.4%	45.4%	440	10.7%	34.2%	2	1.4%	99.3%
<= 0m 40s	0	0.0%	100.0	46	23.7%	69.1%	526	12.8%	47.0%	0	0.0%	99.3%
<= 0m 50s	0	0.0%	100.0	19	9.8%	78.9%	432	10.6%	57.6%	0	0.0%	99.3%
<= 1m 0s	0	0.0%	100.0	17	8.8%	87.6%	392	9.6%	67.2%	0	0.0%	99.3%
<= 1m 30s	0	0.0%	100.0	17	8.8%	96.4%	676	16.5%	83.7%	0	0.0%	99.3%
<= 2m 0s	0	0.0%	100.0	4	2.1%	98.5%	291	7.1%	90.8%	0	0.0%	99.3%
<= 2m 30s	0	0.0%	100.0	1	0.5%	99.0%	138	3.4%	94.2%	0	0.0%	99.3%
<= 3m 0s	0	0.0%	100.0	1	0.5%	99.5%	62	1.5%	95.7%	0	0.0%	99.3%
<= 3m 30s	0	0.0%	100.0	1	0.5%	100.0	60	1.5%	97.1%	0	0.0%	99.3%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.3%	97.5%	0	0.0%	99.3%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	26	0.6%	98.1%	0	0.0%	99.3%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	98.3%	0	0.0%	99.3%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.5%	98.8%	0	0.0%	99.3%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.3%	99.1%	0	0.0%	99.3%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.2%	0	0.0%	99.3%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.2%	99.4%	0	0.0%	99.3%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.5%	1	0.7%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	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	1	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	3	0.1%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	4,094			194			4,094			147		

Notes:

Total Records Reported by this PSAP: 5039
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 5039

Fractile 911 Call Response Time Distribution

Groton Emergency Dispatch Center

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4231	99.7%	99.7%	16	1.4%	1.4%	306	7.2%	7.2%	158	88.8%	88.8%
<= 0m 20s	11	0.3%	100.0	330	29.8%	31.3%	409	9.6%	16.9%	0	0.0%	88.8%
<= 0m 30s	0	0.0%	100.0	391	35.4%	66.6%	513	12.1%	28.9%	1	0.6%	89.3%
<= 0m 40s	0	0.0%	100.0	187	16.9%	83.5%	550	13.0%	41.9%	0	0.0%	89.3%
<= 0m 50s	0	0.0%	100.0	71	6.4%	90.0%	327	7.7%	49.6%	0	0.0%	89.3%
<= 1m 0s	0	0.0%	100.0	48	4.3%	94.3%	200	4.7%	54.3%	0	0.0%	89.3%
<= 1m 30s	0	0.0%	100.0	37	3.3%	97.6%	427	10.1%	64.4%	0	0.0%	89.3%
<= 2m 0s	0	0.0%	100.0	11	1.0%	98.6%	478	11.3%	75.7%	0	0.0%	89.3%
<= 2m 30s	0	0.0%	100.0	5	0.5%	99.1%	447	10.5%	86.2%	0	0.0%	89.3%
<= 3m 0s	0	0.0%	100.0	6	0.5%	99.6%	235	5.5%	91.7%	1	0.6%	89.9%
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.7%	135	3.2%	94.9%	0	0.0%	89.9%
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.8%	58	1.4%	96.3%	0	0.0%	89.9%
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.9%	38	0.9%	97.2%	0	0.0%	89.9%
<= 5m 0s	0	0.0%	100.0	1	0.1%	100.0	25	0.6%	97.8%	0	0.0%	89.9%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	29	0.7%	98.4%	0	0.0%	89.9%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.5%	98.9%	0	0.0%	89.9%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.4%	99.4%	0	0.0%	89.9%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.2%	99.5%	0	0.0%	89.9%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.6%	0	0.0%	89.9%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.7%	0	0.0%	89.9%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	89.9%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	89.9%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	89.9%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	89.9%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	89.9%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	89.9%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	89.9%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	89.9%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	89.9%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	100.0	18	10.1%	100.0
Tot. Counts:	4,242			1,106			4,243			178		

Notes:

Total Records Reported by this PSAP: 4762
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 4762

Fractile 911 Call Response Time Distribution

Guilford Emergency Communications

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1486	94.2%	94.2%	0	0.0%	0.0%	186	11.8%	11.8%	40	70.2%	70.2%
<= 0m 20s	78	4.9%	99.1%	118	21.6%	21.6%	146	9.3%	21.0%	2	3.5%	73.7%
<= 0m 30s	14	0.9%	100.0	200	36.6%	58.1%	240	15.2%	36.2%	15	26.3%	100.0
<= 0m 40s	0	0.0%	100.0	130	23.8%	81.9%	315	20.0%	56.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	54	9.9%	91.8%	194	12.3%	68.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	2.4%	94.1%	124	7.9%	76.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	24	4.4%	98.5%	188	11.9%	88.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	0.9%	99.5%	75	4.8%	93.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.6%	36	2.3%	95.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.6%	31	2.0%	97.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.6%	11	0.7%	98.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.6%	5	0.3%	98.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	99.8%	5	0.3%	98.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	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	0.4%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	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%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	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
Tot. Counts:	1,578			547			1,578			57		

Notes:

Total Records Reported by this PSAP: 1741
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1741

Fractile 911 Call Response Time Distribution

Hamden Central Communications

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6214	97.8%	97.8%	0	0.0%	0.0%	827	13.0%	13.0%	224	88.2%	88.2%
<= 0m 20s	124	2.0%	99.7%	72	22.2%	22.2%	783	12.3%	25.3%	2	0.8%	89.0%
<= 0m 30s	18	0.3%	100.0	108	33.3%	55.6%	639	10.1%	35.4%	5	2.0%	90.9%
<= 0m 40s	0	0.0%	100.0	81	25.0%	80.6%	603	9.5%	44.9%	0	0.0%	90.9%
<= 0m 50s	1	0.0%	100.0	28	8.6%	89.2%	450	7.1%	51.9%	1	0.4%	91.3%
<= 1m 0s	0	0.0%	100.0	16	4.9%	94.1%	348	5.5%	57.4%	0	0.0%	91.3%
<= 1m 30s	0	0.0%	100.0	11	3.4%	97.5%	902	14.2%	71.6%	1	0.4%	91.7%
<= 2m 0s	0	0.0%	100.0	4	1.2%	98.8%	748	11.8%	83.4%	0	0.0%	91.7%
<= 2m 30s	0	0.0%	100.0	3	0.9%	99.7%	426	6.7%	90.1%	0	0.0%	91.7%
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.7%	248	3.9%	94.0%	0	0.0%	91.7%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	123	1.9%	95.9%	0	0.0%	91.7%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	56	0.9%	96.8%	0	0.0%	91.7%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	44	0.7%	97.5%	0	0.0%	91.7%
<= 5m 0s	0	0.0%	100.0	1	0.3%	100.0	31	0.5%	98.0%	0	0.0%	91.7%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	34	0.5%	98.5%	0	0.0%	91.7%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.3%	98.8%	0	0.0%	91.7%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	27	0.4%	99.2%	0	0.0%	91.7%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.2%	99.4%	0	0.0%	91.7%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.5%	0	0.0%	91.7%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.6%	0	0.0%	91.7%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.7%	0	0.0%	91.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.7%	0	0.0%	91.7%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	91.7%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.8%	0	0.0%	91.7%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	91.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	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%	1	0.4%	92.1%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	1	0.4%	92.5%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	100.0	19	7.5%	100.0
Tot. Counts:	6,357			324			6,358			254		

Notes:

Total Records Reported by this PSAP: 7204
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 7204

Fractile 911 Call Response Time Distribution

Hartford Emergency Communications Ctr.

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	29514	91.4%	91.4%	1	0.1%	0.1%	4006	12.4%	12.4%	1823	84.4%	84.4%
<= 0m 20s	2470	7.6%	99.0%	123	9.2%	9.2%	3625	11.2%	23.6%	109	5.0%	89.4%
<= 0m 30s	292	0.9%	100.0	454	33.8%	43.0%	2440	7.6%	31.2%	193	8.9%	98.4%
<= 0m 40s	10	0.0%	100.0	332	24.7%	67.8%	2592	8.0%	39.2%	1	0.0%	98.4%
<= 0m 50s	1	0.0%	100.0	157	11.7%	79.4%	2382	7.4%	46.6%	0	0.0%	98.4%
<= 1m 0s	0	0.0%	100.0	83	6.2%	85.6%	2366	7.3%	53.9%	0	0.0%	98.4%
<= 1m 30s	3	0.0%	100.0	101	7.5%	93.1%	5921	18.3%	72.2%	0	0.0%	98.4%
<= 2m 0s	0	0.0%	100.0	53	3.9%	97.1%	3472	10.7%	83.0%	0	0.0%	98.4%
<= 2m 30s	0	0.0%	100.0	12	0.9%	98.0%	1866	5.8%	88.8%	0	0.0%	98.4%
<= 3m 0s	0	0.0%	100.0	9	0.7%	98.7%	1015	3.1%	91.9%	0	0.0%	98.4%
<= 3m 30s	0	0.0%	100.0	5	0.4%	99.0%	635	2.0%	93.9%	0	0.0%	98.4%
<= 4m 0s	0	0.0%	100.0	7	0.5%	99.6%	426	1.3%	95.2%	1	0.0%	98.5%
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.6%	301	0.9%	96.1%	0	0.0%	98.5%
<= 5m 0s	0	0.0%	100.0	2	0.1%	99.8%	221	0.7%	96.8%	0	0.0%	98.5%
<= 6m 0s	0	0.0%	100.0	1	0.1%	99.9%	332	1.0%	97.8%	1	0.0%	98.5%
<= 7m 0s	0	0.0%	100.0	2	0.1%	100.0	220	0.7%	98.5%	2	0.1%	98.6%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	151	0.5%	99.0%	0	0.0%	98.6%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	108	0.3%	99.3%	1	0.0%	98.7%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	58	0.2%	99.5%	1	0.0%	98.7%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	43	0.1%	99.6%	2	0.1%	98.8%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.1%	99.7%	0	0.0%	98.8%
<= 13m 0s	1	0.0%	100.0	0	0.0%	100.0	23	0.1%	99.8%	2	0.1%	98.9%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.0%	99.8%	0	0.0%	98.9%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.0%	99.9%	0	0.0%	98.9%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.0%	99.9%	4	0.2%	99.1%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	99.9%	0	0.0%	99.1%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.0%	99.9%	1	0.0%	99.1%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.9%	1	0.0%	99.2%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	99.2%
>= 20m 0s	1	0.0%	100.0	0	0.0%	100.0	13	0.0%	100.0	18	0.8%	100.0
Tot. Counts:	32,292			1,343			32,297			2,160		

Notes:

Total Records Reported by this PSAP: 39511
 Number of Records not Processed due to Bad 6
 Total Records Analyzed: 39505

Fractile 911 Call Response Time Distribution

Ledyard Emergency Communication Ctr.

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1640	99.0%	99.0%	0	0.0%	0.0%	124	7.5%	7.5%	68	93.2%	93.2%
<= 0m 20s	15	0.9%	99.9%	37	6.2%	6.2%	101	6.1%	13.6%	2	2.7%	95.9%
<= 0m 30s	2	0.1%	100.0	140	23.4%	29.5%	118	7.1%	20.7%	3	4.1%	100.0
<= 0m 40s	0	0.0%	100.0	153	25.5%	55.1%	213	12.9%	33.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	89	14.9%	69.9%	209	12.6%	46.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	54	9.0%	79.0%	118	7.1%	53.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	75	12.5%	91.5%	269	16.2%	69.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	27	4.5%	96.0%	128	7.7%	77.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	12	2.0%	98.0%	61	3.7%	80.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	7	1.2%	99.2%	39	2.4%	83.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	4	0.7%	99.8%	21	1.3%	84.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	24	1.4%	86.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	23	1.4%	87.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	87.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	23	1.4%	89.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.8%	89.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	90.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.9%	91.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.7%	92.1%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	92.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.7%	93.3%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	93.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	93.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	94.1%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	94.4%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	94.4%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	94.7%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	94.7%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	95.1%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	82	4.9%	100.0	0	0.0%	100.0
Tot. Counts:	1,657			599			1,657			73		

Notes:

Total Records Reported by this PSAP: 1900
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1900

Fractile 911 Call Response Time Distribution

Litchfield County Dispatch

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7366	98.9%	98.9%	2	0.1%	0.1%	381	5.1%	5.1%	184	90.2%	90.2%
<= 0m 20s	77	1.0%	99.9%	228	13.0%	13.2%	609	8.2%	13.3%	0	0.0%	90.2%
<= 0m 30s	8	0.1%	100.0	554	31.7%	44.8%	539	7.2%	20.5%	2	1.0%	91.2%
<= 0m 40s	0	0.0%	100.0	386	22.1%	66.9%	809	10.9%	31.4%	0	0.0%	91.2%
<= 0m 50s	0	0.0%	100.0	173	9.9%	76.8%	572	7.7%	39.1%	0	0.0%	91.2%
<= 1m 0s	0	0.0%	100.0	125	7.1%	83.9%	380	5.1%	44.2%	0	0.0%	91.2%
<= 1m 30s	0	0.0%	100.0	159	9.1%	93.0%	778	10.4%	54.6%	0	0.0%	91.2%
<= 2m 0s	0	0.0%	100.0	47	2.7%	95.7%	712	9.6%	64.2%	1	0.5%	91.7%
<= 2m 30s	0	0.0%	100.0	22	1.3%	97.0%	711	9.5%	73.7%	0	0.0%	91.7%
<= 3m 0s	0	0.0%	100.0	24	1.4%	98.3%	666	8.9%	82.6%	0	0.0%	91.7%
<= 3m 30s	0	0.0%	100.0	10	0.6%	98.9%	397	5.3%	88.0%	0	0.0%	91.7%
<= 4m 0s	0	0.0%	100.0	7	0.4%	99.3%	263	3.5%	91.5%	0	0.0%	91.7%
<= 4m 30s	0	0.0%	100.0	4	0.2%	99.5%	149	2.0%	93.5%	0	0.0%	91.7%
<= 5m 0s	0	0.0%	100.0	3	0.2%	99.7%	124	1.7%	95.2%	0	0.0%	91.7%
<= 6m 0s	0	0.0%	100.0	1	0.1%	99.8%	133	1.8%	96.9%	0	0.0%	91.7%
<= 7m 0s	0	0.0%	100.0	2	0.1%	99.9%	76	1.0%	98.0%	0	0.0%	91.7%
<= 8m 0s	0	0.0%	100.0	2	0.1%	100.0	44	0.6%	98.6%	0	0.0%	91.7%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	32	0.4%	99.0%	0	0.0%	91.7%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	24	0.3%	99.3%	0	0.0%	91.7%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.2%	99.5%	1	0.5%	92.2%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.7%	0	0.0%	92.2%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.1%	99.8%	0	0.0%	92.2%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.9%	0	0.0%	92.2%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	92.2%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	92.2%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	92.2%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	92.2%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	92.2%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	92.2%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	16	7.8%	100.0
Tot. Counts:	7,451			1,749			7,451			204		

Notes:

Total Records Reported by this PSAP: 8103
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 8103

Fractile 911 Call Response Time Distribution

Madison Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1125	98.9%	98.9%	0	0.0%	0.0%	66	5.8%	5.8%	37	94.9%	94.9%
<= 0m 20s	8	0.7%	99.6%	10	7.5%	7.5%	78	6.9%	12.7%	1	2.6%	97.4%
<= 0m 30s	4	0.4%	100.0	47	35.1%	42.5%	90	7.9%	20.6%	1	2.6%	100.0
<= 0m 40s	0	0.0%	100.0	37	27.6%	70.1%	125	11.0%	31.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	17	12.7%	82.8%	115	10.1%	41.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	4.5%	87.3%	95	8.4%	50.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	15	11.2%	98.5%	228	20.1%	70.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.5%	100.0	157	13.8%	83.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	72	6.3%	90.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	37	3.3%	93.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	16	1.4%	94.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	18	1.6%	96.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	96.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	97.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.8%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	1.0%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	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	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
Tot. Counts:	1,137			134			1,137			39		

Notes:

Total Records Reported by this PSAP: 1264
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1264

Fractile 911 Call Response Time Distribution

Manchester Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5493	99.1%	99.1%	0	0.0%	0.0%	720	13.0%	13.0%	166	100.0%	100.0
<= 0m 20s	46	0.8%	100.0	17	9.5%	9.5%	720	13.0%	26.0%	0	0.0%	100.0
<= 0m 30s	2	0.0%	100.0	51	28.5%	38.0%	533	9.6%	35.6%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	50	27.9%	65.9%	498	9.0%	44.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	26	14.5%	80.4%	444	8.0%	52.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	12	6.7%	87.2%	454	8.2%	60.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	15	8.4%	95.5%	1137	20.5%	81.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.7%	97.2%	499	9.0%	90.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.1%	98.3%	251	4.5%	94.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.3%	92	1.7%	96.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.3%	49	0.9%	97.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.6%	98.9%	27	0.5%	97.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.9%	26	0.5%	98.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	98.9%	23	0.4%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.6%	99.4%	27	0.5%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.4%	11	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.4%	8	0.1%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.4%	6	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.4%	3	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	99.4%	5	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	99.4%	1	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	1	0.6%	100.0	2	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	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
Tot. Counts:	5,541			179			5,541			166		

Notes:

Total Records Reported by this PSAP: 6266
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 6266

Fractile 911 Call Response Time Distribution

Meriden Fire and Emergency Services

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5584	97.1%	97.1%	8	0.5%	0.5%	612	10.6%	10.6%	187	43.3%	43.3%
<= 0m 20s	38	0.7%	97.8%	325	21.2%	21.8%	613	10.7%	21.3%	0	0.0%	43.3%
<= 0m 30s	1	0.0%	97.8%	486	31.8%	53.5%	488	8.5%	29.8%	0	0.0%	43.3%
<= 0m 40s	6	0.1%	97.9%	349	22.8%	76.3%	448	7.8%	37.6%	0	0.0%	43.3%
<= 0m 50s	6	0.1%	98.0%	139	9.1%	85.4%	317	5.5%	43.1%	0	0.0%	43.3%
<= 1m 0s	7	0.1%	98.2%	59	3.9%	89.3%	259	4.5%	47.6%	0	0.0%	43.3%
<= 1m 30s	1	0.0%	98.2%	81	5.3%	94.6%	622	10.8%	58.4%	0	0.0%	43.3%
<= 2m 0s	1	0.0%	98.2%	23	1.5%	96.1%	418	7.3%	65.7%	0	0.0%	43.3%
<= 2m 30s	0	0.0%	98.2%	10	0.7%	96.7%	328	5.7%	71.4%	0	0.0%	43.3%
<= 3m 0s	0	0.0%	98.2%	6	0.4%	97.1%	258	4.5%	75.9%	0	0.0%	43.3%
<= 3m 30s	1	0.0%	98.2%	1	0.1%	97.2%	238	4.1%	80.0%	2	0.5%	43.8%
<= 4m 0s	0	0.0%	98.2%	2	0.1%	97.3%	346	6.0%	86.0%	3	0.7%	44.4%
<= 4m 30s	0	0.0%	98.2%	1	0.1%	97.4%	172	3.0%	89.0%	1	0.2%	44.7%
<= 5m 0s	0	0.0%	98.2%	3	0.2%	97.6%	119	2.1%	91.1%	2	0.5%	45.1%
<= 6m 0s	1	0.0%	98.2%	1	0.1%	97.6%	149	2.6%	93.7%	4	0.9%	46.1%
<= 7m 0s	0	0.0%	98.2%	0	0.0%	97.6%	99	1.7%	95.4%	0	0.0%	46.1%
<= 8m 0s	0	0.0%	98.2%	0	0.0%	97.6%	42	0.7%	96.2%	0	0.0%	46.1%
<= 9m 0s	0	0.0%	98.2%	0	0.0%	97.6%	40	0.7%	96.9%	0	0.0%	46.1%
<= 10m 0s	0	0.0%	98.2%	0	0.0%	97.6%	15	0.3%	97.1%	0	0.0%	46.1%
<= 11m 0s	0	0.0%	98.2%	0	0.0%	97.6%	13	0.2%	97.3%	5	1.2%	47.2%
<= 12m 0s	0	0.0%	98.2%	1	0.1%	97.7%	13	0.2%	97.6%	0	0.0%	47.2%
<= 13m 0s	3	0.1%	98.3%	0	0.0%	97.7%	5	0.1%	97.7%	0	0.0%	47.2%
<= 14m 0s	0	0.0%	98.3%	0	0.0%	97.7%	1	0.0%	97.7%	0	0.0%	47.2%
<= 15m 0s	0	0.0%	98.3%	0	0.0%	97.7%	5	0.1%	97.8%	1	0.2%	47.5%
<= 16m 0s	0	0.0%	98.3%	0	0.0%	97.7%	3	0.1%	97.8%	0	0.0%	47.5%
<= 17m 0s	2	0.0%	98.3%	0	0.0%	97.7%	4	0.1%	97.9%	2	0.5%	47.9%
<= 18m 0s	2	0.0%	98.3%	0	0.0%	97.7%	3	0.1%	97.9%	2	0.5%	48.4%
<= 19m 0s	3	0.1%	98.4%	0	0.0%	97.7%	3	0.1%	98.0%	1	0.2%	48.6%
<= 20m 0s	0	0.0%	98.4%	0	0.0%	97.7%	1	0.0%	98.0%	1	0.2%	48.8%
>= 20m 0s	86	1.5%	99.9%	28	1.8%	99.5%	103	1.8%	99.8%	201	46.5%	95.4%
Tot. Counts:	5,742			1,523			5,737			412		

Notes:

Total Records Reported by this PSAP: 6582
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 6582

Fractile 911 Call Response Time Distribution

Middletown Central Communications

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5539	95.0%	95.0%	7	1.7%	1.7%	622	10.7%	10.7%	223	54.0%	54.0%
<= 0m 20s	238	4.1%	99.1%	32	7.6%	9.3%	626	10.7%	21.4%	13	3.1%	57.1%
<= 0m 30s	22	0.4%	99.5%	129	30.8%	40.1%	427	7.3%	28.7%	17	4.1%	61.3%
<= 0m 40s	2	0.0%	99.5%	95	22.7%	62.8%	388	6.7%	35.4%	0	0.0%	61.3%
<= 0m 50s	0	0.0%	99.5%	60	14.3%	77.1%	369	6.3%	41.7%	1	0.2%	61.5%
<= 1m 0s	1	0.0%	99.5%	28	6.7%	83.8%	307	5.3%	47.0%	1	0.2%	61.7%
<= 1m 30s	0	0.0%	99.5%	47	11.2%	95.0%	879	15.1%	62.0%	2	0.5%	62.2%
<= 2m 0s	0	0.0%	99.5%	10	2.4%	97.4%	792	13.6%	75.6%	0	0.0%	62.2%
<= 2m 30s	0	0.0%	99.5%	3	0.7%	98.1%	501	8.6%	84.2%	1	0.2%	62.5%
<= 3m 0s	0	0.0%	99.5%	0	0.0%	98.1%	331	5.7%	89.9%	1	0.2%	62.7%
<= 3m 30s	0	0.0%	99.5%	2	0.5%	98.6%	180	3.1%	93.0%	0	0.0%	62.7%
<= 4m 0s	0	0.0%	99.5%	0	0.0%	98.6%	110	1.9%	94.9%	0	0.0%	62.7%
<= 4m 30s	0	0.0%	99.5%	0	0.0%	98.6%	60	1.0%	95.9%	0	0.0%	62.7%
<= 5m 0s	0	0.0%	99.5%	0	0.0%	98.6%	51	0.9%	96.8%	0	0.0%	62.7%
<= 6m 0s	1	0.0%	99.5%	1	0.2%	98.8%	53	0.9%	97.7%	1	0.2%	63.0%
<= 7m 0s	0	0.0%	99.5%	1	0.2%	99.0%	31	0.5%	98.2%	0	0.0%	63.0%
<= 8m 0s	1	0.0%	99.5%	0	0.0%	99.0%	27	0.5%	98.7%	1	0.2%	63.2%
<= 9m 0s	1	0.0%	99.6%	0	0.0%	99.0%	18	0.3%	99.0%	4	1.0%	64.2%
<= 10m 0s	1	0.0%	99.6%	0	0.0%	99.0%	8	0.1%	99.1%	3	0.7%	64.9%
<= 11m 0s	0	0.0%	99.6%	0	0.0%	99.0%	6	0.1%	99.2%	0	0.0%	64.9%
<= 12m 0s	0	0.0%	99.6%	0	0.0%	99.0%	4	0.1%	99.3%	1	0.2%	65.1%
<= 13m 0s	0	0.0%	99.6%	0	0.0%	99.0%	5	0.1%	99.4%	0	0.0%	65.1%
<= 14m 0s	2	0.0%	99.6%	1	0.2%	99.3%	5	0.1%	99.5%	2	0.5%	65.6%
<= 15m 0s	0	0.0%	99.6%	0	0.0%	99.3%	1	0.0%	99.5%	1	0.2%	65.9%
<= 16m 0s	0	0.0%	99.6%	0	0.0%	99.3%	0	0.0%	99.5%	2	0.5%	66.3%
<= 17m 0s	0	0.0%	99.6%	0	0.0%	99.3%	2	0.0%	99.5%	1	0.2%	66.6%
<= 18m 0s	0	0.0%	99.6%	0	0.0%	99.3%	0	0.0%	99.5%	1	0.2%	66.8%
<= 19m 0s	0	0.0%	99.6%	0	0.0%	99.3%	1	0.0%	99.5%	1	0.2%	67.1%
<= 20m 0s	0	0.0%	99.6%	0	0.0%	99.3%	0	0.0%	99.5%	1	0.2%	67.3%
>= 20m 0s	22	0.4%	100.0	3	0.7%	100.0	22	0.4%	99.9%	117	28.3%	95.6%
Tot. Counts:	5,830			419			5,826			395		

Notes:

Total Records Reported by this PSAP: 6731
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 6731

Fractile 911 Call Response Time Distribution

Milford Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3715	97.3%	97.5%	0	0.0%	0.0%	194	5.1%	5.1%	119	77.3%	77.3%
<= 0m 20s	58	1.5%	99.0%	21	8.2%	8.2%	365	9.5%	14.6%	3	1.9%	79.2%
<= 0m 30s	14	0.4%	99.4%	88	34.2%	42.4%	303	7.9%	22.5%	5	3.2%	82.5%
<= 0m 40s	11	0.3%	99.7%	72	28.0%	70.4%	383	10.0%	32.5%	0	0.0%	82.5%
<= 0m 50s	5	0.1%	99.8%	26	10.1%	80.5%	365	9.5%	42.0%	1	0.6%	83.1%
<= 1m 0s	0	0.0%	99.8%	18	7.0%	87.5%	322	8.4%	50.4%	0	0.0%	83.1%
<= 1m 30s	2	0.1%	99.8%	23	8.9%	96.5%	782	20.4%	70.8%	3	1.9%	85.1%
<= 2m 0s	0	0.0%	99.8%	5	1.9%	98.4%	477	12.4%	83.3%	0	0.0%	85.1%
<= 2m 30s	0	0.0%	99.8%	1	0.4%	98.8%	235	6.1%	89.4%	1	0.6%	85.7%
<= 3m 0s	1	0.0%	99.9%	2	0.8%	99.6%	128	3.3%	92.7%	0	0.0%	85.7%
<= 3m 30s	0	0.0%	99.9%	0	0.0%	99.6%	69	1.8%	94.5%	0	0.0%	85.7%
<= 4m 0s	0	0.0%	99.9%	0	0.0%	99.6%	50	1.3%	95.8%	0	0.0%	85.7%
<= 4m 30s	0	0.0%	99.9%	0	0.0%	99.6%	42	1.1%	96.9%	0	0.0%	85.7%
<= 5m 0s	0	0.0%	99.9%	1	0.4%	100.0	19	0.5%	97.4%	0	0.0%	85.7%
<= 6m 0s	0	0.0%	99.9%	0	0.0%	100.0	29	0.8%	98.2%	0	0.0%	85.7%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	100.0	21	0.5%	98.7%	0	0.0%	85.7%
<= 8m 0s	0	0.0%	99.9%	0	0.0%	100.0	9	0.2%	99.0%	0	0.0%	85.7%
<= 9m 0s	0	0.0%	99.9%	0	0.0%	100.0	10	0.3%	99.2%	0	0.0%	85.7%
<= 10m 0s	0	0.0%	99.9%	0	0.0%	100.0	4	0.1%	99.3%	0	0.0%	85.7%
<= 11m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.1%	99.4%	0	0.0%	85.7%
<= 12m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.1%	99.4%	0	0.0%	85.7%
<= 13m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.1%	99.5%	0	0.0%	85.7%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.0%	99.5%	0	0.0%	85.7%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	85.7%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	85.7%
<= 17m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.0%	99.5%	0	0.0%	85.7%
<= 18m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	85.7%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	85.7%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	85.7%
>= 20m 0s	5	0.1%	100.0	0	0.0%	100.0	14	0.4%	99.9%	11	7.1%	92.9%
Tot. Counts:	3,811			257			3,829			143		

Notes:

Total Records Reported by this PSAP: 4311
 Number of Records not Processed due to Bad 9
 Total Records Analyzed: 4302

Fractile 911 Call Response Time Distribution

Monroe Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1194	95.1%	95.1%	2	0.4%	0.4%	82	6.5%	6.5%	40	75.5%	75.5%
<= 0m 20s	53	4.2%	99.4%	73	15.4%	15.8%	123	9.8%	16.3%	1	1.9%	77.4%
<= 0m 30s	8	0.6%	100.0	124	26.2%	42.0%	140	11.1%	27.5%	12	22.6%	100.0
<= 0m 40s	0	0.0%	100.0	98	20.7%	62.7%	115	9.2%	36.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	53	11.2%	73.8%	78	6.2%	42.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	38	8.0%	81.9%	75	6.0%	48.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	58	12.2%	94.1%	217	17.3%	66.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	13	2.7%	96.8%	120	9.6%	75.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	6	1.3%	98.1%	98	7.8%	83.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	0.8%	98.9%	53	4.2%	87.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.2%	49	3.9%	91.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	3	0.6%	99.8%	19	1.5%	93.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	26	2.1%	95.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	17	1.4%	96.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	22	1.8%	98.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	5	0.4%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.2%	100.0	7	0.6%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	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	1	0.1%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	100.0	0	0.0%	100.0
Tot. Counts:	1,255			474			1,256			53		

Notes:

Total Records Reported by this PSAP: 1407
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1407

Fractile 911 Call Response Time Distribution

Montville Dispatch

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1528	95.3%	95.3%	3	0.5%	0.5%	159	9.9%	9.9%	43	82.7%	82.7%
<= 0m 20s	65	4.1%	99.4%	169	28.5%	29.1%	229	14.3%	24.2%	3	5.8%	88.5%
<= 0m 30s	9	0.6%	99.9%	244	41.2%	70.3%	351	21.9%	46.1%	6	11.5%	100.0
<= 0m 40s	0	0.0%	99.9%	106	17.9%	88.2%	373	23.3%	69.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.9%	31	5.2%	93.4%	174	10.9%	80.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.9%	23	3.9%	97.3%	100	6.2%	86.5%	0	0.0%	100.0
<= 1m 30s	1	0.1%	100.0	10	1.7%	99.0%	134	8.4%	94.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.7%	99.7%	39	2.4%	97.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.8%	14	0.9%	98.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	100.0	8	0.5%	98.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	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%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	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
Tot. Counts:	1,603			592			1,603			52		

Notes:

Total Records Reported by this PSAP: 1780
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1780

Fractile 911 Call Response Time Distribution

Naugatuck Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1940	98.7%	98.7%	155	21.8%	21.8%	112	5.7%	5.7%	33	89.2%	89.2%
<= 0m 20s	22	1.1%	99.8%	312	43.9%	65.7%	259	13.2%	18.9%	1	2.7%	91.9%
<= 0m 30s	3	0.2%	99.9%	157	22.1%	87.8%	277	14.1%	33.0%	3	8.1%	100.0
<= 0m 40s	1	0.1%	100.0	45	6.3%	94.1%	249	12.7%	45.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	15	2.1%	96.2%	246	12.5%	58.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	8	1.1%	97.3%	181	9.2%	67.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	12	1.7%	99.0%	318	16.2%	83.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	0.8%	99.9%	163	8.3%	91.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.9%	69	3.5%	95.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	100.0	32	1.6%	96.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	19	1.0%	97.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.7%	98.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	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
Tot. Counts:	1,966			711			1,966			37		

Notes:

Total Records Reported by this PSAP: 2125
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 2125

Fractile 911 Call Response Time Distribution

New Britain Public Safety

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	9337	94.2%	94.2%	1	0.2%	0.2%	1119	11.3%	11.3%	515	91.2%	91.2%
<= 0m 20s	521	5.3%	99.4%	116	26.6%	26.8%	1217	12.3%	23.6%	21	3.7%	94.9%
<= 0m 30s	55	0.6%	100.0	152	34.9%	61.7%	902	9.1%	32.6%	25	4.4%	99.3%
<= 0m 40s	4	0.0%	100.0	81	18.6%	80.3%	895	9.0%	41.7%	0	0.0%	99.3%
<= 0m 50s	0	0.0%	100.0	26	6.0%	86.2%	701	7.1%	48.7%	0	0.0%	99.3%
<= 1m 0s	0	0.0%	100.0	18	4.1%	90.4%	639	6.4%	55.2%	0	0.0%	99.3%
<= 1m 30s	0	0.0%	100.0	27	6.2%	96.6%	1571	15.8%	71.0%	0	0.0%	99.3%
<= 2m 0s	0	0.0%	100.0	8	1.8%	98.4%	1033	10.4%	81.4%	0	0.0%	99.3%
<= 2m 30s	0	0.0%	100.0	5	1.1%	99.5%	572	5.8%	87.2%	0	0.0%	99.3%
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.8%	363	3.7%	90.9%	1	0.2%	99.5%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	253	2.6%	93.4%	0	0.0%	99.5%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	152	1.5%	94.9%	0	0.0%	99.5%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	126	1.3%	96.2%	0	0.0%	99.5%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	68	0.7%	96.9%	0	0.0%	99.5%
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	115	1.2%	98.1%	0	0.0%	99.5%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	65	0.7%	98.7%	0	0.0%	99.5%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	41	0.4%	99.1%	0	0.0%	99.5%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	35	0.4%	99.5%	1	0.2%	99.6%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.2%	99.7%	0	0.0%	99.6%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.7%	0	0.0%	99.6%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.8%	0	0.0%	99.6%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.8%	0	0.0%	99.6%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.9%	0	0.0%	99.6%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.6%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	99.6%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	99.6%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	100.0	2	0.4%	100.0
Tot. Counts:	9,917			436			9,918			565		

Notes:

Total Records Reported by this PSAP: 11600
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 11600

Fractile 911 Call Response Time Distribution

New Canaan Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	997	96.7%	96.7%	0	0.0%	0.0%	168	16.3%	16.3%	51	94.4%	94.4%
<= 0m 20s	31	3.0%	99.7%	79	24.6%	24.6%	140	13.6%	29.9%	0	0.0%	94.4%
<= 0m 30s	3	0.3%	100.0	129	40.2%	64.8%	96	9.3%	39.2%	3	5.6%	100.0
<= 0m 40s	0	0.0%	100.0	54	16.8%	81.6%	114	11.1%	50.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	35	10.9%	92.5%	83	8.1%	58.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	8	2.5%	95.0%	70	6.8%	65.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	3.4%	98.4%	185	17.9%	83.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.3%	98.8%	97	9.4%	92.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.9%	99.7%	27	2.6%	95.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.3%	100.0	21	2.0%	97.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	12	1.2%	98.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.9%	99.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	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	4	0.4%	99.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	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	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,031			321			1,031			54		

Notes:

Total Records Reported by this PSAP: 1249
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1249

Fractile 911 Call Response Time Distribution

New Fairfield Emergency Communications Ctr.

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	759	96.7%	96.7%	0	0.0%	0.0%	91	11.6%	11.6%	32	84.2%	84.2%
<= 0m 20s	24	3.1%	99.7%	24	17.6%	17.6%	120	15.3%	26.9%	3	7.9%	92.1%
<= 0m 30s	2	0.3%	100.0	56	41.2%	58.8%	82	10.4%	37.3%	3	7.9%	100.0
<= 0m 40s	0	0.0%	100.0	40	29.4%	88.2%	117	14.9%	52.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	5.9%	94.1%	110	14.0%	66.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	2.2%	96.3%	71	9.0%	75.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	2.9%	99.3%	100	12.7%	88.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	99.3%	49	6.2%	94.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.3%	17	2.2%	96.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.3%	6	0.8%	97.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.7%	100.0	4	0.5%	97.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	98.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.6%	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	0	0.0%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	99.6%	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	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	0	0.0%	99.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	785			136			785			38		

Notes:

Total Records Reported by this PSAP: 879
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 879

Fractile 911 Call Response Time Distribution

New Haven Emergency Response Ctr.

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	27695	95.5%	95.5%	1	0.0%	0.0%	3130	10.8%	10.8%	1287	80.5%	80.5%
<= 0m 20s	1116	3.8%	99.3%	1157	22.7%	22.7%	3436	11.8%	22.6%	78	4.9%	85.4%
<= 0m 30s	166	0.6%	99.9%	1589	31.1%	53.8%	2933	10.1%	32.7%	187	11.7%	97.1%
<= 0m 40s	13	0.0%	100.0	1029	20.1%	73.9%	2746	9.5%	42.2%	2	0.1%	97.2%
<= 0m 50s	4	0.0%	100.0	507	9.9%	83.9%	2167	7.5%	49.7%	1	0.1%	97.2%
<= 1m 0s	3	0.0%	100.0	259	5.1%	88.9%	1814	6.3%	55.9%	0	0.0%	97.2%
<= 1m 30s	3	0.0%	100.0	333	6.5%	95.5%	4593	15.8%	71.8%	1	0.1%	97.3%
<= 2m 0s	0	0.0%	100.0	123	2.4%	97.9%	3043	10.5%	82.2%	1	0.1%	97.4%
<= 2m 30s	1	0.0%	100.0	49	1.0%	98.8%	1937	6.7%	88.9%	0	0.0%	97.4%
<= 3m 0s	0	0.0%	100.0	18	0.4%	99.2%	1061	3.7%	92.6%	2	0.1%	97.5%
<= 3m 30s	0	0.0%	100.0	14	0.3%	99.5%	668	2.3%	94.9%	0	0.0%	97.5%
<= 4m 0s	0	0.0%	100.0	6	0.1%	99.6%	437	1.5%	96.4%	0	0.0%	97.5%
<= 4m 30s	0	0.0%	100.0	9	0.2%	99.7%	282	1.0%	97.4%	0	0.0%	97.5%
<= 5m 0s	0	0.0%	100.0	2	0.0%	99.8%	176	0.6%	98.0%	0	0.0%	97.5%
<= 6m 0s	0	0.0%	100.0	7	0.1%	99.9%	228	0.8%	98.8%	1	0.1%	97.6%
<= 7m 0s	0	0.0%	100.0	2	0.0%	100.0	130	0.4%	99.2%	2	0.1%	97.7%
<= 8m 0s	2	0.0%	100.0	0	0.0%	100.0	81	0.3%	99.5%	0	0.0%	97.7%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	46	0.2%	99.6%	0	0.0%	97.7%
<= 10m 0s	0	0.0%	100.0	1	0.0%	100.0	28	0.1%	99.7%	1	0.1%	97.7%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.1%	99.8%	0	0.0%	97.7%
<= 12m 0s	0	0.0%	100.0	1	0.0%	100.0	13	0.0%	99.8%	0	0.0%	97.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.0%	99.9%	4	0.3%	98.0%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	99.9%	1	0.1%	98.1%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.9%	1	0.1%	98.1%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	98.1%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	98.1%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	98.1%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	98.1%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	1	0.1%	98.2%
>= 20m 0s	1	0.0%	100.0	0	0.0%	100.0	12	0.0%	100.0	29	1.8%	100.0
Tot. Counts:	29,004			5,107			29,012			1,599		

Notes:

Total Records Reported by this PSAP: 33971
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 33971

Fractile 911 Call Response Time Distribution

New London Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4110	98.4%	98.4%	0	0.0%	0.0%	240	5.7%	5.7%	55	91.7%	91.7%
<= 0m 20s	60	1.4%	99.8%	19	14.7%	14.7%	377	9.0%	14.8%	1	1.7%	93.3%
<= 0m 30s	5	0.1%	100.0	38	29.5%	44.2%	481	11.5%	26.3%	4	6.7%	100.0
<= 0m 40s	0	0.0%	100.0	37	28.7%	72.9%	559	13.4%	39.7%	0	0.0%	100.0
<= 0m 50s	1	0.0%	100.0	10	7.8%	80.6%	465	11.1%	50.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	7.0%	87.6%	393	9.4%	60.2%	0	0.0%	100.0
<= 1m 30s	1	0.0%	100.0	10	7.8%	95.3%	780	18.7%	78.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.6%	96.9%	403	9.6%	88.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.8%	97.7%	162	3.9%	92.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	97.7%	99	2.4%	94.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	97.7%	67	1.6%	96.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.8%	98.4%	27	0.6%	97.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.4%	28	0.7%	97.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	98.4%	34	0.8%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.8%	99.2%	23	0.6%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.2%	17	0.4%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.2%	9	0.2%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	1	0.8%	100.0	5	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	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
Tot. Counts:	4,177			129			4,177			60		

Notes:

Total Records Reported by this PSAP: 4483
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 4483

Fractile 911 Call Response Time Distribution

New Milford Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2080	99.1%	99.1%	0	0.0%	0.0%	176	8.4%	8.4%	56	96.6%	96.6%
<= 0m 20s	18	0.9%	100.0	6	6.5%	6.5%	272	13.0%	21.3%	0	0.0%	96.6%
<= 0m 30s	1	0.0%	100.0	29	31.2%	37.6%	256	12.2%	33.5%	2	3.4%	100.0
<= 0m 40s	0	0.0%	100.0	25	26.9%	64.5%	245	11.7%	45.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	16	17.2%	81.7%	170	8.1%	53.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	5.4%	87.1%	187	8.9%	62.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	9.7%	96.8%	409	19.5%	81.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	96.8%	209	10.0%	91.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	1.1%	97.8%	79	3.8%	95.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	97.8%	31	1.5%	96.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	97.8%	18	0.9%	97.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	1.1%	98.9%	9	0.4%	98.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	1.1%	100.0	8	0.4%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.5%	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	1	0.0%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	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	2	0.1%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,099			93			2,100			58		

Notes:

Total Records Reported by this PSAP: 2364
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 2364

Fractile 911 Call Response Time Distribution

Newington Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2629	97.9%	97.9%	7	1.4%	1.4%	226	8.4%	8.4%	90	91.8%	91.8%
<= 0m 20s	50	1.9%	99.8%	116	23.2%	24.6%	321	12.0%	20.4%	3	3.1%	94.9%
<= 0m 30s	5	0.2%	100.0	121	24.2%	48.9%	385	14.3%	34.7%	5	5.1%	100.0
<= 0m 40s	0	0.0%	100.0	89	17.8%	66.7%	412	15.3%	50.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	61	12.2%	79.0%	302	11.2%	61.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	38	7.6%	86.6%	218	8.1%	69.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	44	8.8%	95.4%	402	15.0%	84.4%	0	0.0%	100.0
<= 2m 0s	1	0.0%	100.0	14	2.8%	98.2%	192	7.1%	91.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.8%	99.0%	89	3.3%	94.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.6%	99.6%	41	1.5%	96.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.8%	22	0.8%	97.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	100.0	16	0.6%	97.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	11	0.4%	98.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.5%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.6%	99.2%	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	9	0.3%	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	1	0.0%	99.9%	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	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,685			499			2,686			98		

Notes:

Total Records Reported by this PSAP: 3058
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 3058

Fractile 911 Call Response Time Distribution

Newtown Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1472	98.9%	98.9%	0	0.0%	0.0%	65	4.4%	4.4%	36	78.3%	78.3%
<= 0m 20s	15	1.0%	99.9%	18	11.3%	11.3%	118	7.9%	12.3%	0	0.0%	78.3%
<= 0m 30s	1	0.1%	100.0	47	29.6%	40.9%	134	9.0%	21.3%	0	0.0%	78.3%
<= 0m 40s	0	0.0%	100.0	45	28.3%	69.2%	144	9.7%	31.0%	0	0.0%	78.3%
<= 0m 50s	0	0.0%	100.0	14	8.8%	78.0%	118	7.9%	38.9%	0	0.0%	78.3%
<= 1m 0s	0	0.0%	100.0	5	3.1%	81.1%	131	8.8%	47.7%	0	0.0%	78.3%
<= 1m 30s	0	0.0%	100.0	15	9.4%	90.6%	326	21.9%	69.6%	0	0.0%	78.3%
<= 2m 0s	0	0.0%	100.0	8	5.0%	95.6%	202	13.6%	83.2%	0	0.0%	78.3%
<= 2m 30s	0	0.0%	100.0	2	1.3%	96.9%	72	4.8%	88.0%	0	0.0%	78.3%
<= 3m 0s	0	0.0%	100.0	2	1.3%	98.1%	36	2.4%	90.5%	0	0.0%	78.3%
<= 3m 30s	0	0.0%	100.0	1	0.6%	98.7%	25	1.7%	92.1%	0	0.0%	78.3%
<= 4m 0s	0	0.0%	100.0	1	0.6%	99.4%	18	1.2%	93.3%	0	0.0%	78.3%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	8	0.5%	93.9%	0	0.0%	78.3%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.4%	10	0.7%	94.6%	0	0.0%	78.3%
<= 6m 0s	0	0.0%	100.0	1	0.6%	100.0	18	1.2%	95.8%	0	0.0%	78.3%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.7%	96.5%	0	0.0%	78.3%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.7%	97.2%	0	0.0%	78.3%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.7%	97.8%	0	0.0%	78.3%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.7%	98.5%	0	0.0%	78.3%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.7%	99.2%	0	0.0%	78.3%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.4%	0	0.0%	78.3%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	78.3%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	78.3%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	78.3%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	78.3%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	78.3%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	78.3%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	78.3%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	78.3%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	100.0	10	21.7%	100.0
Tot. Counts:	1,488			159			1,488			46		

Notes:

Total Records Reported by this PSAP: 1651
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1651

Fractile 911 Call Response Time Distribution

North Branford Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	983	92.9%	92.9%	1	0.8%	0.8%	60	5.7%	5.7%	51	72.9%	72.9%
<= 0m 20s	63	6.0%	98.9%	23	19.3%	20.2%	99	9.4%	15.0%	2	2.9%	75.7%
<= 0m 30s	12	1.1%	100.0	43	36.1%	56.3%	131	12.4%	27.4%	17	24.3%	100.0
<= 0m 40s	0	0.0%	100.0	27	22.7%	79.0%	166	15.7%	43.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	6.7%	85.7%	122	11.5%	54.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	8	6.7%	92.4%	88	8.3%	62.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	3.4%	95.8%	187	17.7%	80.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	3.4%	99.2%	106	10.0%	90.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.2%	41	3.9%	94.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.8%	100.0	20	1.9%	96.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	12	1.1%	97.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	98.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	98.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	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
Tot. Counts:	1,058			119			1,058			70		

Notes:

Total Records Reported by this PSAP: 1253
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1253

Fractile 911 Call Response Time Distribution

North Haven Emergency Communications

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1646	98.3%	98.3%	0	0.0%	0.0%	65	3.9%	3.9%	24	92.3%	92.3%
<= 0m 20s	28	1.7%	99.9%	11	20.0%	20.0%	192	11.4%	15.3%	0	0.0%	92.3%
<= 0m 30s	1	0.1%	100.0	22	40.0%	60.0%	206	12.3%	27.6%	2	7.7%	100.0
<= 0m 40s	0	0.0%	100.0	8	14.5%	74.5%	279	16.6%	44.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	4	7.3%	81.8%	277	16.5%	60.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	2	3.6%	85.5%	187	11.2%	71.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	10.9%	96.4%	274	16.3%	88.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	96.4%	83	4.9%	93.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	1.8%	98.2%	41	2.4%	95.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.2%	21	1.3%	96.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.2%	13	0.8%	97.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	1.8%	100.0	6	0.4%	98.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	98.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	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	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,675			55			1,677			26		

Notes:

Total Records Reported by this PSAP: 1813
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1813

Fractile 911 Call Response Time Distribution

Northwest CT Public Safety Comm. Center

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4429	99.4%	99.4%	1	0.1%	0.1%	264	5.9%	5.9%	129	97.0%	97.0%
<= 0m 20s	25	0.6%	99.9%	287	19.3%	19.4%	322	7.2%	13.1%	1	0.8%	97.7%
<= 0m 30s	2	0.0%	100.0	526	35.4%	54.9%	313	7.0%	20.2%	3	2.3%	100.0
<= 0m 40s	0	0.0%	100.0	313	21.1%	75.9%	430	9.6%	29.8%	0	0.0%	100.0
<= 0m 50s	1	0.0%	100.0	147	9.9%	85.8%	368	8.3%	38.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	80	5.4%	91.2%	326	7.3%	45.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	85	5.7%	97.0%	736	16.5%	61.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	29	2.0%	98.9%	644	14.4%	76.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	6	0.4%	99.3%	447	10.0%	86.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	5	0.3%	99.7%	230	5.2%	91.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	124	2.8%	94.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	82	1.8%	96.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.7%	43	1.0%	97.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.1%	99.8%	29	0.7%	97.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.1%	99.9%	39	0.9%	98.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.9%	18	0.4%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.9%	13	0.3%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	1	0.1%	99.9%	6	0.1%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	1	0.1%	100.0	7	0.2%	99.6%	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	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	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	1	0.0%	99.8%	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	2	0.0%	99.9%	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
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	4,457			1,484			4,458			133		

Notes:

Total Records Reported by this PSAP: 4931
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 4931

Fractile 911 Call Response Time Distribution

Norwalk Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6935	96.9%	96.9%	0	0.0%	0.0%	570	8.0%	8.0%	254	95.1%	95.1%
<= 0m 20s	203	2.8%	99.8%	37	11.0%	11.0%	657	9.2%	17.1%	2	0.7%	95.9%
<= 0m 30s	16	0.2%	100.0	112	33.3%	44.3%	561	7.8%	25.0%	6	2.2%	98.1%
<= 0m 40s	0	0.0%	100.0	83	24.7%	69.0%	603	8.4%	33.4%	0	0.0%	98.1%
<= 0m 50s	0	0.0%	100.0	46	13.7%	82.7%	579	8.1%	41.5%	0	0.0%	98.1%
<= 1m 0s	0	0.0%	100.0	19	5.7%	88.4%	545	7.6%	49.1%	0	0.0%	98.1%
<= 1m 30s	0	0.0%	100.0	22	6.5%	94.9%	1390	19.4%	68.6%	0	0.0%	98.1%
<= 2m 0s	0	0.0%	100.0	7	2.1%	97.0%	850	11.9%	80.4%	0	0.0%	98.1%
<= 2m 30s	0	0.0%	100.0	5	1.5%	98.5%	472	6.6%	87.0%	0	0.0%	98.1%
<= 3m 0s	0	0.0%	100.0	3	0.9%	99.4%	257	3.6%	90.6%	0	0.0%	98.1%
<= 3m 30s	0	0.0%	100.0	1	0.3%	99.7%	172	2.4%	93.0%	0	0.0%	98.1%
<= 4m 0s	0	0.0%	100.0	1	0.3%	100.0	115	1.6%	94.6%	0	0.0%	98.1%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	81	1.1%	95.8%	0	0.0%	98.1%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	48	0.7%	96.4%	0	0.0%	98.1%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	98	1.4%	97.8%	0	0.0%	98.1%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	43	0.6%	98.4%	0	0.0%	98.1%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	40	0.6%	99.0%	1	0.4%	98.5%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	22	0.3%	99.3%	0	0.0%	98.5%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.2%	99.5%	0	0.0%	98.5%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.6%	0	0.0%	98.5%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.7%	0	0.0%	98.5%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.8%	0	0.0%	98.5%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.9%	0	0.0%	98.5%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.5%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	98.5%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.5%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	98.5%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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	0	0.0%	98.5%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	4	1.5%	100.0
Tot. Counts:	7,154			336			7,155			267		

Notes:

Total Records Reported by this PSAP: 8230
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 8230

Fractile 911 Call Response Time Distribution

Norwich Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5410	98.8%	98.8%	26	1.7%	1.7%	665	12.1%	12.1%	153	98.1%	98.1%
<= 0m 20s	60	1.1%	99.9%	792	51.9%	53.6%	730	13.3%	25.5%	3	1.9%	100.0
<= 0m 30s	4	0.1%	100.0	386	25.3%	79.0%	555	10.1%	35.6%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	163	10.7%	89.6%	575	10.5%	46.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	68	4.5%	94.1%	499	9.1%	55.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	31	2.0%	96.1%	457	8.3%	63.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	31	2.0%	98.2%	1010	18.5%	82.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	19	1.2%	99.4%	517	9.4%	91.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	5	0.3%	99.7%	195	3.6%	95.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.8%	78	1.4%	96.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.1%	99.9%	60	1.1%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	100.0	41	0.7%	98.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	19	0.3%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.3%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.4%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.3%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	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	5	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	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	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
Tot. Counts:	5,474			1,525			5,474			156		

Notes:

Total Records Reported by this PSAP: 6096
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 6096

Fractile 911 Call Response Time Distribution

Old Saybrook Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	784	97.1%	97.1%	0	0.0%	0.0%	30	3.7%	3.7%	18	69.2%	69.2%
<= 0m 20s	19	2.4%	99.5%	0	0.0%	0.0%	25	3.1%	6.8%	1	3.8%	73.1%
<= 0m 30s	3	0.4%	99.9%	7	20.6%	20.6%	48	5.9%	12.7%	2	7.7%	80.8%
<= 0m 40s	1	0.1%	100.0	8	23.5%	44.1%	38	4.7%	17.4%	0	0.0%	80.8%
<= 0m 50s	0	0.0%	100.0	4	11.8%	55.9%	25	3.1%	20.5%	0	0.0%	80.8%
<= 1m 0s	0	0.0%	100.0	4	11.8%	67.6%	35	4.3%	24.8%	0	0.0%	80.8%
<= 1m 30s	0	0.0%	100.0	6	17.6%	85.3%	49	6.0%	30.9%	0	0.0%	80.8%
<= 2m 0s	0	0.0%	100.0	3	8.8%	94.1%	59	7.3%	38.1%	0	0.0%	80.8%
<= 2m 30s	0	0.0%	100.0	0	0.0%	94.1%	102	12.6%	50.7%	0	0.0%	80.8%
<= 3m 0s	0	0.0%	100.0	0	0.0%	94.1%	82	10.1%	60.9%	0	0.0%	80.8%
<= 3m 30s	0	0.0%	100.0	1	2.9%	97.1%	69	8.5%	69.4%	0	0.0%	80.8%
<= 4m 0s	0	0.0%	100.0	0	0.0%	97.1%	58	7.2%	76.5%	0	0.0%	80.8%
<= 4m 30s	0	0.0%	100.0	1	2.9%	100.0	51	6.3%	82.8%	0	0.0%	80.8%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	33	4.1%	86.9%	0	0.0%	80.8%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	43	5.3%	92.2%	0	0.0%	80.8%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	25	3.1%	95.3%	0	0.0%	80.8%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	20	2.5%	97.8%	0	0.0%	80.8%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	9	1.1%	98.9%	0	0.0%	80.8%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	99.3%	0	0.0%	80.8%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.5%	0	0.0%	80.8%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	80.8%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	80.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	80.8%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	80.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	80.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	80.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	80.8%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	80.8%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	80.8%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	5	19.2%	100.0
Tot. Counts:	807			34			810			26		

Notes:

Total Records Reported by this PSAP: 871
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 871

Fractile 911 Call Response Time Distribution

Orange Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1439	97.8%	97.8%	0	0.0%	0.0%	80	5.4%	5.4%	32	97.0%	97.0%
<= 0m 20s	32	2.2%	99.9%	74	14.1%	14.1%	179	12.2%	17.6%	1	3.0%	100.0
<= 0m 30s	1	0.1%	100.0	119	22.8%	36.9%	177	12.0%	29.6%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	120	22.9%	59.8%	239	16.2%	45.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	74	14.1%	74.0%	189	12.8%	58.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	50	9.6%	83.6%	144	9.8%	68.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	65	12.4%	96.0%	269	18.3%	86.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	14	2.7%	98.7%	98	6.7%	93.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	98.9%	32	2.2%	95.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.4%	99.2%	20	1.4%	96.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.4%	99.6%	13	0.9%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.6%	6	0.4%	98.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.6%	10	0.7%	98.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.6%	3	0.2%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	99.8%	4	0.3%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.2%	100.0	1	0.1%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	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	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
Tot. Counts:	1,472			523			1,472			33		

Notes:

Total Records Reported by this PSAP: 1596
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1596

Fractile 911 Call Response Time Distribution

Plainville Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1203	98.3%	98.3%	0	0.0%	0.0%	94	7.7%	7.7%	27	87.1%	87.1%
<= 0m 20s	16	1.3%	99.6%	64	14.3%	14.3%	109	8.9%	16.6%	2	6.5%	93.5%
<= 0m 30s	5	0.4%	100.0	134	29.9%	44.2%	76	6.2%	22.8%	2	6.5%	100.0
<= 0m 40s	0	0.0%	100.0	111	24.8%	69.0%	97	7.9%	30.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	70	15.6%	84.6%	66	5.4%	36.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	27	6.0%	90.6%	56	4.6%	40.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	31	6.9%	97.5%	162	13.2%	53.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	7	1.6%	99.1%	88	7.2%	61.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.7%	99.8%	63	5.1%	66.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	100.0	63	5.1%	71.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	66	5.4%	76.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	71	5.8%	82.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	61	5.0%	87.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	41	3.3%	90.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	47	3.8%	94.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	22	1.8%	96.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	21	1.7%	98.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	98.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	99.3%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.4%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	100.0	0	0.0%	100.0
Tot. Counts:	1,224			448			1,224			31		

Notes:

Total Records Reported by this PSAP: 1569
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1569

Fractile 911 Call Response Time Distribution

Plymouth Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	942	98.2%	98.2%	0	0.0%	0.0%	61	6.4%	6.4%	32	94.1%	94.1%
<= 0m 20s	17	1.8%	100.0	14	11.2%	11.2%	90	9.4%	15.7%	0	0.0%	94.1%
<= 0m 30s	0	0.0%	100.0	43	34.4%	45.6%	71	7.4%	23.1%	2	5.9%	100.0
<= 0m 40s	0	0.0%	100.0	25	20.0%	65.6%	98	10.2%	33.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	18	14.4%	80.0%	77	8.0%	41.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	8	6.4%	86.4%	64	6.7%	48.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	6.4%	92.8%	132	13.8%	61.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	2.4%	95.2%	86	9.0%	70.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.6%	96.8%	63	6.6%	77.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.8%	97.6%	47	4.9%	82.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.8%	98.4%	33	3.4%	85.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.8%	99.2%	24	2.5%	88.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.2%	25	2.6%	90.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.2%	23	2.4%	93.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.2%	25	2.6%	95.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.8%	100.0	13	1.4%	97.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	11	1.1%	98.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.7%	99.1%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	100.0	0	0.0%	100.0
Tot. Counts:	959			125			959			34		

Notes:

Total Records Reported by this PSAP: 1070
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1070

Fractile 911 Call Response Time Distribution

Putnam Police & Fire Communications Center

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	513	93.3%	93.3%	0	0.0%	0.0%	43	7.8%	7.8%	21	75.0%	75.0%
<= 0m 20s	29	5.3%	98.5%	4	9.1%	9.1%	50	9.1%	16.9%	2	7.1%	82.1%
<= 0m 30s	7	1.3%	99.8%	18	40.9%	50.0%	69	12.5%	29.5%	4	14.3%	96.4%
<= 0m 40s	1	0.2%	100.0	13	29.5%	79.5%	81	14.7%	44.2%	0	0.0%	96.4%
<= 0m 50s	0	0.0%	100.0	4	9.1%	88.6%	78	14.2%	58.4%	0	0.0%	96.4%
<= 1m 0s	0	0.0%	100.0	3	6.8%	95.5%	59	10.7%	69.1%	0	0.0%	96.4%
<= 1m 30s	0	0.0%	100.0	2	4.5%	100.0	96	17.5%	86.5%	0	0.0%	96.4%
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	40	7.3%	93.8%	0	0.0%	96.4%
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	12	2.2%	96.0%	0	0.0%	96.4%
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	8	1.5%	97.5%	0	0.0%	96.4%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	97.6%	0	0.0%	96.4%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.5%	98.2%	1	3.6%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.5%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.9%	99.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	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
Tot. Counts:	550			44			550			28		

Notes:

Total Records Reported by this PSAP: 638
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 638

Fractile 911 Call Response Time Distribution

Quinebaug Valley Emergency Communications

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	8813	99.1%	99.1%	2	0.1%	0.1%	1025	11.5%	11.5%	222	94.1%	94.1%
<= 0m 20s	68	0.8%	99.9%	521	15.0%	15.1%	1164	13.1%	24.6%	2	0.8%	94.9%
<= 0m 30s	9	0.1%	100.0	1267	36.6%	51.7%	1114	12.5%	37.1%	12	5.1%	100.0
<= 0m 40s	0	0.0%	100.0	929	26.8%	78.5%	1501	16.9%	54.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	347	10.0%	88.5%	1086	12.2%	66.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	187	5.4%	93.9%	684	7.7%	73.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	153	4.4%	98.3%	1049	11.8%	85.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	34	1.0%	99.3%	545	6.1%	91.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	12	0.3%	99.6%	331	3.7%	95.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	5	0.1%	99.8%	164	1.8%	97.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	3	0.1%	99.9%	68	0.8%	98.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.1%	99.9%	37	0.4%	98.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	20	0.2%	98.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	2	0.1%	100.0	15	0.2%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.3%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.1%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.2%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	1	0.0%	100.0	10	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.8%	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%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	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
Tot. Counts:	8,890			3,465			8,891			236		

Notes:

Total Records Reported by this PSAP: 9954
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 9954

Fractile 911 Call Response Time Distribution

Redding Emergency Comm. Center

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	440	94.2%	94.2%	0	0.0%	0.0%	23	4.9%	4.9%	12	85.7%	85.7%
<= 0m 20s	24	5.1%	99.4%	11	17.7%	17.7%	42	9.0%	13.9%	0	0.0%	85.7%
<= 0m 30s	2	0.4%	99.8%	15	24.2%	41.9%	56	12.0%	25.9%	2	14.3%	100.0
<= 0m 40s	0	0.0%	99.8%	14	22.6%	64.5%	72	15.4%	41.3%	0	0.0%	100.0
<= 0m 50s	1	0.2%	100.0	9	14.5%	79.0%	60	12.8%	54.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	2	3.2%	82.3%	53	11.3%	65.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	12.9%	95.2%	101	21.6%	87.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	3.2%	98.4%	26	5.6%	92.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.4%	14	3.0%	95.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.4%	7	1.5%	97.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.4%	2	0.4%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.4%	1	0.2%	97.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	1.6%	100.0	2	0.4%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	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
Tot. Counts:	467			62			467			14		

Notes:

Total Records Reported by this PSAP: 517
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 517

Fractile 911 Call Response Time Distribution

Ridgefield Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1309	99.1%	99.1%	19	3.5%	3.5%	111	8.4%	8.4%	46	92.0%	92.0%
<= 0m 20s	9	0.7%	99.8%	289	53.3%	56.8%	163	12.3%	20.7%	2	4.0%	96.0%
<= 0m 30s	3	0.2%	100.0	140	25.8%	82.7%	213	16.1%	36.9%	2	4.0%	100.0
<= 0m 40s	0	0.0%	100.0	47	8.7%	91.3%	244	18.5%	55.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	20	3.7%	95.0%	166	12.6%	67.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	1.7%	96.7%	95	7.2%	75.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	1.5%	98.2%	181	13.7%	88.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	1.1%	99.3%	74	5.6%	94.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.6%	99.8%	29	2.2%	96.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	100.0	10	0.8%	97.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.7%	98.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	98.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	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	3	0.2%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	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
Tot. Counts:	1,321			542			1,321			50		

Notes:

Total Records Reported by this PSAP: 1588
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1588

Fractile 911 Call Response Time Distribution

Rocky Hill Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1576	95.5%	95.5%	2	0.9%	0.9%	125	7.6%	7.6%	53	81.5%	81.5%
<= 0m 20s	64	3.9%	99.4%	60	28.4%	29.4%	200	12.1%	19.7%	0	0.0%	81.5%
<= 0m 30s	4	0.2%	99.6%	93	44.1%	73.5%	244	14.8%	34.5%	4	6.2%	87.7%
<= 0m 40s	0	0.0%	99.6%	34	16.1%	89.6%	185	11.2%	45.7%	0	0.0%	87.7%
<= 0m 50s	0	0.0%	99.6%	8	3.8%	93.4%	120	7.3%	53.0%	0	0.0%	87.7%
<= 1m 0s	0	0.0%	99.6%	7	3.3%	96.7%	128	7.8%	60.7%	0	0.0%	87.7%
<= 1m 30s	0	0.0%	99.6%	4	1.9%	98.6%	323	19.6%	80.3%	0	0.0%	87.7%
<= 2m 0s	0	0.0%	99.6%	1	0.5%	99.1%	155	9.4%	89.7%	1	1.5%	89.2%
<= 2m 30s	5	0.3%	99.9%	1	0.5%	99.5%	70	4.2%	93.9%	1	1.5%	90.8%
<= 3m 0s	0	0.0%	99.9%	1	0.5%	100.0	37	2.2%	96.2%	0	0.0%	90.8%
<= 3m 30s	0	0.0%	99.9%	0	0.0%	100.0	19	1.2%	97.3%	0	0.0%	90.8%
<= 4m 0s	0	0.0%	99.9%	0	0.0%	100.0	8	0.5%	97.8%	0	0.0%	90.8%
<= 4m 30s	0	0.0%	99.9%	0	0.0%	100.0	6	0.4%	98.2%	0	0.0%	90.8%
<= 5m 0s	0	0.0%	99.9%	0	0.0%	100.0	8	0.5%	98.7%	0	0.0%	90.8%
<= 6m 0s	0	0.0%	99.9%	0	0.0%	100.0	7	0.4%	99.1%	0	0.0%	90.8%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.1%	99.2%	0	0.0%	90.8%
<= 8m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.1%	99.3%	0	0.0%	90.8%
<= 9m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.1%	99.5%	0	0.0%	90.8%
<= 10m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	90.8%
<= 11m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	90.8%
<= 12m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	90.8%
<= 13m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	90.8%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	90.8%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	90.8%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	90.8%
<= 17m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	90.8%
<= 18m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	90.8%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	90.8%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	90.8%
>= 20m 0s	1	0.1%	100.0	0	0.0%	100.0	4	0.2%	100.0	6	9.2%	100.0
Tot. Counts:	1,650			211			1,650			65		

Notes:

Total Records Reported by this PSAP: 1856
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1856

Fractile 911 Call Response Time Distribution

Seymour Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1082	97.3%	97.3%	0	0.0%	0.0%	30	2.7%	2.7%	25	89.3%	89.3%
<= 0m 20s	25	2.2%	99.6%	110	22.0%	22.0%	73	6.6%	9.3%	0	0.0%	89.3%
<= 0m 30s	5	0.4%	100.0	204	40.9%	62.9%	108	9.7%	19.0%	3	10.7%	100.0
<= 0m 40s	0	0.0%	100.0	118	23.6%	86.6%	131	11.8%	30.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	39	7.8%	94.4%	141	12.7%	43.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	1.8%	96.2%	123	11.1%	54.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	14	2.8%	99.0%	222	20.0%	74.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.4%	99.4%	148	13.3%	87.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.6%	46	4.1%	91.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.6%	34	3.1%	95.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.8%	16	1.4%	96.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	13	1.2%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	6	0.5%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	5	0.4%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	6	0.5%	99.1%	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	4	0.4%	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	1	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,112			499			1,112			28		

Notes:

Total Records Reported by this PSAP: 1202
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1202

Fractile 911 Call Response Time Distribution

Shelton Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2702	97.5%	97.5%	50	4.5%	4.5%	178	6.4%	6.4%	59	88.1%	88.1%
<= 0m 20s	65	2.3%	99.8%	447	40.5%	45.0%	382	13.8%	20.2%	0	0.0%	88.1%
<= 0m 30s	4	0.1%	100.0	360	32.6%	77.6%	571	20.6%	40.8%	4	6.0%	94.0%
<= 0m 40s	0	0.0%	100.0	144	13.0%	90.7%	552	19.9%	60.7%	0	0.0%	94.0%
<= 0m 50s	1	0.0%	100.0	47	4.3%	94.9%	293	10.6%	71.3%	0	0.0%	94.0%
<= 1m 0s	0	0.0%	100.0	24	2.2%	97.1%	202	7.3%	78.6%	0	0.0%	94.0%
<= 1m 30s	0	0.0%	100.0	23	2.1%	99.2%	325	11.7%	90.3%	0	0.0%	94.0%
<= 2m 0s	0	0.0%	100.0	4	0.4%	99.5%	109	3.9%	94.2%	0	0.0%	94.0%
<= 2m 30s	0	0.0%	100.0	1	0.1%	99.6%	65	2.3%	96.6%	0	0.0%	94.0%
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.7%	27	1.0%	97.5%	0	0.0%	94.0%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	17	0.6%	98.2%	0	0.0%	94.0%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	12	0.4%	98.6%	0	0.0%	94.0%
<= 4m 30s	0	0.0%	100.0	2	0.2%	99.9%	11	0.4%	99.0%	0	0.0%	94.0%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	8	0.3%	99.3%	0	0.0%	94.0%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.9%	6	0.2%	99.5%	0	0.0%	94.0%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.9%	5	0.2%	99.7%	0	0.0%	94.0%
<= 8m 0s	0	0.0%	100.0	1	0.1%	100.0	4	0.1%	99.8%	0	0.0%	94.0%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	94.0%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	94.0%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	1	1.5%	95.5%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.5%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.5%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.5%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.5%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.5%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.5%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.5%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.5%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.5%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	3	4.5%	100.0
Tot. Counts:	2,772			1,104			2,772			67		

Notes:

Total Records Reported by this PSAP: 3087
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 3087

Fractile 911 Call Response Time Distribution

Simsbury Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1399	98.2%	98.2%	0	0.0%	0.0%	305	21.4%	21.4%	39	72.2%	72.2%
<= 0m 20s	22	1.5%	99.7%	4	10.5%	10.5%	78	5.5%	26.9%	0	0.0%	72.2%
<= 0m 30s	2	0.1%	99.9%	4	10.5%	21.1%	87	6.1%	33.0%	5	9.3%	81.5%
<= 0m 40s	0	0.0%	99.9%	8	21.1%	42.1%	89	6.2%	39.2%	0	0.0%	81.5%
<= 0m 50s	0	0.0%	99.9%	4	10.5%	52.6%	85	6.0%	45.2%	0	0.0%	81.5%
<= 1m 0s	0	0.0%	99.9%	4	10.5%	63.2%	61	4.3%	49.5%	0	0.0%	81.5%
<= 1m 30s	0	0.0%	99.9%	7	18.4%	81.6%	174	12.2%	61.7%	0	0.0%	81.5%
<= 2m 0s	0	0.0%	99.9%	3	7.9%	89.5%	132	9.3%	70.9%	0	0.0%	81.5%
<= 2m 30s	0	0.0%	99.9%	2	5.3%	94.7%	78	5.5%	76.4%	0	0.0%	81.5%
<= 3m 0s	0	0.0%	99.9%	2	5.3%	100.0	40	2.8%	79.2%	0	0.0%	81.5%
<= 3m 30s	0	0.0%	99.9%	0	0.0%	100.0	42	2.9%	82.2%	0	0.0%	81.5%
<= 4m 0s	0	0.0%	99.9%	0	0.0%	100.0	42	2.9%	85.1%	0	0.0%	81.5%
<= 4m 30s	0	0.0%	99.9%	0	0.0%	100.0	45	3.2%	88.3%	0	0.0%	81.5%
<= 5m 0s	0	0.0%	99.9%	0	0.0%	100.0	26	1.8%	90.1%	0	0.0%	81.5%
<= 6m 0s	0	0.0%	99.9%	0	0.0%	100.0	59	4.1%	94.2%	0	0.0%	81.5%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	100.0	27	1.9%	96.1%	0	0.0%	81.5%
<= 8m 0s	0	0.0%	99.9%	0	0.0%	100.0	9	0.6%	96.8%	0	0.0%	81.5%
<= 9m 0s	0	0.0%	99.9%	0	0.0%	100.0	18	1.3%	98.0%	0	0.0%	81.5%
<= 10m 0s	0	0.0%	99.9%	0	0.0%	100.0	7	0.5%	98.5%	0	0.0%	81.5%
<= 11m 0s	0	0.0%	99.9%	0	0.0%	100.0	7	0.5%	99.0%	0	0.0%	81.5%
<= 12m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.1%	99.2%	0	0.0%	81.5%
<= 13m 0s	0	0.0%	99.9%	0	0.0%	100.0	3	0.2%	99.4%	0	0.0%	81.5%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.1%	99.4%	0	0.0%	81.5%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	100.0	3	0.2%	99.6%	0	0.0%	81.5%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	81.5%
<= 17m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	81.5%
<= 18m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	81.5%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	81.5%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	81.5%
>= 20m 0s	2	0.1%	100.0	0	0.0%	100.0	2	0.1%	100.0	10	18.5%	100.0
Tot. Counts:	1,425			38			1,425			54		

Notes:

Total Records Reported by this PSAP: 1565
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1565

Fractile 911 Call Response Time Distribution

South Central Emergency Comm. Ctr.

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1840	98.9%	98.9%	0	0.0%	0.0%	22	1.2%	1.2%	7	87.5%	87.5%
<= 0m 20s	20	1.1%	100.0	9	7.2%	7.2%	39	2.1%	3.3%	0	0.0%	87.5%
<= 0m 30s	0	0.0%	100.0	32	25.6%	32.8%	56	3.0%	6.3%	1	12.5%	100.0
<= 0m 40s	0	0.0%	100.0	30	24.0%	56.8%	89	4.8%	11.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	16	12.8%	69.6%	108	5.8%	16.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	15	12.0%	81.6%	163	8.8%	25.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	17	13.6%	95.2%	640	34.4%	60.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	3.2%	98.4%	433	23.3%	83.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.4%	169	9.1%	92.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.8%	99.2%	48	2.6%	95.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.8%	100.0	28	1.5%	96.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	97.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	97.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	97.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	98.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	98.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	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	3	0.2%	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	0.1%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	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%	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
Tot. Counts:	1,860			125			1,860			8		

Notes:

Total Records Reported by this PSAP: 1890
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1890

Fractile 911 Call Response Time Distribution

South Windsor Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1842	99.2%	99.2%	0	0.0%	0.0%	173	9.3%	9.3%	60	100.0%	100.0
<= 0m 20s	13	0.7%	99.9%	71	24.8%	24.8%	254	13.7%	23.0%	0	0.0%	100.0
<= 0m 30s	1	0.1%	100.0	128	44.8%	69.6%	207	11.2%	34.2%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	46	16.1%	85.7%	217	11.7%	45.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	18	6.3%	92.0%	174	9.4%	55.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	2.1%	94.1%	109	5.9%	61.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	3.8%	97.9%	257	13.8%	74.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.7%	98.6%	156	8.4%	83.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.3%	99.0%	87	4.7%	88.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.3%	99.3%	45	2.4%	90.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.3%	99.7%	29	1.6%	92.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	20	1.1%	93.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	18	1.0%	94.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.7%	19	1.0%	95.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.7%	24	1.3%	96.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.7%	22	1.2%	97.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.7%	17	0.9%	98.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	1	0.3%	100.0	7	0.4%	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	2	0.1%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	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	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	1,856			286			1,856			60		

Notes:

Total Records Reported by this PSAP: 2083
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 2083

Fractile 911 Call Response Time Distribution

Southbury Public Safety

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1286	96.0%	96.0%	0	0.0%	0.0%	61	4.6%	4.6%	41	85.4%	85.4%
<= 0m 20s	46	3.4%	99.4%	13	12.9%	12.9%	84	6.3%	10.8%	0	0.0%	85.4%
<= 0m 30s	7	0.5%	99.9%	34	33.7%	46.5%	83	6.2%	17.0%	7	14.6%	100.0
<= 0m 40s	0	0.0%	99.9%	31	30.7%	77.2%	145	10.8%	27.8%	0	0.0%	100.0
<= 0m 50s	1	0.1%	100.0	8	7.9%	85.1%	153	11.4%	39.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	4.0%	89.1%	150	11.2%	50.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	7.9%	97.0%	357	26.6%	77.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	1.0%	98.0%	164	12.2%	89.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	1.0%	99.0%	55	4.1%	93.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	1.0%	100.0	29	2.2%	95.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	10	0.7%	96.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.9%	97.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	97.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	98.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	98.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	98.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.3%	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	1	0.1%	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	2	0.1%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	1,340			101			1,340			48		

Notes:

Total Records Reported by this PSAP: 1469
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1469

Fractile 911 Call Response Time Distribution

Southington Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2868	99.2%	99.2%	0	0.0%	0.0%	228	7.9%	7.9%	67	97.1%	97.1%
<= 0m 20s	19	0.7%	99.9%	28	7.6%	7.6%	336	11.6%	19.5%	0	0.0%	97.1%
<= 0m 30s	4	0.1%	100.0	156	42.4%	50.0%	229	7.9%	27.4%	2	2.9%	100.0
<= 0m 40s	0	0.0%	100.0	112	30.4%	80.4%	313	10.8%	38.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	27	7.3%	87.8%	242	8.4%	46.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	3.5%	91.3%	207	7.2%	53.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	22	6.0%	97.3%	444	15.4%	69.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	7	1.9%	99.2%	261	9.0%	78.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.2%	153	5.3%	83.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.5%	99.7%	114	3.9%	87.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.3%	100.0	93	3.2%	90.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	62	2.1%	92.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	52	1.8%	94.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	36	1.2%	95.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	49	1.7%	97.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	31	1.1%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.6%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.3%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	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	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,891			368			2,891			67		

Notes:

Total Records Reported by this PSAP: 3198
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 3198

Fractile 911 Call Response Time Distribution

Stamford Emergency Communications

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	10934	92.3%	92.3%	1	0.2%	0.2%	1992	16.8%	16.8%	783	70.6%	70.6%
<= 0m 20s	733	6.2%	98.5%	155	29.9%	30.1%	1438	12.1%	29.0%	60	5.4%	76.0%
<= 0m 30s	130	1.1%	99.6%	154	29.7%	59.7%	845	7.1%	36.1%	223	20.1%	96.1%
<= 0m 40s	21	0.2%	99.8%	83	16.0%	75.7%	832	7.0%	43.1%	6	0.5%	96.7%
<= 0m 50s	11	0.1%	99.9%	27	5.2%	80.9%	711	6.0%	49.1%	3	0.3%	96.9%
<= 1m 0s	6	0.1%	99.9%	36	6.9%	87.9%	641	5.4%	54.5%	5	0.5%	97.4%
<= 1m 30s	8	0.1%	100.0	31	6.0%	93.8%	1640	13.8%	68.4%	1	0.1%	97.5%
<= 2m 0s	0	0.0%	100.0	17	3.3%	97.1%	1150	9.7%	78.1%	0	0.0%	97.5%
<= 2m 30s	0	0.0%	100.0	6	1.2%	98.3%	867	7.3%	85.4%	4	0.4%	97.8%
<= 3m 0s	0	0.0%	100.0	5	1.0%	99.2%	511	4.3%	89.7%	0	0.0%	97.8%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.2%	340	2.9%	92.6%	0	0.0%	97.8%
<= 4m 0s	0	0.0%	100.0	2	0.4%	99.6%	223	1.9%	94.5%	1	0.1%	97.9%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.6%	168	1.4%	95.9%	1	0.1%	98.0%
<= 5m 0s	0	0.0%	100.0	1	0.2%	99.8%	96	0.8%	96.7%	0	0.0%	98.0%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	126	1.1%	97.8%	0	0.0%	98.0%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	84	0.7%	98.5%	1	0.1%	98.1%
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.8%	64	0.5%	99.0%	2	0.2%	98.3%
<= 9m 0s	0	0.0%	100.0	1	0.2%	100.0	35	0.3%	99.3%	0	0.0%	98.3%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	24	0.2%	99.5%	0	0.0%	98.3%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.2%	99.7%	0	0.0%	98.3%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.8%	0	0.0%	98.3%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.8%	1	0.1%	98.4%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.9%	0	0.0%	98.4%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	1	0.1%	98.5%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	1	0.1%	98.6%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	1	0.1%	98.6%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	98.6%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	1	0.1%	98.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	1	0.1%	98.8%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	100.0	13	1.2%	100.0
Tot. Counts:	11,843			519			11,843			1,109		

Notes:

Total Records Reported by this PSAP: 15676
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 15676

Fractile 911 Call Response Time Distribution

Stonington Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1563	98.1%	98.1%	1	0.4%	0.4%	117	7.3%	7.3%	21	91.3%	91.3%
<= 0m 20s	26	1.6%	99.7%	91	35.5%	35.9%	158	9.9%	17.3%	1	4.3%	95.7%
<= 0m 30s	5	0.3%	100.0	90	35.2%	71.1%	163	10.2%	27.5%	1	4.3%	100.0
<= 0m 40s	0	0.0%	100.0	34	13.3%	84.4%	225	14.1%	41.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	13	5.1%	89.5%	187	11.7%	53.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	4.3%	93.8%	166	10.4%	63.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	3.5%	97.3%	250	15.7%	79.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	1.6%	98.8%	101	6.3%	85.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.4%	99.2%	67	4.2%	90.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.4%	99.6%	29	1.8%	91.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.4%	100.0	22	1.4%	93.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.8%	93.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	15	0.9%	94.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	21	1.3%	96.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	21	1.3%	97.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.6%	98.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.8%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	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	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
Tot. Counts:	1,594			256			1,594			23		

Notes:

Total Records Reported by this PSAP: 1724
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1724

Fractile 911 Call Response Time Distribution

Stratford Emergency Communications Ctr.

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4416	99.0%	99.0%	0	0.0%	0.0%	507	11.4%	11.4%	137	99.3%	99.3%
<= 0m 20s	41	0.9%	99.9%	94	28.7%	28.7%	493	11.1%	22.4%	1	0.7%	100.0
<= 0m 30s	4	0.1%	100.0	107	32.6%	61.3%	388	8.7%	31.1%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	64	19.5%	80.8%	396	8.9%	40.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	25	7.6%	88.4%	302	6.8%	46.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	4.0%	92.4%	225	5.0%	51.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	20	6.1%	98.5%	852	19.1%	70.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.9%	99.4%	579	13.0%	83.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.4%	304	6.8%	90.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.3%	99.7%	159	3.6%	94.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	73	1.6%	95.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	47	1.1%	97.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	28	0.6%	97.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.7%	26	0.6%	98.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.3%	100.0	33	0.7%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.3%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.4%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.2%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	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	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	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
Tot. Counts:	4,461			328			4,461			138		

Notes:

Total Records Reported by this PSAP: 4984
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 4984

Fractile 911 Call Response Time Distribution

Suffield Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	732	93.7%	93.7%	0	0.0%	0.0%	56	7.2%	7.2%	25	92.6%	92.6%
<= 0m 20s	45	5.8%	99.5%	36	34.0%	34.0%	80	10.2%	17.4%	1	3.7%	96.3%
<= 0m 30s	4	0.5%	100.0	37	34.9%	68.9%	105	13.4%	30.9%	1	3.7%	100.0
<= 0m 40s	0	0.0%	100.0	16	15.1%	84.0%	130	16.6%	47.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	10	9.4%	93.4%	128	16.4%	63.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	1	0.9%	94.3%	80	10.2%	74.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	3.8%	98.1%	136	17.4%	91.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.9%	99.1%	24	3.1%	94.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.1%	16	2.0%	96.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.1%	11	1.4%	98.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.9%	100.0	5	0.6%	98.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	98.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	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
Tot. Counts:	781			106			781			27		

Notes:

Total Records Reported by this PSAP: 884
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 884

Fractile 911 Call Response Time Distribution

Thomaston Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	391	94.9%	94.9%	0	0.0%	0.0%	17	4.1%	4.1%	4	80.0%	80.0%
<= 0m 20s	18	4.4%	99.3%	4	7.1%	7.1%	38	9.2%	13.3%	0	0.0%	80.0%
<= 0m 30s	2	0.5%	99.8%	11	19.6%	26.8%	24	5.8%	19.2%	1	20.0%	100.0
<= 0m 40s	1	0.2%	100.0	15	26.8%	53.6%	31	7.5%	26.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	7	12.5%	66.1%	35	8.5%	35.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	8	14.3%	80.4%	46	11.2%	46.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	12.5%	92.9%	82	19.9%	66.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	5.4%	98.2%	57	13.8%	80.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.2%	24	5.8%	85.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.2%	16	3.9%	89.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	1.8%	100.0	12	2.9%	92.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	6	1.5%	94.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	1.7%	95.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	1.0%	96.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	9	2.2%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.5%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	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
Tot. Counts:	412			56			412			5		

Notes:

Total Records Reported by this PSAP: 437
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 437

Fractile 911 Call Response Time Distribution

Tolland County Mutual Aid Dispatch Center

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7900	98.8%	98.8%	22	0.6%	0.6%	474	5.9%	5.9%	180	90.9%	90.9%
<= 0m 20s	82	1.0%	99.8%	1001	27.4%	28.0%	702	8.8%	14.7%	7	3.5%	94.4%
<= 0m 30s	13	0.2%	100.0	1304	35.7%	63.8%	1141	14.3%	29.0%	11	5.6%	100.0
<= 0m 40s	0	0.0%	100.0	742	20.3%	84.1%	1580	19.8%	48.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	279	7.6%	91.8%	1086	13.6%	62.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	116	3.2%	94.9%	783	9.8%	72.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	133	3.6%	98.6%	1211	15.1%	87.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	28	0.8%	99.3%	488	6.1%	93.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	10	0.3%	99.6%	180	2.3%	95.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	13	0.4%	100.0	96	1.2%	96.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	79	1.0%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	50	0.6%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.0%	100.0	26	0.3%	98.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.3%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	21	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%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.2%	99.8%	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	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	3	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	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
Tot. Counts:	7,995			3,649			7,995			198		

Notes:

Total Records Reported by this PSAP: 8727
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 8727

Fractile 911 Call Response Time Distribution

Trumbull Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2211	99.5%	99.5%	0	0.0%	0.0%	142	6.4%	6.4%	61	96.8%	96.8%
<= 0m 20s	10	0.5%	100.0	202	20.8%	20.8%	199	9.0%	15.3%	0	0.0%	96.8%
<= 0m 30s	0	0.0%	100.0	340	35.0%	55.8%	175	7.9%	23.2%	2	3.2%	100.0
<= 0m 40s	0	0.0%	100.0	209	21.5%	77.3%	236	10.6%	33.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	102	10.5%	87.8%	188	8.5%	42.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	61	6.3%	94.1%	153	6.9%	49.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	47	4.8%	99.0%	445	20.0%	69.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	7	0.7%	99.7%	312	14.0%	83.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.7%	176	7.9%	91.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.7%	74	3.3%	94.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.8%	44	2.0%	96.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.9%	22	1.0%	97.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	16	0.7%	98.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	8	0.4%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.9%	10	0.5%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.9%	10	0.5%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.9%	4	0.2%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.9%	2	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	1	0.1%	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%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,221			971			2,222			63		

Notes:

Total Records Reported by this PSAP: 2468
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 2468

Fractile 911 Call Response Time Distribution

UCONN Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1974	98.9%	98.9%	1	0.7%	0.7%	674	33.8%	33.8%	31	93.9%	93.9%
<= 0m 20s	20	1.0%	99.9%	26	17.0%	17.6%	617	30.9%	64.7%	1	3.0%	97.0%
<= 0m 30s	1	0.1%	100.0	59	38.6%	56.2%	196	9.8%	74.5%	1	3.0%	100.0
<= 0m 40s	0	0.0%	100.0	30	19.6%	75.8%	123	6.2%	80.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	16	10.5%	86.3%	71	3.6%	84.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	3.9%	90.2%	53	2.7%	86.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	7.2%	97.4%	76	3.8%	90.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	2.0%	99.3%	37	1.9%	92.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.3%	21	1.1%	93.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.3%	20	1.0%	94.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.3%	20	1.0%	95.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.3%	17	0.9%	96.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.7%	100.0	12	0.6%	97.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.7%	97.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.9%	98.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.6%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	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	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
Tot. Counts:	1,995			153			1,995			33		

Notes:

Total Records Reported by this PSAP: 2132
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 2132

Fractile 911 Call Response Time Distribution

Valley Shore Emergency Communications, Inc.

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7441	98.6%	98.6%	5	0.1%	0.1%	579	7.7%	7.7%	172	93.5%	93.5%
<= 0m 20s	89	1.2%	99.7%	783	17.3%	17.4%	659	8.7%	16.4%	4	2.2%	95.7%
<= 0m 30s	14	0.2%	99.9%	1884	41.7%	59.1%	943	12.5%	28.9%	8	4.3%	100.0
<= 0m 40s	5	0.1%	100.0	1113	24.6%	83.7%	1683	22.3%	51.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	373	8.3%	92.0%	1126	14.9%	66.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	162	3.6%	95.6%	668	8.8%	75.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	144	3.2%	98.8%	953	12.6%	87.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	38	0.8%	99.6%	407	5.4%	93.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	13	0.3%	99.9%	209	2.8%	95.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	0.1%	100.0	118	1.6%	97.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	69	0.9%	98.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.0%	100.0	37	0.5%	98.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	26	0.3%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.3%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.2%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.1%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	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
Tot. Counts:	7,549			4,520			7,549			184		

Notes:

Total Records Reported by this PSAP: 8236
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 8236

Fractile 911 Call Response Time Distribution

Vernon Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2402	97.4%	97.4%	4	0.4%	0.4%	256	10.4%	10.4%	76	91.6%	91.6%
<= 0m 20s	56	2.3%	99.7%	210	23.2%	23.6%	292	11.8%	22.2%	1	1.2%	92.8%
<= 0m 30s	8	0.3%	100.0	300	33.1%	56.7%	356	14.4%	36.7%	6	7.2%	100.0
<= 0m 40s	0	0.0%	100.0	207	22.8%	79.5%	387	15.7%	52.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	99	10.9%	90.4%	261	10.6%	62.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	44	4.9%	95.3%	220	8.9%	71.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	40	4.4%	99.7%	362	14.7%	86.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.2%	99.9%	145	5.9%	92.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.1%	100.0	70	2.8%	95.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	25	1.0%	96.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	26	1.1%	97.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.5%	97.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	18	0.7%	98.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.7%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	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	1	0.0%	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
Tot. Counts:	2,466			907			2,466			83		

Notes:

Total Records Reported by this PSAP: 2722
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 2722

Fractile 911 Call Response Time Distribution

Wallingford Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3047	99.6%	99.6%	0	0.0%	0.0%	182	5.9%	5.9%	54	98.2%	98.2%
<= 0m 20s	12	0.4%	100.0	18	13.2%	13.2%	351	11.5%	17.4%	0	0.0%	98.2%
<= 0m 30s	1	0.0%	100.0	56	41.2%	54.4%	315	10.3%	27.7%	1	1.8%	100.0
<= 0m 40s	0	0.0%	100.0	33	24.3%	78.7%	446	14.6%	42.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	12	8.8%	87.5%	353	11.5%	53.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	8	5.9%	93.4%	296	9.7%	63.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	2.9%	96.3%	616	20.1%	83.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.7%	97.1%	248	8.1%	91.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	97.1%	95	3.1%	94.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	1.5%	98.5%	47	1.5%	96.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.5%	23	0.8%	97.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.5%	19	0.6%	97.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.7%	99.3%	14	0.5%	98.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.3%	10	0.3%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.7%	100.0	16	0.5%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.3%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	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	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	2	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	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
Tot. Counts:	3,060			136			3,060			55		

Notes:

Total Records Reported by this PSAP: 3378
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 3378

Fractile 911 Call Response Time Distribution

Waterbury Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	14090	90.2%	90.3%	2	0.5%	0.5%	880	5.6%	5.6%	553	64.2%	64.2%
<= 0m 20s	1163	7.4%	97.7%	78	18.1%	18.6%	1067	6.8%	12.5%	64	7.4%	71.6%
<= 0m 30s	267	1.7%	99.4%	126	29.2%	47.8%	1077	6.9%	19.3%	217	25.2%	96.8%
<= 0m 40s	45	0.3%	99.7%	84	19.5%	67.3%	1063	6.8%	26.1%	3	0.3%	97.1%
<= 0m 50s	18	0.1%	99.8%	40	9.3%	76.6%	907	5.8%	31.9%	0	0.0%	97.1%
<= 1m 0s	9	0.1%	99.9%	35	8.1%	84.7%	859	5.5%	37.4%	0	0.0%	97.1%
<= 1m 30s	4	0.0%	99.9%	42	9.7%	94.4%	2481	15.9%	53.3%	0	0.0%	97.1%
<= 2m 0s	3	0.0%	99.9%	13	3.0%	97.4%	2135	13.7%	67.0%	1	0.1%	97.2%
<= 2m 30s	0	0.0%	99.9%	4	0.9%	98.4%	1730	11.1%	78.0%	0	0.0%	97.2%
<= 3m 0s	0	0.0%	99.9%	0	0.0%	98.4%	1203	7.7%	85.7%	1	0.1%	97.3%
<= 3m 30s	0	0.0%	99.9%	3	0.7%	99.1%	774	5.0%	90.7%	0	0.0%	97.3%
<= 4m 0s	0	0.0%	99.9%	1	0.2%	99.3%	432	2.8%	93.4%	0	0.0%	97.3%
<= 4m 30s	0	0.0%	99.9%	3	0.7%	100.0	259	1.7%	95.1%	0	0.0%	97.3%
<= 5m 0s	0	0.0%	99.9%	0	0.0%	100.0	204	1.3%	96.4%	0	0.0%	97.3%
<= 6m 0s	0	0.0%	99.9%	0	0.0%	100.0	212	1.4%	97.8%	0	0.0%	97.3%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	100.0	120	0.8%	98.5%	0	0.0%	97.3%
<= 8m 0s	0	0.0%	99.9%	0	0.0%	100.0	79	0.5%	99.0%	0	0.0%	97.3%
<= 9m 0s	0	0.0%	99.9%	0	0.0%	100.0	41	0.3%	99.3%	0	0.0%	97.3%
<= 10m 0s	0	0.0%	99.9%	0	0.0%	100.0	31	0.2%	99.5%	0	0.0%	97.3%
<= 11m 0s	0	0.0%	99.9%	0	0.0%	100.0	16	0.1%	99.6%	0	0.0%	97.3%
<= 12m 0s	0	0.0%	99.9%	0	0.0%	100.0	9	0.1%	99.7%	0	0.0%	97.3%
<= 13m 0s	0	0.0%	99.9%	0	0.0%	100.0	11	0.1%	99.7%	0	0.0%	97.3%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	100.0	14	0.1%	99.8%	0	0.0%	97.3%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	100.0	4	0.0%	99.8%	0	0.0%	97.3%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	97.3%
<= 17m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	97.3%
<= 18m 0s	0	0.0%	99.9%	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	97.3%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	97.3%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	97.3%
>= 20m 0s	13	0.1%	100.0	0	0.0%	100.0	18	0.1%	100.0	23	2.7%	100.0
Tot. Counts:	15,612			431			15,632			862		

Notes:

Total Records Reported by this PSAP: 17765
 Number of Records not Processed due to Bad 3
 Total Records Analyzed: 17762

Fractile 911 Call Response Time Distribution

Waterford Emergency Communications Center

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2334	99.4%	99.4%	0	0.0%	0.0%	167	7.1%	7.1%	63	98.4%	98.4%
<= 0m 20s	12	0.5%	100.0	178	37.7%	37.7%	235	10.0%	17.1%	1	1.6%	100.0
<= 0m 30s	1	0.0%	100.0	180	38.1%	75.8%	321	13.7%	30.8%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	64	13.6%	89.4%	334	14.2%	45.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	20	4.2%	93.6%	243	10.4%	55.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	15	3.2%	96.8%	210	8.9%	64.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	1.7%	98.5%	355	15.1%	79.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	98.5%	189	8.1%	87.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.8%	99.4%	101	4.3%	91.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	47	2.0%	93.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.6%	18	0.8%	94.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.8%	27	1.2%	95.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	20	0.9%	96.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	100.0	15	0.6%	97.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	23	1.0%	98.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.6%	99.3%	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	5	0.2%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.9%	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	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
Tot. Counts:	2,347			472			2,347			64		

Notes:

Total Records Reported by this PSAP: 2623
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 2623

Fractile 911 Call Response Time Distribution

Watertown Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1613	98.7%	98.7%	0	0.0%	0.0%	143	8.8%	8.8%	52	91.2%	91.2%
<= 0m 20s	19	1.2%	99.9%	44	18.4%	18.4%	142	8.7%	17.4%	2	3.5%	94.7%
<= 0m 30s	2	0.1%	100.0	98	41.0%	59.4%	148	9.1%	26.5%	3	5.3%	100.0
<= 0m 40s	0	0.0%	100.0	51	21.3%	80.8%	201	12.3%	38.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	21	8.8%	89.5%	183	11.2%	50.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	3.8%	93.3%	163	10.0%	60.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	4.2%	97.5%	278	17.0%	77.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.8%	98.3%	130	8.0%	84.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.4%	98.7%	66	4.0%	89.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.7%	33	2.0%	91.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.7%	29	1.8%	92.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.4%	99.2%	19	1.2%	93.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.2%	13	0.8%	94.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.4%	99.6%	19	1.2%	95.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.6%	27	1.7%	97.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.6%	17	1.0%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.6%	8	0.5%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	1	0.4%	100.0	9	0.6%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	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	1	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,634			239			1,634			57		

Notes:

Total Records Reported by this PSAP: 1866
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1866

Fractile 911 Call Response Time Distribution

West Hartford Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4954	99.6%	99.6%	1	0.2%	0.2%	676	13.6%	13.6%	129	98.5%	98.5%
<= 0m 20s	18	0.4%	99.9%	77	12.7%	12.8%	705	14.2%	27.8%	1	0.8%	99.2%
<= 0m 30s	4	0.1%	100.0	192	31.6%	44.4%	498	10.0%	37.8%	1	0.8%	100.0
<= 0m 40s	0	0.0%	100.0	122	20.1%	64.5%	630	12.7%	50.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	61	10.0%	74.5%	469	9.4%	59.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	43	7.1%	81.6%	385	7.7%	67.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	69	11.3%	92.9%	759	15.3%	82.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	32	5.3%	98.2%	293	5.9%	88.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	5	0.8%	99.0%	124	2.5%	91.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.5%	99.5%	97	1.9%	93.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.3%	99.8%	65	1.3%	94.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	50	1.0%	95.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	48	1.0%	96.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	30	0.6%	97.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	44	0.9%	97.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	32	0.6%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.8%	26	0.5%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.8%	14	0.3%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.8%	7	0.1%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	1	0.2%	100.0	4	0.1%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	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	2	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	4,976			608			4,976			131		

Notes:

Total Records Reported by this PSAP: 5551
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 5551

Fractile 911 Call Response Time Distribution

West Haven E.R.S. 911 Center

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7076	99.6%	99.6%	35	4.8%	4.8%	818	11.5%	11.5%	227	93.8%	93.8%
<= 0m 20s	24	0.3%	100.0	248	33.7%	38.5%	888	12.5%	24.0%	1	0.4%	94.2%
<= 0m 30s	1	0.0%	100.0	218	29.7%	68.2%	774	10.9%	34.9%	0	0.0%	94.2%
<= 0m 40s	0	0.0%	100.0	112	15.2%	83.4%	783	11.0%	45.9%	0	0.0%	94.2%
<= 0m 50s	0	0.0%	100.0	58	7.9%	91.3%	610	8.6%	54.5%	0	0.0%	94.2%
<= 1m 0s	0	0.0%	100.0	24	3.3%	94.6%	523	7.4%	61.9%	0	0.0%	94.2%
<= 1m 30s	0	0.0%	100.0	21	2.9%	97.4%	1244	17.5%	79.4%	1	0.4%	94.6%
<= 2m 0s	0	0.0%	100.0	6	0.8%	98.2%	657	9.3%	88.7%	0	0.0%	94.6%
<= 2m 30s	0	0.0%	100.0	6	0.8%	99.0%	316	4.4%	93.1%	0	0.0%	94.6%
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.2%	139	2.0%	95.1%	0	0.0%	94.6%
<= 3m 30s	0	0.0%	100.0	2	0.3%	99.5%	120	1.7%	96.8%	0	0.0%	94.6%
<= 4m 0s	0	0.0%	100.0	2	0.3%	99.7%	63	0.9%	97.6%	0	0.0%	94.6%
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.9%	33	0.5%	98.1%	0	0.0%	94.6%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	30	0.4%	98.5%	0	0.0%	94.6%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.9%	33	0.5%	99.0%	0	0.0%	94.6%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.9%	18	0.3%	99.3%	0	0.0%	94.6%
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.9%	10	0.1%	99.4%	0	0.0%	94.6%
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.9%	12	0.2%	99.6%	0	0.0%	94.6%
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.9%	9	0.1%	99.7%	0	0.0%	94.6%
<= 11m 0s	0	0.0%	100.0	1	0.1%	100.0	5	0.1%	99.8%	0	0.0%	94.6%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.9%	0	0.0%	94.6%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	94.6%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	94.6%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	94.6%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.6%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.6%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.6%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.6%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.6%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	4	1.7%	96.3%
Tot. Counts:	7,101			735			7,102			233		

Notes:

Total Records Reported by this PSAP: 7933
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 7933

Fractile 911 Call Response Time Distribution

Weston Communications

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	542	93.3%	93.3%	1	1.2%	1.2%	49	8.4%	8.4%	19	73.1%	73.1%
<= 0m 20s	37	6.4%	99.7%	28	32.6%	33.7%	87	15.0%	23.4%	5	19.2%	92.3%
<= 0m 30s	2	0.3%	100.0	22	25.6%	59.3%	95	16.4%	39.8%	2	7.7%	100.0
<= 0m 40s	0	0.0%	100.0	14	16.3%	75.6%	98	16.9%	56.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	7	8.1%	83.7%	40	6.9%	63.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	7.0%	90.7%	56	9.6%	73.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	4.7%	95.3%	76	13.1%	86.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	95.3%	35	6.0%	92.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	3.5%	98.8%	21	3.6%	95.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	1.2%	100.0	6	1.0%	96.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.9%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.9%	98.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	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
Tot. Counts:	581			86			581			26		

Notes:

Total Records Reported by this PSAP: 661
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 661

Fractile 911 Call Response Time Distribution

Westport Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1865	98.6%	98.6%	1	0.3%	0.3%	124	6.6%	6.6%	59	78.7%	78.7%
<= 0m 20s	25	1.3%	99.9%	54	15.1%	15.4%	238	12.6%	19.1%	2	2.7%	81.3%
<= 0m 30s	1	0.1%	100.0	163	45.7%	61.1%	251	13.3%	32.4%	1	1.3%	82.7%
<= 0m 40s	0	0.0%	100.0	81	22.7%	83.8%	290	15.3%	47.8%	0	0.0%	82.7%
<= 0m 50s	0	0.0%	100.0	29	8.1%	91.9%	199	10.5%	58.3%	0	0.0%	82.7%
<= 1m 0s	0	0.0%	100.0	9	2.5%	94.4%	165	8.7%	67.0%	0	0.0%	82.7%
<= 1m 30s	0	0.0%	100.0	15	4.2%	98.6%	312	16.5%	83.5%	0	0.0%	82.7%
<= 2m 0s	0	0.0%	100.0	2	0.6%	99.2%	142	7.5%	91.0%	0	0.0%	82.7%
<= 2m 30s	0	0.0%	100.0	1	0.3%	99.4%	61	3.2%	94.2%	0	0.0%	82.7%
<= 3m 0s	0	0.0%	100.0	2	0.6%	100.0	27	1.4%	95.7%	0	0.0%	82.7%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	23	1.2%	96.9%	0	0.0%	82.7%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.6%	97.5%	0	0.0%	82.7%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	97.8%	0	0.0%	82.7%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	98.1%	0	0.0%	82.7%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.7%	98.9%	0	0.0%	82.7%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.5%	99.4%	0	0.0%	82.7%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.6%	0	0.0%	82.7%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.9%	0	0.0%	82.7%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	82.7%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	82.7%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	82.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	82.7%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	82.7%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	82.7%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	82.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	82.7%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	82.7%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	82.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	82.7%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	13	17.3%	100.0
Tot. Counts:	1,891			357			1,891			75		

Notes:

Total Records Reported by this PSAP: 2133
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 2133

Fractile 911 Call Response Time Distribution

Wethersfield Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2317	97.3%	97.3%	0	0.0%	0.0%	314	13.2%	13.2%	66	93.0%	93.0%
<= 0m 20s	60	2.5%	99.8%	100	17.0%	17.0%	334	14.0%	27.2%	2	2.8%	95.8%
<= 0m 30s	4	0.2%	100.0	141	23.9%	40.9%	336	14.1%	41.3%	3	4.2%	100.0
<= 0m 40s	0	0.0%	100.0	135	22.9%	63.8%	336	14.1%	55.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	77	13.1%	76.9%	261	11.0%	66.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	56	9.5%	86.4%	192	8.1%	74.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	65	11.0%	97.5%	363	15.2%	89.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	9	1.5%	99.0%	129	5.4%	95.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.7%	99.7%	45	1.9%	97.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.3%	100.0	18	0.8%	97.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	15	0.6%	98.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.5%	98.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	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	1	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,381			589			2,381			71		

Notes:

Total Records Reported by this PSAP: 2700
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 2700

Fractile 911 Call Response Time Distribution

Willimantic Switchboard Fire Chiefs Assoc.

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3570	99.7%	99.7%	0	0.0%	0.0%	638	17.8%	17.8%	136	100.0%	100.0
<= 0m 20s	10	0.3%	99.9%	98	18.0%	18.0%	435	12.1%	30.0%	0	0.0%	100.0
<= 0m 30s	2	0.1%	100.0	222	40.8%	58.8%	461	12.9%	42.8%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	108	19.9%	78.7%	499	13.9%	56.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	57	10.5%	89.2%	341	9.5%	66.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	22	4.0%	93.2%	257	7.2%	73.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	20	3.7%	96.9%	483	13.5%	86.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	7	1.3%	98.2%	191	5.3%	92.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	7	1.3%	99.4%	86	2.4%	94.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.6%	56	1.6%	96.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.4%	100.0	25	0.7%	96.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	25	0.7%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	18	0.5%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.4%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.6%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.3%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	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	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	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	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
Tot. Counts:	3,582			544			3,582			136		

Notes:

Total Records Reported by this PSAP: 4196
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 4196

Fractile 911 Call Response Time Distribution

Wilton Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1273	98.8%	98.8%	0	0.0%	0.0%	150	11.6%	11.6%	60	93.8%	93.8%
<= 0m 20s	15	1.2%	99.9%	38	9.6%	9.6%	169	13.1%	24.7%	3	4.7%	98.4%
<= 0m 30s	1	0.1%	100.0	92	23.3%	32.9%	146	11.3%	36.1%	1	1.6%	100.0
<= 0m 40s	0	0.0%	100.0	104	26.3%	59.2%	162	12.6%	48.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	63	15.9%	75.2%	112	8.7%	57.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	37	9.4%	84.6%	99	7.7%	65.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	43	10.9%	95.4%	195	15.1%	80.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	13	3.3%	98.7%	103	8.0%	88.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.3%	99.0%	55	4.3%	92.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.5%	99.5%	24	1.9%	94.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.5%	13	1.0%	95.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.3%	99.7%	13	1.0%	96.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	6	0.5%	96.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.7%	7	0.5%	97.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.3%	100.0	16	1.2%	98.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.7%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	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	2	0.2%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	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
Tot. Counts:	1,289			395			1,289			64		

Notes:

Total Records Reported by this PSAP: 1575
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1575

Fractile 911 Call Response Time Distribution

Windsor Locks Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1130	97.8%	97.8%	1	0.3%	0.3%	88	7.6%	7.6%	22	84.6%	84.6%
<= 0m 20s	22	1.9%	99.7%	21	6.0%	6.3%	158	13.7%	21.3%	1	3.8%	88.5%
<= 0m 30s	4	0.3%	100.0	90	25.7%	32.0%	147	12.7%	34.0%	3	11.5%	100.0
<= 0m 40s	0	0.0%	100.0	63	18.0%	50.0%	160	13.8%	47.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	44	12.6%	62.6%	116	10.0%	57.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	42	12.0%	74.6%	84	7.3%	65.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	72	20.6%	95.1%	234	20.2%	85.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	10	2.9%	98.0%	86	7.4%	92.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.9%	98.9%	24	2.1%	94.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.6%	99.4%	15	1.3%	96.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.3%	99.7%	17	1.5%	97.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	8	0.7%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	6	0.5%	98.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.7%	2	0.2%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.3%	100.0	6	0.5%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	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	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
Tot. Counts:	1,156			350			1,156			26		

Notes:

Total Records Reported by this PSAP: 1259
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1259

Fractile 911 Call Response Time Distribution

Windsor Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2307	98.0%	98.0%	0	0.0%	0.0%	216	9.2%	9.2%	70	90.9%	90.9%
<= 0m 20s	40	1.7%	99.7%	63	29.9%	29.9%	249	10.6%	19.8%	1	1.3%	92.2%
<= 0m 30s	6	0.3%	100.0	85	40.3%	70.1%	266	11.3%	31.1%	6	7.8%	100.0
<= 0m 40s	0	0.0%	100.0	40	19.0%	89.1%	269	11.4%	42.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	5	2.4%	91.5%	186	7.9%	50.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	4.3%	95.7%	145	6.2%	56.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	3.3%	99.1%	312	13.3%	69.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.9%	100.0	200	8.5%	78.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	145	6.2%	84.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	123	5.2%	89.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	87	3.7%	93.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	58	2.5%	95.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	30	1.3%	97.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.6%	97.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.7%	98.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.8%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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	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
Tot. Counts:	2,353			211			2,353			77		

Notes:

Total Records Reported by this PSAP: 2701
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 2701

Fractile 911 Call Response Time Distribution

Winsted Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	803	96.5%	96.5%	0	0.0%	0.0%	68	8.2%	8.2%	22	88.0%	88.0%
<= 0m 20s	27	3.2%	99.8%	3	6.0%	6.0%	67	8.1%	16.2%	0	0.0%	88.0%
<= 0m 30s	2	0.2%	100.0	11	22.0%	28.0%	67	8.1%	24.3%	3	12.0%	100.0
<= 0m 40s	0	0.0%	100.0	16	32.0%	60.0%	62	7.5%	31.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	14	28.0%	88.0%	51	6.1%	37.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	6.0%	94.0%	61	7.3%	45.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	2	4.0%	98.0%	130	15.6%	60.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	98.0%	84	10.1%	70.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.0%	51	6.1%	77.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.0%	38	4.6%	81.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.0%	37	4.4%	86.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.0%	20	2.4%	88.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.0%	24	2.9%	91.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	98.0%	15	1.8%	93.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	98.0%	22	2.6%	95.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	2.0%	100.0	14	1.7%	97.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	1.1%	98.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	98.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	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	2	0.2%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	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
Tot. Counts:	832			50			832			25		

Notes:

Total Records Reported by this PSAP: 948
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 948

Fractile 911 Call Response Time Distribution

Wolcott Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1210	96.3%	96.3%	0	0.0%	0.0%	70	5.6%	5.6%	36	90.0%	90.0%
<= 0m 20s	38	3.0%	99.4%	138	24.6%	24.6%	108	8.6%	14.2%	0	0.0%	90.0%
<= 0m 30s	7	0.6%	99.9%	192	34.2%	58.7%	113	9.0%	23.2%	4	10.0%	100.0
<= 0m 40s	1	0.1%	100.0	138	24.6%	83.3%	246	19.6%	42.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	57	10.1%	93.4%	220	17.5%	60.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	17	3.0%	96.4%	132	10.5%	70.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	15	2.7%	99.1%	214	17.0%	87.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.4%	99.5%	63	5.0%	92.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	99.8%	31	2.5%	95.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	19	1.5%	96.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	100.0	9	0.7%	97.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.7%	98.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	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	0.2%	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%	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
Tot. Counts:	1,256			562			1,256			40		

Notes:

Total Records Reported by this PSAP: 1411
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1411

Fractile 911 Call Response Time Distribution

Woodbridge Police Department

For Date Range From 7/1/2013 To 9/30/2013

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	931	97.7%	97.7%	20	6.1%	6.1%	45	4.7%	4.7%	13	61.9%	61.9%
<= 0m 20s	22	2.3%	100.0	156	47.9%	54.0%	61	6.4%	11.1%	3	14.3%	76.2%
<= 0m 30s	0	0.0%	100.0	98	30.1%	84.0%	100	10.5%	21.6%	5	23.8%	100.0
<= 0m 40s	0	0.0%	100.0	27	8.3%	92.3%	123	12.9%	34.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	7	2.1%	94.5%	117	12.3%	46.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	1.8%	96.3%	87	9.1%	55.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	1.8%	98.2%	210	22.0%	78.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.6%	98.8%	103	10.8%	88.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.3%	99.1%	46	4.8%	93.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.6%	99.7%	21	2.2%	95.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	13	1.4%	97.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	4	0.4%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	2	0.2%	97.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.3%	100.0	4	0.4%	98.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	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	0	0.0%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	953			326			953			21		

Notes:

Total Records Reported by this PSAP: 1025
 Number of Records not Processed due to Bad 0
 Total Records Analyzed: 1025