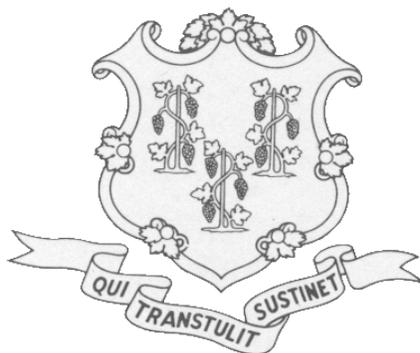


**Department of Emergency Services and
Public Protection
Division of Statewide Emergency
Telecommunications**

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



October - December 2015

E9-1-1 TOTAL CALL COUNT REPORT 4th QUARTER 2015

Executive Summary

All 83 legacy E9-1-1 PSAPs submitted an E9-1-1 Total Call Report for the fourth quarter of 2015. There is no data available for the PSAPs that cutover to NG9-1-1 prior to October 1st (Avon PD, Berlin PD, Clinton ECC, CSP A, CSP B, CSP E, Enfield ECC, Fairfield ECC, Meriden PD, Middletown Central Communications, New Britain ERC, New Haven ERC, Newington PD, Norwalk PD, Ridgefield PD, Shelton PD, Stratford ECC, Valley Shore ECC, West Haven ERS, Wilton PD, and Wolcott PD), Total Call Count Reports will not be available for the NG9-1-1 PSAPs until a future revision of the XMIS software is installed later this year.

Two PSAPs did not achieve the State standard that requires that 90% of all 9-1-1 calls received by the PSAP be answered in ten seconds or less. Bridgeport Public Safety Communications Center answered 89.3% of 9-1-1 calls in 10 sec. of receipt and Stamford Emergency Communications Center answered 89.4% of 9-1-1 calls in 10 sec. of receipt.

The statewide average for all legacy E9-1-1 PSAPs during the fourth quarter was 96.5%.

Percent of 9-1-1 Calls Answered in 10 Seconds 4th Quarter 2015							
New Milford PD	99.9%	East Hartford PD	99.0%	Plainville PD	97.6%	CSP Troop H	93.5%
NWCTPSECC	99.9%	North Haven PD	99.0%	Windsor PD	97.6%	CSP Troop G	93.1%
Willimantic ECC	99.9%	East Haven FD	98.9%	Granby PD	97.4%	Hartford ECC	93.0%
Groton ECC	99.8%	Cheshire PD	98.8%	Canton PD	97.2%	Waterbury PD	92.9%
CSP BIA	99.6%	Tolland County ECC	98.8%	CSP Troop L	96.8%	Stamford ECC	89.4%
Wallingford PD	99.6%	Watertown PD	98.8%	Seymour PD	96.8%	Bridgeport PSCC	89.3%
West Hartford PD	99.6%	Trumbull PD	98.7%	Monroe PD	96.6%	Avon PD	NG9-1-1
Brookfield PD	99.5%	East Lyme ECC	98.6%	New Fairfield ECC	96.6%	Berlin PD	NG9-1-1
Madison PD	99.5%	Newtown ECC	98.6%	All PSAPs	96.5%	Clinton ECC	NG9-1-1
Greenwich PD	99.4%	New London PD	98.5%	Darien PD	96.4%	CSP Troop A	NG9-1-1
Plymouth PD	99.4%	Hamden ECC	98.4%	Thomaston PD	96.3%	CSP Troop B	NG9-1-1
Quinebaug Valley ECC	99.4%	Norwich PD	98.4%	Winsted PD	96.2%	CSP Troop E	NG9-1-1
Stonington PD	99.4%	Bloomfield PD	98.3%	Montville ECC	96.1%	Enfield ECC	NG9-1-1
Branford PD	99.3%	Wethersfield PD	98.3%	Vernon PD	96.0%	Fairfield ECC	NG9-1-1
Bristol PD	99.3%	Naugatuck PD	98.2%	Derby PD	95.9%	Meriden PD	NG9-1-1
Colchester ECC	99.3%	Ledyard ECC	98.0%	North Branford PD	95.9%	Middletown FD	NG9-1-1
LCD	99.3%	Orange PD	98.0%	Putnam PD	95.8%	New Britain ERC	NG9-1-1
Manchester PD	99.3%	Windsor Locks PD	98.0%	Rocky Hill PD	95.7%	New Haven ERC	NG9-1-1
Milford PD	99.3%	Cromwell PD	97.9%	New Canaan PD	95.5%	Newington PD	NG9-1-1
South Windsor PD	99.3%	Easton PD	97.9%	Southbury Public Safety	95.5%	Norwalk PD	NG9-1-1
Waterford ECC	99.3%	Old Saybrook PD	97.9%	Woodbridge PD	95.5%	Ridgefield PD	NG9-1-1
Bethel PD	99.2%	Ansonia PD	97.8%	CSP Troop I	95.3%	Stratford PD	NG9-1-1
Glastonbury PD	99.2%	East Windsor PD	97.8%	Suffield PD	95.1%	Shelton PD	NG9-1-1
Southington PD	99.1%	Westport PD	97.8%	Guilford ECC	94.5%	Valley Shore ECC	NG9-1-1
UCONN PD	99.1%	Simsbury PD	97.7%	Redding ECC	94.4%	West Haven ERS	NG9-1-1
Western CT ECC	99.1%	Farmington PD	97.6%	Weston ECC	93.8%	Wilton PD	NG9-1-1
						Wolcott PD	NG9-1-1

Fractile 911 Call Response Time Distribution

-- ALL PSAPs - SUMMARY --

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	338764	95.6%	95.6%	2755	3.0%	3.0%	42024	11.9%	11.9%	14734	80.9%	81.2%
<= 0m 20s	13407	3.8%	99.4%	32678	36.1%	39.2%	39874	11.2%	23.1%	840	4.6%	85.9%
<= 0m 30s	1958	0.6%	99.9%	25910	28.6%	67.8%	44419	12.5%	35.6%	1936	10.6%	96.5%
<= 0m 40s	100	0.0%	99.9%	12623	14.0%	81.8%	44228	12.5%	48.1%	27	0.1%	96.6%
<= 0m 50s	48	0.0%	99.9%	5845	6.5%	88.2%	29421	8.3%	56.4%	13	0.1%	96.7%
<= 1m 0s	23	0.0%	100.0	3496	3.9%	92.1%	22692	6.4%	62.8%	6	0.0%	96.7%
<= 1m 30s	27	0.0%	100.0	4594	5.1%	97.2%	48835	13.8%	76.6%	15	0.1%	96.8%
<= 2m 0s	5	0.0%	100.0	1309	1.4%	98.6%	29298	8.3%	84.9%	5	0.0%	96.8%
<= 2m 30s	4	0.0%	100.0	568	0.6%	99.2%	17478	4.9%	89.8%	2	0.0%	96.9%
<= 3m 0s	3	0.0%	100.0	271	0.3%	99.5%	10368	2.9%	92.7%	3	0.0%	96.9%
<= 3m 30s	0	0.0%	100.0	135	0.1%	99.7%	6584	1.9%	94.6%	5	0.0%	96.9%
<= 4m 0s	0	0.0%	100.0	79	0.1%	99.8%	4547	1.3%	95.9%	2	0.0%	96.9%
<= 4m 30s	2	0.0%	100.0	41	0.0%	99.8%	3131	0.9%	96.7%	4	0.0%	96.9%
<= 5m 0s	0	0.0%	100.0	25	0.0%	99.9%	2297	0.6%	97.4%	0	0.0%	96.9%
<= 6m 0s	0	0.0%	100.0	42	0.0%	99.9%	2985	0.8%	98.2%	2	0.0%	96.9%
<= 7m 0s	1	0.0%	100.0	15	0.0%	99.9%	1875	0.5%	98.8%	3	0.0%	97.0%
<= 8m 0s	0	0.0%	100.0	13	0.0%	99.9%	1302	0.4%	99.1%	4	0.0%	97.0%
<= 9m 0s	0	0.0%	100.0	5	0.0%	99.9%	902	0.3%	99.4%	5	0.0%	97.0%
<= 10m 0s	0	0.0%	100.0	3	0.0%	99.9%	557	0.2%	99.5%	1	0.0%	97.0%
<= 11m 0s	11	0.0%	100.0	1	0.0%	99.9%	392	0.1%	99.6%	5	0.0%	97.0%
<= 12m 0s	0	0.0%	100.0	1	0.0%	99.9%	294	0.1%	99.7%	2	0.0%	97.1%
<= 13m 0s	1	0.0%	100.0	0	0.0%	99.9%	182	0.1%	99.8%	0	0.0%	97.1%
<= 14m 0s	0	0.0%	100.0	0	0.0%	99.9%	137	0.0%	99.8%	0	0.0%	97.1%
<= 15m 0s	0	0.0%	100.0	1	0.0%	99.9%	109	0.0%	99.8%	4	0.0%	97.1%
<= 16m 0s	2	0.0%	100.0	0	0.0%	99.9%	69	0.0%	99.9%	5	0.0%	97.1%
<= 17m 0s	0	0.0%	100.0	0	0.0%	99.9%	66	0.0%	99.9%	2	0.0%	97.1%
<= 18m 0s	0	0.0%	100.0	0	0.0%	99.9%	46	0.0%	99.9%	3	0.0%	97.1%
<= 19m 0s	0	0.0%	100.0	0	0.0%	99.9%	41	0.0%	99.9%	2	0.0%	97.1%
<= 20m 0s	0	0.0%	100.0	0	0.0%	99.9%	24	0.0%	99.9%	1	0.0%	97.2%
>= 20m 0s	60	0.0%	100.0	36	0.0%	100.0	244	0.1%	100.0	388	2.1%	99.3%

Tot. Counts: 354,416

90,446

354,421

18,019

Notes:

Fractile 911 Call Response Time Distribution

Ansonia Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1389	97.8%	97.8%	0	0.0%	0.0%	96	6.8%	6.8%	31	86.1%	86.1%
<= 0m 20s	31	2.2%	100.0	48	8.4%	8.4%	96	6.8%	13.5%	2	5.6%	91.7%
<= 0m 30s	0	0.0%	100.0	131	22.8%	31.2%	110	7.7%	21.3%	3	8.3%	100.0
<= 0m 40s	0	0.0%	100.0	147	25.6%	56.8%	153	10.8%	32.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	114	19.9%	76.7%	178	12.5%	44.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	55	9.6%	86.2%	167	11.8%	56.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	66	11.5%	97.7%	320	22.5%	78.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	8	1.4%	99.1%	157	11.1%	89.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.7%	99.8%	66	4.6%	94.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	29	2.0%	96.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	10	0.7%	97.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	8	0.6%	97.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	12	0.8%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	100.0	2	0.1%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.6%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	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%	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: 1,420

574

1,420

36

Notes:

Total Records Reported by this PSAP: 1540
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1540

Fractile 911 Call Response Time Distribution

Bethel Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1346	99.2%	99.2%	0	0.0%	0.0%	107	7.9%	7.9%	33	100.0%	100.0
<= 0m 20s	11	0.8%	100.0	30	17.8%	17.8%	138	10.2%	18.1%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	61	36.1%	53.8%	106	7.8%	25.9%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	31	18.3%	72.2%	163	12.0%	37.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	24	14.2%	86.4%	152	11.2%	49.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	5.3%	91.7%	118	8.7%	57.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	5.3%	97.0%	285	21.0%	78.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.2%	98.2%	143	10.5%	89.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	98.8%	67	4.9%	94.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.6%	99.4%	28	2.1%	96.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	13	1.0%	97.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	11	0.8%	98.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	3	0.2%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.4%	6	0.4%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.6%	100.0	7	0.5%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	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: 1,357

169

1,357

33

Notes:

Total Records Reported by this PSAP: 1505
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1505

Fractile 911 Call Response Time Distribution

Bloomfield Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2541	98.3%	98.3%	30	3.5%	3.5%	305	11.8%	11.8%	117	93.6%	93.6%
<= 0m 20s	39	1.5%	99.8%	36	4.2%	7.7%	344	13.3%	25.1%	4	3.2%	96.8%
<= 0m 30s	4	0.2%	100.0	116	13.5%	21.1%	204	7.9%	33.0%	4	3.2%	100.0
<= 0m 40s	0	0.0%	100.0	134	15.5%	36.7%	219	8.5%	41.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	175	20.3%	57.0%	205	7.9%	49.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	132	15.3%	72.3%	220	8.5%	57.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	180	20.9%	93.2%	572	22.1%	80.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	42	4.9%	98.0%	263	10.2%	90.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	12	1.4%	99.4%	110	4.3%	94.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	5	0.6%	100.0	54	2.1%	96.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	19	0.7%	97.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.6%	97.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.4%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.3%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.4%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	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	3	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	1	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0

Tot. Counts: 2,584

862

2,584

125

Notes:

Total Records Reported by this PSAP: 3039
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 3039

Fractile 911 Call Response Time Distribution

Branford Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2309	99.3%	99.3%	0	0.0%	0.0%	142	6.1%	6.1%	56	82.4%	82.4%
<= 0m 20s	15	0.6%	100.0	69	29.7%	29.7%	214	9.2%	15.3%	3	4.4%	86.8%
<= 0m 30s	0	0.0%	100.0	79	34.1%	63.8%	244	10.5%	25.8%	0	0.0%	86.8%
<= 0m 40s	1	0.0%	100.0	40	17.2%	81.0%	283	12.2%	38.0%	1	1.5%	88.2%
<= 0m 50s	0	0.0%	100.0	14	6.0%	87.1%	249	10.7%	48.7%	0	0.0%	88.2%
<= 1m 0s	0	0.0%	100.0	11	4.7%	91.8%	203	8.7%	57.4%	0	0.0%	88.2%
<= 1m 30s	0	0.0%	100.0	13	5.6%	97.4%	481	20.7%	78.1%	0	0.0%	88.2%
<= 2m 0s	0	0.0%	100.0	2	0.9%	98.3%	206	8.9%	87.0%	0	0.0%	88.2%
<= 2m 30s	0	0.0%	100.0	3	1.3%	99.6%	108	4.6%	91.6%	0	0.0%	88.2%
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.6%	65	2.8%	94.4%	0	0.0%	88.2%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.6%	24	1.0%	95.4%	0	0.0%	88.2%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.6%	19	0.8%	96.3%	0	0.0%	88.2%
<= 4m 30s	0	0.0%	100.0	1	0.4%	100.0	22	0.9%	97.2%	0	0.0%	88.2%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.6%	97.8%	0	0.0%	88.2%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.9%	98.7%	0	0.0%	88.2%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	99.1%	0	0.0%	88.2%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.4%	0	0.0%	88.2%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.6%	0	0.0%	88.2%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.6%	0	0.0%	88.2%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	88.2%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.9%	1	1.5%	89.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	89.7%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	89.7%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	89.7%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	89.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	89.7%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	89.7%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	89.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	89.7%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	7	10.3%	100.0

Tot. Counts: 2,325

232

2,325

68

Notes:

Total Records Reported by this PSAP: 2572
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2572

Fractile 911 Call Response Time Distribution

Bristol Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5305	99.3%	99.3%	0	0.0%	0.0%	421	7.9%	7.9%	185	98.4%	98.4%
<= 0m 20s	31	0.6%	99.9%	23	12.8%	12.8%	484	9.1%	16.9%	3	1.6%	100.0
<= 0m 30s	3	0.1%	100.0	60	33.3%	46.1%	405	7.6%	24.5%	0	0.0%	100.0
<= 0m 40s	1	0.0%	100.0	42	23.3%	69.4%	392	7.3%	31.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	20	11.1%	80.6%	308	5.8%	37.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	7.2%	87.8%	271	5.1%	42.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	5.0%	92.8%	687	12.9%	55.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	3.3%	96.1%	583	10.9%	66.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	96.7%	471	8.8%	75.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.6%	97.2%	418	7.8%	83.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	1.1%	98.3%	289	5.4%	88.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.6%	98.9%	163	3.1%	91.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.6%	99.4%	106	2.0%	93.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.6%	100.0	74	1.4%	95.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	89	1.7%	96.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	62	1.2%	97.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	37	0.7%	98.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	29	0.5%	99.0%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.3%	99.3%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.2%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0

Tot. Counts: 5,340

180

5,340

188

Notes:

Total Records Reported by this PSAP: 6172
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 6172

Fractile 911 Call Response Time Distribution

Brookfield Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1023	99.5%	99.5%	0	0.0%	0.0%	42	4.1%	4.1%	29	90.6%	90.6%
<= 0m 20s	5	0.5%	100.0	15	9.3%	9.3%	114	11.1%	15.2%	2	6.3%	96.9%
<= 0m 30s	0	0.0%	100.0	62	38.5%	47.8%	116	11.3%	26.5%	1	3.1%	100.0
<= 0m 40s	0	0.0%	100.0	39	24.2%	72.0%	198	19.3%	45.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	24	14.9%	87.0%	135	13.1%	58.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	3.7%	90.7%	128	12.5%	71.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	5.6%	96.3%	170	16.5%	87.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.2%	97.5%	59	5.7%	93.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.2%	98.8%	31	3.0%	96.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	1.2%	100.0	16	1.6%	98.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	98.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	99.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	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: 1,028

161

1,028

32

Notes:

Total Records Reported by this PSAP: 1114
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1114

Fractile 911 Call Response Time Distribution

Cheshire Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1461	98.8%	98.8%	0	0.0%	0.0%	160	10.8%	10.8%	48	96.0%	96.0%
<= 0m 20s	18	1.2%	100.0	24	5.1%	5.1%	178	12.0%	22.9%	0	0.0%	96.0%
<= 0m 30s	0	0.0%	100.0	124	26.4%	31.5%	184	12.4%	35.3%	2	4.0%	100.0
<= 0m 40s	0	0.0%	100.0	158	33.6%	65.1%	229	15.5%	50.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	83	17.7%	82.8%	159	10.8%	61.5%	0	0.0%	100.0
<= 1m 00s	0	0.0%	100.0	40	8.5%	91.3%	156	10.5%	72.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	25	5.3%	96.6%	239	16.2%	88.2%	0	0.0%	100.0
<= 2m 00s	0	0.0%	100.0	9	1.9%	98.5%	85	5.7%	94.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.9%	99.4%	28	1.9%	95.9%	0	0.0%	100.0
<= 3m 00s	0	0.0%	100.0	1	0.2%	99.6%	21	1.4%	97.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.8%	13	0.9%	98.2%	0	0.0%	100.0
<= 4m 00s	0	0.0%	100.0	1	0.2%	100.0	1	0.1%	98.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.4%	0	0.0%	100.0
<= 5m 00s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	98.7%	0	0.0%	100.0
<= 6m 00s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	99.1%	0	0.0%	100.0
<= 7m 00s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.3%	0	0.0%	100.0
<= 8m 00s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.5%	0	0.0%	100.0
<= 9m 00s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.7%	0	0.0%	100.0
<= 10m 00s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 11m 00s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 12m 00s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 00s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 00s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 00s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 00s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 00s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 00s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 00s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 20m 00s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 00s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,479			470			1,479			50		

Notes:

Total Records Reported by this PSAP: 1730
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1730

Fractile 911 Call Response Time Distribution

Colchester Emergency Comm. Center

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3534	99.3%	99.3%	38	2.9%	2.9%	299	8.4%	8.4%	70	73.7%	73.7%
<= 0m 20s	23	0.6%	99.9%	241	18.6%	21.5%	330	9.3%	17.7%	2	2.1%	75.8%
<= 0m 30s	3	0.1%	100.0	526	40.5%	62.0%	415	11.7%	29.3%	2	2.1%	77.9%
<= 0m 40s	0	0.0%	100.0	300	23.1%	85.1%	643	18.1%	47.4%	0	0.0%	77.9%
<= 0m 50s	0	0.0%	100.0	95	7.3%	92.4%	447	12.6%	59.9%	0	0.0%	77.9%
<= 1m 0s	0	0.0%	100.0	34	2.6%	95.1%	312	8.8%	68.7%	0	0.0%	77.9%
<= 1m 30s	0	0.0%	100.0	37	2.9%	97.9%	514	14.4%	83.1%	0	0.0%	77.9%
<= 2m 0s	0	0.0%	100.0	15	1.2%	99.1%	241	6.8%	89.9%	0	0.0%	77.9%
<= 2m 30s	0	0.0%	100.0	3	0.2%	99.3%	103	2.9%	92.8%	0	0.0%	77.9%
<= 3m 0s	0	0.0%	100.0	2	0.2%	99.5%	65	1.8%	94.6%	0	0.0%	77.9%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.5%	36	1.0%	95.6%	0	0.0%	77.9%
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.5%	36	1.0%	96.7%	0	0.0%	77.9%
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.6%	19	0.5%	97.2%	0	0.0%	77.9%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.6%	16	0.4%	97.6%	0	0.0%	77.9%
<= 6m 0s	0	0.0%	100.0	1	0.1%	99.7%	23	0.6%	98.3%	0	0.0%	77.9%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.7%	16	0.4%	98.7%	1	1.1%	78.9%
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.7%	6	0.2%	98.9%	0	0.0%	78.9%
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.7%	4	0.1%	99.0%	0	0.0%	78.9%
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.7%	6	0.2%	99.2%	0	0.0%	78.9%
<= 11m 0s	0	0.0%	100.0	1	0.1%	99.8%	10	0.3%	99.5%	0	0.0%	78.9%
<= 12m 0s	0	0.0%	100.0	0	0.0%	99.8%	2	0.1%	99.5%	0	0.0%	78.9%
<= 13m 0s	0	0.0%	100.0	0	0.0%	99.8%	2	0.1%	99.6%	0	0.0%	78.9%
<= 14m 0s	0	0.0%	100.0	0	0.0%	99.8%	4	0.1%	99.7%	0	0.0%	78.9%
<= 15m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.7%	0	0.0%	78.9%
<= 16m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.0%	99.7%	1	1.1%	80.0%
<= 17m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.7%	0	0.0%	80.0%
<= 18m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.0%	99.7%	0	0.0%	80.0%
<= 19m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.7%	0	0.0%	80.0%
<= 20m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.7%	0	0.0%	80.0%
>= 20m 0s	0	0.0%	100.0	3	0.2%	100.0	9	0.3%	100.0	19	20.0%	100.0

Tot. Counts: 3,560

1,298

3,560

95

Notes:

Total Records Reported by this PSAP: 3933
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 3933

Fractile 911 Call Response Time Distribution

Connecticut State Police Bradley International Airport

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	533	99.6%	99.6%	0	0.0%	0.0%	86	16.1%	16.1%	14	82.4%	82.4%
<= 0m 20s	2	0.4%	100.0	17	13.7%	13.7%	114	21.3%	37.4%	1	5.9%	88.2%
<= 0m 30s	0	0.0%	100.0	48	38.7%	52.4%	69	12.9%	50.3%	2	11.8%	100.0
<= 0m 40s	0	0.0%	100.0	33	26.6%	79.0%	88	16.4%	66.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	10	8.1%	87.1%	59	11.0%	77.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	5.6%	92.7%	33	6.2%	83.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	3.2%	96.0%	39	7.3%	91.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	3.2%	99.2%	19	3.6%	94.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.2%	8	1.5%	96.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.8%	100.0	5	0.9%	97.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	97.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.6%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.6%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0

Tot. Counts: 535

124

535

17

Notes:

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

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop G

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	40207	93.1%	93.1%	53	0.3%	0.3%	10832	25.1%	25.1%	2477	82.5%	82.5%
<= 0m 20s	2557	5.9%	99.0%	9846	54.9%	55.2%	4944	11.4%	36.5%	170	5.7%	88.1%
<= 0m 30s	387	0.9%	99.9%	5614	31.3%	86.5%	9369	21.7%	58.2%	355	11.8%	99.9%
<= 0m 40s	19	0.0%	100.0	1558	8.7%	95.2%	8491	19.7%	77.9%	2	0.1%	100.0
<= 0m 50s	7	0.0%	100.0	436	2.4%	97.6%	3708	8.6%	86.5%	0	0.0%	100.0
<= 1m 0s	2	0.0%	100.0	196	1.1%	98.7%	1992	4.6%	91.1%	0	0.0%	100.0
<= 1m 30s	1	0.0%	100.0	158	0.9%	99.6%	2426	5.6%	96.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	43	0.2%	99.9%	720	1.7%	98.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	10	0.1%	99.9%	268	0.6%	99.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	5	0.0%	99.9%	137	0.3%	99.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.0%	99.9%	86	0.2%	99.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	3	0.0%	100.0	49	0.1%	99.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.0%	100.0	33	0.1%	99.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.0%	100.0	20	0.0%	99.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	3	0.0%	100.0	30	0.1%	99.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.0%	99.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.0%	100.0	15	0.0%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0

Tot. Counts: 43,180

17,929

43,182

3,004

Notes:

Total Records Reported by this PSAP: 52380
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 52380

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop L

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4115	96.8%	96.8%	5	0.2%	0.2%	295	6.9%	6.9%	96	85.7%	85.7%
<= 0m 20s	121	2.8%	99.6%	1070	48.5%	48.8%	303	7.1%	14.1%	5	4.5%	90.2%
<= 0m 30s	16	0.4%	100.0	786	35.6%	84.4%	1021	24.0%	38.1%	11	9.8%	100.0
<= 0m 40s	0	0.0%	100.0	209	9.5%	93.9%	879	20.7%	58.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	61	2.8%	96.6%	447	10.5%	69.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	24	1.1%	97.7%	287	6.7%	76.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	31	1.4%	99.1%	426	10.0%	86.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	9	0.4%	99.5%	214	5.0%	91.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.1%	99.6%	94	2.2%	93.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	0.2%	99.8%	83	2.0%	95.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.0%	99.9%	46	1.1%	96.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.0%	99.9%	44	1.0%	97.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.0%	100.0	20	0.5%	97.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.4%	98.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	25	0.6%	98.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.4%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	1	0.0%	100.0	5	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	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%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0

Tot. Counts: 4,252

2,205

4,252

112

Notes:

Total Records Reported by this PSAP: 4607
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4607

Fractile 911 Call Response Time Distribution

Cromwell Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1277	97.9%	97.9%	0	0.0%	0.0%	77	5.9%	5.9%	28	93.3%	93.3%
<= 0m 20s	25	1.9%	99.8%	230	34.0%	34.0%	85	6.5%	12.4%	1	3.3%	96.7%
<= 0m 30s	3	0.2%	100.0	223	32.9%	66.9%	155	11.9%	24.3%	1	3.3%	100.0
<= 0m 40s	0	0.0%	100.0	123	18.2%	85.1%	198	15.2%	39.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	52	7.7%	92.8%	145	11.1%	50.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	24	3.5%	96.3%	108	8.3%	58.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	15	2.2%	98.5%	231	17.7%	76.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.6%	99.1%	130	10.0%	86.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.1%	99.3%	78	6.0%	92.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.4%	32	2.5%	94.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.6%	19	1.5%	96.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.7%	10	0.8%	97.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	8	0.6%	97.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.1%	99.9%	8	0.6%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.9%	5	0.4%	98.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.1%	100.0	7	0.5%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	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%	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: 1,305

677

1,305

30

Notes:

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

Fractile 911 Call Response Time Distribution

Darien Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1163	96.4%	96.4%	0	0.0%	0.0%	75	6.2%	6.2%	44	80.0%	80.0%
<= 0m 20s	38	3.2%	99.6%	50	11.1%	11.1%	134	11.1%	17.3%	2	3.6%	83.6%
<= 0m 30s	4	0.3%	99.9%	120	26.7%	37.9%	129	10.7%	28.0%	9	16.4%	100.0
<= 0m 40s	1	0.1%	100.0	92	20.5%	58.4%	176	14.6%	42.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	72	16.0%	74.4%	145	12.0%	54.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	49	10.9%	85.3%	115	9.5%	64.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	51	11.4%	96.7%	208	17.2%	81.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	10	2.2%	98.9%	101	8.4%	89.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.7%	99.6%	46	3.8%	93.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.6%	21	1.7%	95.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.4%	100.0	11	0.9%	96.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	14	1.2%	97.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	97.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	97.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	98.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	98.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	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	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	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: 1,206

449

1,206

55

Notes:

Total Records Reported by this PSAP: 1412
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1412

Fractile 911 Call Response Time Distribution

Derby Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1527	95.9%	95.9%	0	0.0%	0.0%	107	6.7%	6.7%	44	78.6%	78.6%
<= 0m 20s	59	3.7%	99.6%	177	26.1%	26.1%	161	10.1%	16.8%	2	3.6%	82.1%
<= 0m 30s	6	0.4%	100.0	243	35.8%	61.9%	189	11.9%	28.7%	10	17.9%	100.0
<= 0m 40s	0	0.0%	100.0	131	19.3%	81.1%	296	18.6%	47.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	56	8.2%	89.4%	192	12.1%	59.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	31	4.6%	94.0%	171	10.7%	70.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	20	2.9%	96.9%	256	16.1%	86.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	12	1.8%	98.7%	111	7.0%	93.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.4%	99.1%	54	3.4%	96.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.3%	25	1.6%	98.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	4	0.6%	99.9%	7	0.4%	98.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	100.0	14	0.9%	99.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	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: 1,592

679

1,592

56

Notes:

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

Fractile 911 Call Response Time Distribution

East Hartford Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5368	99.0%	99.0%	0	0.0%	0.0%	385	7.1%	7.1%	154	98.7%	98.7%
<= 0m 20s	54	1.0%	100.0	78	16.3%	16.3%	457	8.4%	15.5%	2	1.3%	100.0
<= 0m 30s	2	0.0%	100.0	215	45.0%	61.3%	430	7.9%	23.5%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	106	22.2%	83.5%	469	8.6%	32.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	36	7.5%	91.0%	324	6.0%	38.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	12	2.5%	93.5%	241	4.4%	42.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	18	3.8%	97.3%	607	11.2%	53.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	1.3%	98.5%	729	13.4%	67.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.8%	99.4%	628	11.6%	78.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.6%	374	6.9%	85.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.8%	215	4.0%	89.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	122	2.2%	91.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	90	1.7%	93.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	58	1.1%	94.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	82	1.5%	96.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	62	1.1%	97.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	48	0.9%	98.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	39	0.7%	98.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.3%	99.1%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.4%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0

Tot. Counts: 5,424

478

5,424

156

Notes:

Total Records Reported by this PSAP: 6147
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 6147

Fractile 911 Call Response Time Distribution

East Haven Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2540	98.9%	98.9%	9	2.5%	2.5%	127	4.9%	4.9%	43	100.0%	100.0
<= 0m 20s	15	0.6%	99.5%	115	32.5%	35.0%	128	5.0%	9.9%	0	0.0%	100.0
<= 0m 30s	3	0.1%	99.6%	125	35.3%	70.3%	152	5.9%	15.8%	0	0.0%	100.0
<= 0m 40s	2	0.1%	99.7%	53	15.0%	85.3%	224	8.7%	24.6%	0	0.0%	100.0
<= 0m 50s	3	0.1%	99.8%	22	6.2%	91.5%	185	7.2%	31.8%	0	0.0%	100.0
<= 1m 0s	2	0.1%	99.9%	11	3.1%	94.6%	164	6.4%	38.2%	0	0.0%	100.0
<= 1m 30s	2	0.1%	100.0	14	4.0%	98.6%	465	18.1%	56.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.6%	99.2%	345	13.4%	69.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.6%	99.7%	253	9.9%	79.6%	0	0.0%	100.0
<= 3m 0s	1	0.0%	100.0	1	0.3%	100.0	175	6.8%	86.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	112	4.4%	90.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	75	2.9%	93.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	42	1.6%	95.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	28	1.1%	96.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	37	1.4%	97.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.9%	98.7%	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	9	0.4%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	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	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	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: 2,568

354

2,568

43

Notes:

Total Records Reported by this PSAP: 2805
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2805

Fractile 911 Call Response Time Distribution

Farmington Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2656	97.6%	97.6%	0	0.0%	0.0%	157	5.8%	5.8%	94	94.0%	94.0%
<= 0m 20s	54	2.0%	99.6%	65	13.1%	13.1%	262	9.6%	15.4%	2	2.0%	96.0%
<= 0m 30s	10	0.4%	100.0	194	39.1%	52.2%	248	9.1%	24.5%	4	4.0%	100.0
<= 0m 40s	0	0.0%	100.0	97	19.6%	71.8%	359	13.2%	37.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	59	11.9%	83.7%	268	9.9%	47.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	35	7.1%	90.7%	211	7.8%	55.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	23	4.6%	95.4%	446	16.4%	71.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	7	1.4%	96.8%	338	12.4%	84.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	6	1.2%	98.0%	168	6.2%	90.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	0.8%	98.8%	80	2.9%	93.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.0%	40	1.5%	94.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.2%	23	0.8%	95.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	99.4%	35	1.3%	96.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.4%	16	0.6%	97.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	99.6%	20	0.7%	98.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.2%	99.8%	16	0.6%	98.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.2%	100.0	11	0.4%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	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	1	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	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	3	0.1%	100.0	0	0.0%	100.0

Tot. Counts: 2,720

496

2,720

100

Notes:

Total Records Reported by this PSAP: 2996
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2996

Fractile 911 Call Response Time Distribution

Glastonbury Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1939	99.2%	99.2%	4	1.3%	1.3%	96	4.9%	4.9%	33	97.1%	97.1%
<= 0m 20s	14	0.7%	99.9%	63	20.1%	21.3%	158	8.1%	13.0%	1	2.9%	100.0
<= 0m 30s	1	0.1%	100.0	135	43.0%	64.3%	237	12.1%	25.1%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	69	22.0%	86.3%	293	15.0%	40.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	28	8.9%	95.2%	208	10.6%	50.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	2.2%	97.5%	183	9.4%	60.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	1.3%	98.7%	401	20.5%	80.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.3%	99.0%	188	9.6%	90.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.6%	99.7%	80	4.1%	94.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.3%	100.0	37	1.9%	96.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	16	0.8%	97.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.6%	97.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.7%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	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: 1,954

314

1,954

34

Notes:

Total Records Reported by this PSAP: 2110
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2110

Fractile 911 Call Response Time Distribution

Greenwich Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4176	99.4%	99.4%	0	0.0%	0.0%	449	10.7%	10.7%	142	96.6%	96.6%
<= 0m 20s	22	0.5%	99.9%	32	9.8%	9.8%	517	12.3%	23.0%	1	0.7%	97.3%
<= 0m 30s	2	0.0%	100.0	98	30.1%	39.9%	409	9.7%	32.7%	2	1.4%	98.6%
<= 0m 40s	0	0.0%	100.0	92	28.2%	68.1%	483	11.5%	44.2%	0	0.0%	98.6%
<= 0m 50s	0	0.0%	100.0	49	15.0%	83.1%	432	10.3%	54.5%	0	0.0%	98.6%
<= 1m 0s	0	0.0%	100.0	18	5.5%	88.7%	377	9.0%	63.5%	0	0.0%	98.6%
<= 1m 30s	0	0.0%	100.0	27	8.3%	96.9%	711	16.9%	80.4%	0	0.0%	98.6%
<= 2m 0s	0	0.0%	100.0	7	2.1%	99.1%	352	8.4%	88.8%	0	0.0%	98.6%
<= 2m 30s	0	0.0%	100.0	2	0.6%	99.7%	158	3.8%	92.5%	0	0.0%	98.6%
<= 3m 0s	1	0.0%	100.0	0	0.0%	99.7%	90	2.1%	94.7%	0	0.0%	98.6%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	70	1.7%	96.4%	0	0.0%	98.6%
<= 4m 0s	0	0.0%	100.0	1	0.3%	100.0	38	0.9%	97.3%	0	0.0%	98.6%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	21	0.5%	97.8%	0	0.0%	98.6%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.5%	98.3%	0	0.0%	98.6%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.3%	98.5%	0	0.0%	98.6%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	98.8%	0	0.0%	98.6%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.3%	99.0%	0	0.0%	98.6%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	99.3%	0	0.0%	98.6%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.4%	0	0.0%	98.6%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.5%	0	0.0%	98.6%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.5%	0	0.0%	98.6%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.6%	0	0.0%	98.6%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.6%	0	0.0%	98.6%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.7%	0	0.0%	98.6%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	98.6%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	98.6%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	1	0.7%	99.3%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.3%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	100.0	0	0.0%	99.3%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.7%	100.0

Tot. Counts: 4,201

326

4,201

147

Notes:

Total Records Reported by this PSAP: 5225
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 5225

Fractile 911 Call Response Time Distribution

Groton Emergency Dispatch Center

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3511	99.8%	99.8%	2	0.2%	0.2%	251	7.1%	7.1%	120	99.2%	99.2%
<= 0m 20s	7	0.2%	100.0	154	17.8%	18.0%	304	8.6%	15.8%	1	0.8%	100.0
<= 0m 30s	1	0.0%	100.0	309	35.6%	53.6%	336	9.5%	25.3%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	196	22.6%	76.2%	413	11.7%	37.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	84	9.7%	85.9%	285	8.1%	45.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	49	5.7%	91.6%	180	5.1%	50.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	47	5.4%	97.0%	391	11.1%	61.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	15	1.7%	98.7%	414	11.8%	73.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.5%	99.2%	374	10.6%	83.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.3%	99.5%	216	6.1%	89.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.5%	115	3.3%	93.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.2%	99.8%	67	1.9%	95.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.9%	37	1.1%	96.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	28	0.8%	96.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.1%	100.0	45	1.3%	98.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.5%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.4%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.3%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.3%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	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	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: 3,519

867

3,520

121

Notes:

Total Records Reported by this PSAP: 3961
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 3961

Fractile 911 Call Response Time Distribution

Hamden Central Communications

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6141	98.4%	98.4%	1	0.2%	0.2%	571	9.2%	9.2%	190	90.5%	90.5%
<= 0m 20s	87	1.4%	99.8%	224	36.8%	36.9%	657	10.5%	19.7%	3	1.4%	91.9%
<= 0m 30s	11	0.2%	100.0	202	33.2%	70.1%	693	11.1%	30.8%	2	1.0%	92.9%
<= 0m 40s	0	0.0%	100.0	100	16.4%	86.5%	669	10.7%	41.5%	0	0.0%	92.9%
<= 0m 50s	0	0.0%	100.0	34	5.6%	92.1%	466	7.5%	49.0%	1	0.5%	93.3%
<= 1m 0s	0	0.0%	100.0	19	3.1%	95.2%	372	6.0%	54.9%	1	0.5%	93.8%
<= 1m 30s	0	0.0%	100.0	15	2.5%	97.7%	977	15.7%	70.6%	0	0.0%	93.8%
<= 2m 0s	0	0.0%	100.0	8	1.3%	99.0%	798	12.8%	83.4%	0	0.0%	93.8%
<= 2m 30s	0	0.0%	100.0	4	0.7%	99.7%	465	7.5%	90.8%	0	0.0%	93.8%
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.7%	214	3.4%	94.3%	0	0.0%	93.8%
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.8%	114	1.8%	96.1%	0	0.0%	93.8%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	65	1.0%	97.1%	0	0.0%	93.8%
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	49	0.8%	97.9%	0	0.0%	93.8%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	28	0.4%	98.4%	0	0.0%	93.8%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	44	0.7%	99.1%	0	0.0%	93.8%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.2%	99.3%	0	0.0%	93.8%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.3%	99.6%	0	0.0%	93.8%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.2%	99.8%	1	0.5%	94.3%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	94.3%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	94.3%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	94.3%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	94.3%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	94.3%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	94.3%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	94.3%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	94.3%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.3%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.3%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	94.3%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	10	4.8%	99.0%

Tot. Counts: 6,239

609

6,240

208

Notes:

Total Records Reported by this PSAP: 6928
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 6928

Fractile 911 Call Response Time Distribution

Litchfield County Dispatch

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6390	99.3%	99.3%	6	0.4%	0.4%	355	5.5%	5.5%	183	97.3%	97.3%
<= 0m 20s	46	0.7%	100.0	140	9.0%	9.4%	389	6.0%	11.6%	0	0.0%	97.3%
<= 0m 30s	1	0.0%	100.0	308	19.8%	29.2%	338	5.2%	16.8%	5	2.7%	100.0
<= 0m 40s	0	0.0%	100.0	286	18.4%	47.6%	468	7.3%	24.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	197	12.7%	60.2%	373	5.8%	29.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	144	9.3%	69.5%	292	4.5%	34.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	192	12.3%	81.8%	628	9.8%	44.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	91	5.8%	87.7%	538	8.4%	52.5%	0	0.0%	100.0
<= 2m 30s	1	0.0%	100.0	64	4.1%	91.8%	677	10.5%	63.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	58	3.7%	95.5%	642	10.0%	73.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	33	2.1%	97.6%	476	7.4%	80.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	19	1.2%	98.8%	293	4.6%	84.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	6	0.4%	99.2%	215	3.3%	88.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	2	0.1%	99.4%	149	2.3%	90.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	7	0.4%	99.8%	157	2.4%	93.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	2	0.1%	99.9%	107	1.7%	94.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.1%	100.0	67	1.0%	95.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	67	1.0%	96.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	43	0.7%	97.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	44	0.7%	98.1%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	40	0.6%	98.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.3%	99.0%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.2%	99.2%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.3%	99.5%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.6%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.7%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.8%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	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	9	0.1%	100.0	0	0.0%	100.0

Tot. Counts: 6,438

1,556

6,439

188

Notes:

Total Records Reported by this PSAP: 7089
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 7089

Fractile 911 Call Response Time Distribution

Madison Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	938	99.5%	99.5%	0	0.0%	0.0%	31	3.3%	3.3%	25	92.6%	92.6%
<= 0m 20s	3	0.3%	99.8%	20	12.2%	12.2%	42	4.5%	7.7%	0	0.0%	92.6%
<= 0m 30s	2	0.2%	100.0	79	48.2%	60.4%	63	6.7%	14.4%	2	7.4%	100.0
<= 0m 40s	0	0.0%	100.0	38	23.2%	83.5%	131	13.9%	28.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	14	8.5%	92.1%	81	8.6%	36.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	2.4%	94.5%	76	8.1%	45.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	4.3%	98.8%	206	21.8%	66.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	98.8%	144	15.3%	82.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	99.4%	78	8.3%	90.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	26	2.8%	93.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	21	2.2%	95.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.6%	100.0	9	1.0%	96.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	96.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	97.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	97.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	98.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	98.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	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:	943			164			943			27		

Notes:

Total Records Reported by this PSAP: 1034
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1034

Fractile 911 Call Response Time Distribution

Manchester Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5580	99.3%	99.3%	0	0.0%	0.0%	723	12.9%	12.9%	191	92.7%	92.7%
<= 0m 20s	37	0.7%	100.0	16	8.7%	8.7%	524	9.3%	22.2%	0	0.0%	92.7%
<= 0m 30s	0	0.0%	100.0	76	41.3%	50.0%	469	8.3%	30.6%	0	0.0%	92.7%
<= 0m 40s	0	0.0%	100.0	43	23.4%	73.4%	547	9.7%	40.3%	0	0.0%	92.7%
<= 0m 50s	0	0.0%	100.0	17	9.2%	82.6%	515	9.2%	49.5%	0	0.0%	92.7%
<= 1m 0s	0	0.0%	100.0	9	4.9%	87.5%	461	8.2%	57.7%	0	0.0%	92.7%
<= 1m 30s	0	0.0%	100.0	14	7.6%	95.1%	1087	19.4%	77.0%	0	0.0%	92.7%
<= 2m 0s	0	0.0%	100.0	6	3.3%	98.4%	582	10.4%	87.4%	0	0.0%	92.7%
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.4%	271	4.8%	92.2%	0	0.0%	92.7%
<= 3m 0s	0	0.0%	100.0	2	1.1%	99.5%	132	2.4%	94.6%	0	0.0%	92.7%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.5%	79	1.4%	96.0%	0	0.0%	92.7%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.5%	57	1.0%	97.0%	0	0.0%	92.7%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.5%	51	0.9%	97.9%	0	0.0%	92.7%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.5%	23	0.4%	98.3%	0	0.0%	92.7%
<= 6m 0s	0	0.0%	100.0	1	0.5%	100.0	28	0.5%	98.8%	0	0.0%	92.7%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.4%	99.2%	0	0.0%	92.7%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.3%	99.5%	0	0.0%	92.7%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.6%	1	0.5%	93.2%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.7%	0	0.0%	93.2%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.8%	0	0.0%	93.2%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	93.2%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	93.2%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	93.2%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	1	0.5%	93.7%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	93.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	93.7%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	93.7%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	93.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	93.7%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	13	6.3%	100.0

Tot. Counts: 5,617

184

5,617

206

Notes:

Total Records Reported by this PSAP: 6308
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 6308

Fractile 911 Call Response Time Distribution

Milford Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3718	99.3%	99.3%	0	0.0%	0.0%	154	4.1%	4.1%	82	90.1%	90.1%
<= 0m 20s	25	0.7%	99.9%	28	7.9%	7.9%	242	6.5%	10.6%	1	1.1%	91.2%
<= 0m 30s	3	0.1%	100.0	142	39.9%	47.8%	341	9.1%	19.7%	8	8.8%	100.0
<= 0m 40s	0	0.0%	100.0	113	31.7%	79.5%	564	15.1%	34.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	41	11.5%	91.0%	431	11.5%	46.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	3.1%	94.1%	353	9.4%	55.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	17	4.8%	98.9%	751	20.0%	75.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.6%	99.4%	413	11.0%	86.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.3%	99.7%	192	5.1%	91.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.3%	100.0	95	2.5%	94.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	51	1.4%	95.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	47	1.3%	97.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	23	0.6%	97.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.5%	98.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	24	0.6%	98.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.4%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	7	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	3	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0

Tot. Counts: 3,746

356

3,746

91

Notes:

Total Records Reported by this PSAP: 4058
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4058

Fractile 911 Call Response Time Distribution

Monroe Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1037	96.6%	96.6%	0	0.0%	0.0%	43	4.0%	4.0%	23	79.3%	79.3%
<= 0m 20s	30	2.8%	99.4%	58	11.6%	11.6%	78	7.3%	11.3%	1	3.4%	82.8%
<= 0m 30s	6	0.6%	100.0	127	25.5%	37.1%	87	8.1%	19.4%	5	17.2%	100.0
<= 0m 40s	0	0.0%	100.0	123	24.7%	61.8%	99	9.2%	28.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	72	14.5%	76.3%	84	7.8%	36.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	48	9.6%	85.9%	63	5.9%	42.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	49	9.8%	95.8%	178	16.6%	58.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	10	2.0%	97.8%	125	11.6%	70.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.8%	98.6%	87	8.1%	78.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.6%	99.2%	79	7.4%	86.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.4%	47	4.4%	90.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	25	2.3%	92.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	99.6%	18	1.7%	94.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.6%	13	1.2%	95.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	99.8%	17	1.6%	97.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.2%	100.0	6	0.6%	97.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.8%	98.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.2%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	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: 1,073

498

1,073

29

Notes:

Total Records Reported by this PSAP: 1173
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1173

Fractile 911 Call Response Time Distribution

Montville Dispatch

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1415	96.1%	96.1%	1	0.2%	0.2%	109	7.4%	7.4%	58	85.3%	85.3%
<= 0m 20s	46	3.1%	99.3%	135	21.8%	22.0%	192	13.0%	20.4%	7	10.3%	95.6%
<= 0m 30s	9	0.6%	99.9%	244	39.5%	61.5%	241	16.4%	36.8%	3	4.4%	100.0
<= 0m 40s	0	0.0%	99.9%	125	20.2%	81.7%	314	21.3%	58.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.9%	53	8.6%	90.3%	219	14.9%	73.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.9%	25	4.0%	94.3%	124	8.4%	81.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	99.9%	24	3.9%	98.2%	174	11.8%	93.3%	0	0.0%	100.0
<= 2m 0s	2	0.1%	100.0	4	0.6%	98.9%	38	2.6%	95.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.6%	99.5%	14	1.0%	96.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.7%	21	1.4%	98.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.8%	5	0.3%	98.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	6	0.4%	99.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	1	0.1%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	100.0	4	0.3%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	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	1	0.1%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	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	3	0.2%	100.0	0	0.0%	100.0

Tot. Counts: 1,472

618

1,472

68

Notes:

Total Records Reported by this PSAP: 1711
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1711

Fractile 911 Call Response Time Distribution

Naugatuck Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2089	98.2%	98.2%	177	18.3%	18.3%	107	5.0%	5.0%	43	100.0%	100.0
<= 0m 20s	31	1.5%	99.7%	492	50.9%	69.3%	175	8.2%	13.3%	0	0.0%	100.0
<= 0m 30s	7	0.3%	100.0	167	17.3%	86.5%	236	11.1%	24.4%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	68	7.0%	93.6%	265	12.5%	36.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	20	2.1%	95.7%	234	11.0%	47.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	1.3%	97.0%	194	9.1%	56.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	23	2.4%	99.4%	444	20.9%	77.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.4%	99.8%	221	10.4%	88.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.1%	99.9%	94	4.4%	92.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.9%	47	2.2%	94.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.9%	26	1.2%	96.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.9%	20	0.9%	97.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	11	0.5%	97.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.1%	100.0	18	0.8%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.5%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	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: 2,127

966

2,127

43

Notes:

Total Records Reported by this PSAP: 2289
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2289

Fractile 911 Call Response Time Distribution

New London Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4216	98.5%	98.5%	0	0.0%	0.0%	350	8.2%	8.2%	112	89.6%	89.6%
<= 0m 20s	56	1.3%	99.8%	22	11.1%	11.1%	428	10.0%	18.2%	5	4.0%	93.6%
<= 0m 30s	9	0.2%	100.0	72	36.4%	47.5%	374	8.7%	26.9%	8	6.4%	100.0
<= 0m 40s	0	0.0%	100.0	43	21.7%	69.2%	386	9.0%	35.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	22	11.1%	80.3%	366	8.5%	44.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	4.5%	84.8%	371	8.7%	53.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	18	9.1%	93.9%	808	18.9%	72.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	7	3.5%	97.5%	478	11.2%	83.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	97.5%	264	6.2%	89.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.5%	98.0%	148	3.5%	92.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	3	1.5%	99.5%	71	1.7%	94.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.5%	60	1.4%	95.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.5%	38	0.9%	96.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.5%	100.0	33	0.8%	97.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	45	1.1%	98.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.5%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.4%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	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	3	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	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	4,281			198			4,281			125		

Notes:

Total Records Reported by this PSAP: 4826
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4826

Fractile 911 Call Response Time Distribution

New Milford Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1532	99.9%	99.9%	0	0.0%	0.0%	105	6.8%	6.8%	26	100.0%	100.0
<= 0m 20s	2	0.1%	100.0	9	10.0%	10.0%	175	11.4%	18.3%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	31	34.4%	44.4%	137	8.9%	27.2%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	30	33.3%	77.8%	136	8.9%	36.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	7	7.8%	85.6%	103	6.7%	42.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	3.3%	88.9%	86	5.6%	48.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	5.6%	94.4%	252	16.4%	64.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	94.4%	163	10.6%	75.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	3.3%	97.8%	118	7.7%	83.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	1.1%	98.9%	69	4.5%	87.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.9%	47	3.1%	90.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.9%	33	2.2%	92.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.9%	18	1.2%	94.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	98.9%	23	1.5%	95.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	98.9%	15	1.0%	96.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	98.9%	5	0.3%	96.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	98.9%	10	0.7%	97.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	98.9%	6	0.4%	97.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	98.9%	10	0.7%	98.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	98.9%	4	0.3%	98.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	98.9%	4	0.3%	99.0%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	98.9%	2	0.1%	99.2%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	98.9%	7	0.5%	99.6%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	1	1.1%	100.0	5	0.3%	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: 1,534

90

1,534

26

Notes:

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

Fractile 911 Call Response Time Distribution

Newtown Emergency Communications Ctr.

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1462	98.6%	98.6%	0	0.0%	0.0%	65	4.4%	4.4%	24	85.7%	85.7%
<= 0m 20s	19	1.3%	99.9%	22	14.1%	14.1%	108	7.3%	11.7%	0	0.0%	85.7%
<= 0m 30s	2	0.1%	100.0	57	36.5%	50.6%	100	6.7%	18.4%	4	14.3%	100.0
<= 0m 40s	0	0.0%	100.0	32	20.5%	71.2%	121	8.2%	26.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	15	9.6%	80.8%	99	6.7%	33.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	10	6.4%	87.2%	125	8.4%	41.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	5.1%	92.3%	339	22.9%	64.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	2.6%	94.9%	201	13.6%	78.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	95.5%	114	7.7%	85.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.6%	96.2%	60	4.0%	89.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.6%	96.8%	32	2.2%	92.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.6%	97.4%	18	1.2%	93.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	97.4%	16	1.1%	94.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	97.4%	11	0.7%	95.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.6%	98.1%	24	1.6%	96.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	98.1%	12	0.8%	97.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.6%	98.7%	13	0.9%	98.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	2	1.3%	100.0	8	0.5%	98.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.1%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.3%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.7%	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	2	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	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: 1,483

156

1,483

28

Notes:

Total Records Reported by this PSAP: 1603
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1603

Fractile 911 Call Response Time Distribution

Northwest CT Public Safety Comm. Center

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5618	99.9%	99.9%	2	0.1%	0.1%	281	5.0%	5.0%	135	100.0%	100.0
<= 0m 20s	8	0.1%	100.0	266	16.8%	16.9%	315	5.6%	10.6%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	592	37.4%	54.3%	336	6.0%	16.6%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	361	22.8%	77.1%	533	9.5%	26.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	144	9.1%	86.2%	475	8.4%	34.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	73	4.6%	90.8%	347	6.2%	40.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	94	5.9%	96.7%	841	14.9%	55.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	26	1.6%	98.4%	889	15.8%	71.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	13	0.8%	99.2%	681	12.1%	83.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	6	0.4%	99.6%	337	6.0%	89.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	3	0.2%	99.7%	202	3.6%	93.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	3	0.2%	99.9%	105	1.9%	95.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	100.0	59	1.0%	96.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	44	0.8%	96.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	60	1.1%	97.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	29	0.5%	98.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	32	0.6%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.3%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.2%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.2%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	5	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	2	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0

Tot. Counts: 5,626

1,584

5,626

135

Notes:

Total Records Reported by this PSAP: 6115
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 6115

Fractile 911 Call Response Time Distribution

North Haven Emergency Communications

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2282	99.0%	99.0%	1	0.1%	0.1%	133	5.8%	5.8%	58	80.6%	80.6%
<= 0m 20s	17	0.7%	99.8%	182	19.9%	20.0%	222	9.6%	15.4%	2	2.8%	83.3%
<= 0m 30s	5	0.2%	100.0	189	20.7%	40.7%	316	13.7%	29.1%	5	6.9%	90.3%
<= 0m 40s	0	0.0%	100.0	152	16.6%	57.4%	342	14.8%	43.9%	0	0.0%	90.3%
<= 0m 50s	0	0.0%	100.0	138	15.1%	72.5%	260	11.3%	55.2%	0	0.0%	90.3%
<= 1m 0s	0	0.0%	100.0	95	10.4%	82.9%	212	9.2%	64.4%	0	0.0%	90.3%
<= 1m 30s	0	0.0%	100.0	128	14.0%	96.9%	447	19.4%	83.8%	0	0.0%	90.3%
<= 2m 0s	0	0.0%	100.0	18	2.0%	98.9%	191	8.3%	92.1%	0	0.0%	90.3%
<= 2m 30s	0	0.0%	100.0	7	0.8%	99.7%	61	2.6%	94.8%	0	0.0%	90.3%
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.8%	22	1.0%	95.7%	0	0.0%	90.3%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	32	1.4%	97.1%	0	0.0%	90.3%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	7	0.3%	97.4%	0	0.0%	90.3%
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.9%	9	0.4%	97.8%	0	0.0%	90.3%
<= 5m 0s	0	0.0%	100.0	1	0.1%	100.0	4	0.2%	98.0%	0	0.0%	90.3%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.5%	98.5%	0	0.0%	90.3%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.5%	99.0%	1	1.4%	91.7%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.3%	99.3%	0	0.0%	91.7%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.6%	0	0.0%	91.7%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	91.7%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	91.7%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	91.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	91.7%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	91.7%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	91.7%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	91.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	91.7%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	91.7%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	91.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	91.7%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	6	8.3%	100.0

Tot. Counts: 2,304

913

2,305

72

Notes:

Total Records Reported by this PSAP: 2560
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2560

Fractile 911 Call Response Time Distribution

Norwich Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4362	98.4%	98.4%	31	2.2%	2.2%	421	9.5%	9.5%	136	98.6%	98.6%
<= 0m 20s	67	1.5%	100.0	666	46.7%	48.8%	460	10.4%	19.9%	1	0.7%	99.3%
<= 0m 30s	2	0.0%	100.0	386	27.0%	75.9%	443	10.0%	29.9%	1	0.7%	100.0
<= 0m 40s	0	0.0%	100.0	166	11.6%	87.5%	481	10.9%	40.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	77	5.4%	92.9%	432	9.7%	50.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	37	2.6%	95.5%	380	8.6%	59.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	34	2.4%	97.9%	888	20.0%	79.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	15	1.1%	98.9%	431	9.7%	88.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	9	0.6%	99.6%	199	4.5%	93.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.2%	99.8%	101	2.3%	95.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	55	1.2%	96.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	31	0.7%	97.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.9%	24	0.5%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	15	0.3%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.1%	99.9%	30	0.7%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.1%	100.0	18	0.4%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.3%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	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	1	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0

Tot. Counts: 4,431

1,427

4,431

138

Notes:

Total Records Reported by this PSAP: 5028
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 5028

Fractile 911 Call Response Time Distribution

Orange Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1734	98.0%	98.0%	0	0.0%	0.0%	114	6.4%	6.4%	37	97.4%	97.4%
<= 0m 20s	33	1.9%	99.9%	104	15.1%	15.1%	207	11.7%	18.1%	0	0.0%	97.4%
<= 0m 30s	2	0.1%	100.0	169	24.6%	39.7%	217	12.3%	30.4%	1	2.6%	100.0
<= 0m 40s	0	0.0%	100.0	159	23.1%	62.9%	308	17.4%	47.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	106	15.4%	78.3%	235	13.3%	61.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	66	9.6%	87.9%	177	10.0%	71.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	56	8.2%	96.1%	298	16.8%	88.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	20	2.9%	99.0%	101	5.7%	93.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.1%	99.1%	41	2.3%	96.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.3%	99.4%	13	0.7%	96.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.3%	99.7%	16	0.9%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.3%	100.0	10	0.6%	98.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.6%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	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	1	0.1%	99.7%	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%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	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: 1,769

687

1,769

38

Notes:

Total Records Reported by this PSAP: 1926
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1926

Fractile 911 Call Response Time Distribution

Plainville Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1244	97.6%	97.6%	0	0.0%	0.0%	110	8.6%	8.6%	34	91.9%	91.9%
<= 0m 20s	27	2.1%	99.7%	59	12.3%	12.3%	127	10.0%	18.6%	0	0.0%	91.9%
<= 0m 30s	4	0.3%	100.0	119	24.8%	37.2%	79	6.2%	24.8%	1	2.7%	94.6%
<= 0m 40s	0	0.0%	100.0	101	21.1%	58.2%	95	7.5%	32.2%	0	0.0%	94.6%
<= 0m 50s	0	0.0%	100.0	62	12.9%	71.2%	75	5.9%	38.1%	0	0.0%	94.6%
<= 1m 0s	0	0.0%	100.0	57	11.9%	83.1%	64	5.0%	43.1%	0	0.0%	94.6%
<= 1m 30s	0	0.0%	100.0	51	10.6%	93.7%	161	12.6%	55.8%	0	0.0%	94.6%
<= 2m 0s	0	0.0%	100.0	16	3.3%	97.1%	95	7.5%	63.2%	0	0.0%	94.6%
<= 2m 30s	0	0.0%	100.0	11	2.3%	99.4%	72	5.6%	68.9%	0	0.0%	94.6%
<= 3m 0s	0	0.0%	100.0	2	0.4%	99.8%	47	3.7%	72.5%	0	0.0%	94.6%
<= 3m 30s	0	0.0%	100.0	1	0.2%	100.0	44	3.5%	76.0%	0	0.0%	94.6%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	71	5.6%	81.6%	0	0.0%	94.6%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	52	4.1%	85.6%	1	2.7%	97.3%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	53	4.2%	89.8%	0	0.0%	97.3%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	53	4.2%	94.0%	0	0.0%	97.3%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	26	2.0%	96.0%	0	0.0%	97.3%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.9%	96.9%	0	0.0%	97.3%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.6%	97.6%	0	0.0%	97.3%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.7%	98.3%	0	0.0%	97.3%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	98.4%	0	0.0%	97.3%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	98.9%	0	0.0%	97.3%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.9%	0	0.0%	97.3%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.0%	0	0.0%	97.3%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.1%	0	0.0%	97.3%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.2%	0	0.0%	97.3%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.3%	0	0.0%	97.3%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	97.3%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.5%	0	0.0%	97.3%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	97.3%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	100.0	1	2.7%	100.0

Tot. Counts: 1,275

479

1,275

37

Notes:

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

Fractile 911 Call Response Time Distribution

Quinebaug Valley Emergency Communications

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7051	99.4%	99.4%	1	0.0%	0.0%	512	7.2%	7.2%	203	95.8%	95.8%
<= 0m 20s	38	0.5%	99.9%	317	11.3%	11.3%	619	8.7%	15.9%	3	1.4%	97.2%
<= 0m 30s	5	0.1%	100.0	995	35.5%	46.8%	634	8.9%	24.9%	6	2.8%	100.0
<= 0m 40s	0	0.0%	100.0	747	26.6%	73.4%	1214	17.1%	42.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	349	12.4%	85.9%	988	13.9%	55.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	185	6.6%	92.4%	635	9.0%	64.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	162	5.8%	98.2%	1193	16.8%	81.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	26	0.9%	99.1%	596	8.4%	90.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	16	0.6%	99.7%	296	4.2%	94.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	5	0.2%	99.9%	159	2.2%	96.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.1%	100.0	71	1.0%	97.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.0%	100.0	51	0.7%	98.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	24	0.3%	98.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.2%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.3%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.3%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.1%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.7%	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	6	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	0.0%	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	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0

Tot. Counts: 7,094

2,806

7,094

212

Notes:

Total Records Reported by this PSAP: 7942
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 7942

Fractile 911 Call Response Time Distribution

Rocky Hill Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1738	95.7%	95.7%	6	1.5%	1.5%	157	8.6%	8.6%	54	93.1%	93.1%
<= 0m 20s	68	3.7%	99.4%	151	37.7%	39.2%	248	13.7%	22.3%	1	1.7%	94.8%
<= 0m 30s	10	0.6%	100.0	157	39.2%	78.3%	269	14.8%	37.1%	3	5.2%	100.0
<= 0m 40s	0	0.0%	100.0	58	14.5%	92.8%	178	9.8%	46.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	14	3.5%	96.3%	118	6.5%	53.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	1.0%	97.3%	119	6.6%	60.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	1.5%	98.8%	325	17.9%	77.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.7%	99.5%	216	11.9%	89.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.8%	84	4.6%	94.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	42	2.3%	96.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	100.0	17	0.9%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.7%	98.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	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	7	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	2	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	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: 1,816

401

1,816

58

Notes:

Total Records Reported by this PSAP: 2070
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2070

Fractile 911 Call Response Time Distribution

Simsbury Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1278	97.7%	97.7%	0	0.0%	0.0%	297	22.7%	22.7%	66	88.0%	88.0%
<= 0m 20s	24	1.8%	99.5%	1	5.6%	5.6%	69	5.3%	28.0%	1	1.3%	89.3%
<= 0m 30s	6	0.5%	100.0	7	38.9%	44.4%	73	5.6%	33.6%	2	2.7%	92.0%
<= 0m 40s	0	0.0%	100.0	6	33.3%	77.8%	98	7.5%	41.1%	1	1.3%	93.3%
<= 0m 50s	0	0.0%	100.0	2	11.1%	88.9%	84	6.4%	47.5%	1	1.3%	94.7%
<= 1m 0s	0	0.0%	100.0	2	11.1%	100.0	70	5.4%	52.8%	0	0.0%	94.7%
<= 1m 30s	0	0.0%	100.0	0	0.0%	100.0	186	14.2%	67.0%	1	1.3%	96.0%
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	138	10.6%	77.6%	0	0.0%	96.0%
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	83	6.3%	83.9%	0	0.0%	96.0%
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	57	4.4%	88.3%	0	0.0%	96.0%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	31	2.4%	90.7%	0	0.0%	96.0%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	28	2.1%	92.8%	0	0.0%	96.0%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	15	1.1%	94.0%	0	0.0%	96.0%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	19	1.5%	95.4%	0	0.0%	96.0%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	20	1.5%	96.9%	0	0.0%	96.0%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.6%	97.6%	0	0.0%	96.0%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.8%	98.3%	0	0.0%	96.0%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	13	1.0%	99.3%	0	0.0%	96.0%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.4%	0	0.0%	96.0%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	96.0%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	96.0%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	0	0.0%	96.0%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	96.0%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	96.0%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	96.0%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	96.0%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	96.0%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	96.0%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	96.0%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	1	1.3%	97.3%

Tot. Counts: 1,308

18

1,307

73

Notes:

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

Fractile 911 Call Response Time Distribution

South Windsor Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1785	99.3%	99.3%	3	0.9%	0.9%	140	7.8%	7.8%	68	100.0%	100.0
<= 0m 20s	12	0.7%	99.9%	84	26.4%	27.4%	180	10.0%	17.8%	0	0.0%	100.0
<= 0m 30s	1	0.1%	100.0	106	33.3%	60.7%	212	11.8%	29.6%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	75	23.6%	84.3%	223	12.4%	42.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	16	5.0%	89.3%	182	10.1%	52.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	3.5%	92.8%	135	7.5%	59.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	14	4.4%	97.2%	289	16.1%	75.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	1.6%	98.7%	138	7.7%	83.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.3%	99.1%	91	5.1%	88.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.3%	99.4%	53	2.9%	91.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	23	1.3%	92.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	22	1.2%	93.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	19	1.1%	94.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.3%	99.7%	14	0.8%	95.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.7%	24	1.3%	97.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.3%	100.0	19	1.1%	98.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.7%	98.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	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: 1,798

318

1,798

68

Notes:

Total Records Reported by this PSAP: 2034
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2034

Fractile 911 Call Response Time Distribution

Southington Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2948	99.1%	99.1%	0	0.0%	0.0%	150	5.0%	5.0%	60	95.2%	95.2%
<= 0m 20s	23	0.8%	99.9%	49	10.8%	10.8%	242	8.1%	13.2%	0	0.0%	95.2%
<= 0m 30s	3	0.1%	100.0	182	40.0%	50.8%	227	7.6%	20.8%	3	4.8%	100.0
<= 0m 40s	0	0.0%	100.0	120	26.4%	77.1%	325	10.9%	31.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	42	9.2%	86.4%	269	9.0%	40.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	18	4.0%	90.3%	200	6.7%	47.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	26	5.7%	96.0%	451	15.2%	62.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	1.3%	97.4%	252	8.5%	71.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	8	1.8%	99.1%	180	6.1%	77.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.3%	128	4.3%	81.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.6%	134	4.5%	86.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.6%	98	3.3%	89.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.6%	70	2.4%	91.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	99.8%	58	2.0%	93.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	67	2.3%	95.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	34	1.1%	97.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.2%	100.0	26	0.9%	97.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.8%	98.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.5%	99.2%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.3%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	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	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: 2,974

455

2,974

63

Notes:

Total Records Reported by this PSAP: 3226
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 3226

Fractile 911 Call Response Time Distribution

Stamford Emergency Communications

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	9892	89.4%	89.4%	4	0.6%	0.6%	1641	14.8%	14.8%	883	64.3%	64.3%
<= 0m 20s	960	8.7%	98.1%	182	28.2%	28.8%	1265	11.4%	26.3%	123	9.0%	73.2%
<= 0m 30s	166	1.5%	99.6%	211	32.7%	61.6%	870	7.9%	34.1%	323	23.5%	96.7%
<= 0m 40s	18	0.2%	99.7%	101	15.7%	77.2%	772	7.0%	41.1%	7	0.5%	97.2%
<= 0m 50s	12	0.1%	99.8%	47	7.3%	84.5%	640	5.8%	46.9%	5	0.4%	97.6%
<= 1m 0s	8	0.1%	99.9%	29	4.5%	89.0%	587	5.3%	52.2%	2	0.1%	97.7%
<= 1m 30s	6	0.1%	100.0	37	5.7%	94.7%	1584	14.3%	66.5%	6	0.4%	98.2%
<= 2m 0s	1	0.0%	100.0	13	2.0%	96.7%	1171	10.6%	77.1%	1	0.1%	98.3%
<= 2m 30s	2	0.0%	100.0	9	1.4%	98.1%	822	7.4%	84.5%	1	0.1%	98.3%
<= 3m 0s	0	0.0%	100.0	4	0.6%	98.8%	549	5.0%	89.5%	0	0.0%	98.3%
<= 3m 30s	0	0.0%	100.0	2	0.3%	99.1%	360	3.3%	92.7%	2	0.1%	98.5%
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.2%	204	1.8%	94.6%	0	0.0%	98.5%
<= 4m 30s	0	0.0%	100.0	1	0.2%	99.4%	150	1.4%	95.9%	0	0.0%	98.5%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.4%	90	0.8%	96.7%	0	0.0%	98.5%
<= 6m 0s	0	0.0%	100.0	3	0.5%	99.8%	119	1.1%	97.8%	1	0.1%	98.5%
<= 7m 0s	0	0.0%	100.0	1	0.2%	100.0	69	0.6%	98.4%	0	0.0%	98.5%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	49	0.4%	98.9%	0	0.0%	98.5%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	26	0.2%	99.1%	0	0.0%	98.5%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	29	0.3%	99.4%	0	0.0%	98.5%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.1%	99.5%	0	0.0%	98.5%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.2%	99.7%	1	0.1%	98.6%
<= 13m 0s	1	0.0%	100.0	0	0.0%	100.0	11	0.1%	99.8%	0	0.0%	98.6%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.9%	0	0.0%	98.6%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.9%	0	0.0%	98.6%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	100.0	2	0.1%	98.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	98.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.8%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.8%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.8%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	17	1.2%	100.0

Tot. Counts: 11,066

645

11,066

1,374

Notes:

Total Records Reported by this PSAP: 15035
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 15035

Fractile 911 Call Response Time Distribution

Stonington Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1133	99.4%	99.4%	1	0.5%	0.5%	56	4.9%	4.9%	19	90.5%	90.5%
<= 0m 20s	7	0.6%	100.0	61	28.9%	29.4%	77	6.8%	11.7%	0	0.0%	90.5%
<= 0m 30s	0	0.0%	100.0	79	37.4%	66.8%	103	9.0%	20.7%	2	9.5%	100.0
<= 0m 40s	0	0.0%	100.0	35	16.6%	83.4%	140	12.3%	33.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	13	6.2%	89.6%	118	10.4%	43.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	3.3%	92.9%	110	9.6%	53.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	4.7%	97.6%	158	13.9%	66.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.4%	99.1%	84	7.4%	74.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.5%	99.5%	39	3.4%	77.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.5%	100.0	40	3.5%	81.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	26	2.3%	83.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	34	3.0%	86.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	26	2.3%	88.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	20	1.8%	90.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	30	2.6%	93.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	25	2.2%	95.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	19	1.7%	96.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	15	1.3%	98.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	98.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.3%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	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: 1,140

211

1,140

21

Notes:

Total Records Reported by this PSAP: 1228
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1228

Fractile 911 Call Response Time Distribution

Tolland County Mutual Aid Dispatch Center

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7468	98.8%	98.8%	22	0.7%	0.7%	411	5.4%	5.4%	123	92.5%	92.5%
<= 0m 20s	71	0.9%	99.8%	735	24.5%	25.3%	533	7.1%	12.5%	4	3.0%	95.5%
<= 0m 30s	16	0.2%	100.0	1111	37.1%	62.4%	976	12.9%	25.4%	5	3.8%	99.2%
<= 0m 40s	0	0.0%	100.0	593	19.8%	82.2%	1415	18.7%	44.1%	1	0.8%	100.0
<= 0m 50s	0	0.0%	100.0	235	7.8%	90.0%	931	12.3%	56.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	120	4.0%	94.0%	713	9.4%	65.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	127	4.2%	98.3%	1345	17.8%	83.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	30	1.0%	99.3%	641	8.5%	92.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	12	0.4%	99.7%	241	3.2%	95.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	5	0.2%	99.8%	129	1.7%	97.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.1%	99.9%	51	0.7%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.1%	100.0	61	0.8%	98.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	26	0.3%	98.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.0%	100.0	16	0.2%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.2%	99.3%	0	0.0%	100.0
<= 7m 0s	1	0.0%	100.0	0	0.0%	100.0	16	0.2%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	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	7	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	1	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	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	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0

Tot. Counts: 7,556

2,995

7,556

133

Notes:

Total Records Reported by this PSAP: 8145
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 8145

Fractile 911 Call Response Time Distribution

Trumbull Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2202	98.7%	98.7%	0	0.0%	0.0%	115	5.2%	5.2%	55	98.2%	98.2%
<= 0m 20s	22	1.0%	99.7%	150	13.0%	13.0%	157	7.0%	12.2%	1	1.8%	100.0
<= 0m 30s	6	0.3%	100.0	444	38.6%	51.6%	186	8.3%	20.5%	0	0.0%	100.0
<= 0m 40s	1	0.0%	100.0	308	26.8%	78.4%	303	13.6%	34.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	119	10.3%	88.7%	235	10.5%	44.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	58	5.0%	93.7%	194	8.7%	53.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	49	4.3%	98.0%	480	21.5%	74.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	14	1.2%	99.2%	266	11.9%	86.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.3%	99.5%	144	6.5%	93.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.2%	99.7%	56	2.5%	95.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.7%	32	1.4%	97.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.8%	22	1.0%	98.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	8	0.4%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	5	0.2%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.1%	99.9%	10	0.4%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.1%	100.0	4	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	2	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0

Tot. Counts: 2,231

1,151

2,231

56

Notes:

Total Records Reported by this PSAP: 2449
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2449

Fractile 911 Call Response Time Distribution

UCONN Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1544	99.1%	99.1%	1	0.7%	0.7%	379	24.3%	24.3%	30	90.9%	90.9%
<= 0m 20s	11	0.7%	99.8%	16	11.7%	12.4%	486	31.2%	55.5%	0	0.0%	90.9%
<= 0m 30s	3	0.2%	100.0	48	35.0%	47.4%	150	9.6%	65.1%	3	9.1%	100.0
<= 0m 40s	0	0.0%	100.0	32	23.4%	70.8%	114	7.3%	72.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	15	10.9%	81.8%	59	3.8%	76.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	12	8.8%	90.5%	42	2.7%	78.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	5.1%	95.6%	76	4.9%	83.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.7%	96.4%	37	2.4%	86.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.7%	97.1%	29	1.9%	88.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.7%	97.8%	17	1.1%	89.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.7%	98.5%	20	1.3%	90.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.5%	23	1.5%	91.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.5%	25	1.6%	93.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	98.5%	21	1.3%	94.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.7%	99.3%	27	1.7%	96.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.3%	23	1.5%	98.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.7%	100.0	13	0.8%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	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	1	0.1%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0

Tot. Counts: 1,558

137

1,558

33

Notes:

Total Records Reported by this PSAP: 1666
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1666

Fractile 911 Call Response Time Distribution

Vernon Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2218	96.0%	96.0%	0	0.0%	0.0%	173	7.5%	7.5%	58	86.6%	86.6%
<= 0m 20s	74	3.2%	99.2%	157	15.4%	15.4%	191	8.3%	15.8%	4	6.0%	92.5%
<= 0m 30s	18	0.8%	100.0	314	30.8%	46.3%	258	11.2%	26.9%	5	7.5%	100.0
<= 0m 40s	0	0.0%	100.0	219	21.5%	67.8%	347	15.0%	41.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	137	13.5%	81.2%	279	12.1%	54.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	94	9.2%	90.5%	218	9.4%	63.4%	0	0.0%	100.0
<= 1m 30s	1	0.0%	100.0	64	6.3%	96.8%	416	18.0%	81.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	19	1.9%	98.6%	167	7.2%	88.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	8	0.8%	99.4%	95	4.1%	92.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.5%	36	1.6%	94.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.2%	99.7%	28	1.2%	95.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	21	0.9%	96.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.8%	15	0.6%	97.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.1%	99.9%	12	0.5%	97.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.1%	100.0	21	0.9%	98.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.5%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	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	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	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	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:	2,311			1,018			2,311			67		

Notes:

Total Records Reported by this PSAP: 2533
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2533

Fractile 911 Call Response Time Distribution

Wallingford Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2826	99.6%	99.6%	0	0.0%	0.0%	183	6.4%	6.4%	67	100.0%	100.0
<= 0m 20s	10	0.4%	99.9%	44	22.3%	22.3%	235	8.3%	14.7%	0	0.0%	100.0
<= 0m 30s	2	0.1%	100.0	64	32.5%	54.8%	307	10.8%	25.5%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	50	25.4%	80.2%	296	10.4%	36.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	16	8.1%	88.3%	259	9.1%	45.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	8	4.1%	92.4%	229	8.1%	53.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	3.6%	95.9%	690	24.3%	77.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.5%	96.4%	330	11.6%	89.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.5%	97.0%	126	4.4%	93.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	1.5%	98.5%	52	1.8%	95.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.5%	41	1.4%	96.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	1.0%	99.5%	20	0.7%	97.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.5%	18	0.6%	98.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.5%	12	0.4%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.5%	11	0.4%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.5%	9	0.3%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.5%	100.0	8	0.3%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0

Tot. Counts: 2,838

197

2,838

67

Notes:

Total Records Reported by this PSAP: 3132
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 3132

Fractile 911 Call Response Time Distribution

Waterford Emergency Communications Center

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2027	99.3%	99.3%	0	0.0%	0.0%	104	5.1%	5.1%	47	94.0%	94.0%
<= 0m 20s	14	0.7%	100.0	153	32.0%	32.0%	137	6.7%	11.8%	2	4.0%	98.0%
<= 0m 30s	0	0.0%	100.0	176	36.8%	68.8%	230	11.3%	23.1%	1	2.0%	100.0
<= 0m 40s	0	0.0%	100.0	81	16.9%	85.8%	289	14.2%	37.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	32	6.7%	92.5%	225	11.0%	48.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	16	3.3%	95.8%	185	9.1%	57.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	17	3.6%	99.4%	395	19.4%	76.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.4%	99.8%	159	7.8%	84.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.8%	89	4.4%	88.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	61	3.0%	91.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	100.0	28	1.4%	93.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	24	1.2%	94.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	16	0.8%	95.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.7%	95.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	24	1.2%	97.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	23	1.1%	98.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.7%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	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	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	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: 2,041

478

2,041

50

Notes:

Total Records Reported by this PSAP: 2243
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2243

Fractile 911 Call Response Time Distribution

Waterbury Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	15519	92.9%	92.9%	10	1.5%	1.5%	1290	7.7%	7.7%	684	72.7%	72.7%
<= 0m 20s	994	5.9%	98.8%	196	29.0%	30.4%	1382	8.3%	16.0%	61	6.5%	79.2%
<= 0m 30s	179	1.1%	99.9%	232	34.3%	64.7%	1301	7.8%	23.8%	185	19.7%	98.8%
<= 0m 40s	5	0.0%	99.9%	107	15.8%	80.5%	1373	8.2%	32.0%	1	0.1%	98.9%
<= 0m 50s	4	0.0%	100.0	37	5.5%	86.0%	1124	6.7%	38.7%	0	0.0%	98.9%
<= 1m 0s	3	0.0%	100.0	29	4.3%	90.3%	1052	6.3%	45.0%	0	0.0%	98.9%
<= 1m 30s	0	0.0%	100.0	33	4.9%	95.1%	3043	18.2%	63.2%	0	0.0%	98.9%
<= 2m 0s	0	0.0%	100.0	14	2.1%	97.2%	2507	15.0%	78.2%	0	0.0%	98.9%
<= 2m 30s	0	0.0%	100.0	4	0.6%	97.8%	1550	9.3%	87.5%	0	0.0%	98.9%
<= 3m 0s	0	0.0%	100.0	8	1.2%	99.0%	769	4.6%	92.1%	0	0.0%	98.9%
<= 3m 30s	0	0.0%	100.0	2	0.3%	99.3%	450	2.7%	94.8%	1	0.1%	99.0%
<= 4m 0s	0	0.0%	100.0	2	0.3%	99.6%	240	1.4%	96.2%	0	0.0%	99.0%
<= 4m 30s	0	0.0%	100.0	2	0.3%	99.9%	158	0.9%	97.2%	0	0.0%	99.0%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	114	0.7%	97.8%	0	0.0%	99.0%
<= 6m 0s	0	0.0%	100.0	1	0.1%	100.0	130	0.8%	98.6%	0	0.0%	99.0%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	94	0.6%	99.2%	0	0.0%	99.0%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	55	0.3%	99.5%	0	0.0%	99.0%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	27	0.2%	99.7%	0	0.0%	99.0%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.1%	99.8%	0	0.0%	99.0%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.1%	99.8%	0	0.0%	99.0%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	99.9%	0	0.0%	99.0%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.0%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	99.0%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.0%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.9%	0	0.0%	99.0%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.0%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	99.0%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	99.0%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	99.0%
>= 20m 0s	2	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	9	1.0%	100.0

Tot. Counts: 16,706

677

16,715

941

Notes:

Total Records Reported by this PSAP: 19062
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 19062

Fractile 911 Call Response Time Distribution

Western Connecticut Emergency Communications Center For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7742	99.1%	99.1%	0	0.0%	0.0%	458	5.9%	5.9%	213	95.9%	95.9%
<= 0m 20s	68	0.9%	100.0	84	10.3%	10.3%	530	6.8%	12.7%	3	1.4%	97.3%
<= 0m 30s	3	0.0%	100.0	236	29.0%	39.3%	396	5.1%	17.7%	6	2.7%	100.0
<= 0m 40s	0	0.0%	100.0	187	22.9%	62.2%	432	5.5%	23.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	87	10.7%	72.9%	411	5.3%	28.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	61	7.5%	80.4%	332	4.2%	32.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	68	8.3%	88.7%	1069	13.7%	46.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	37	4.5%	93.3%	939	12.0%	58.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	23	2.8%	96.1%	750	9.6%	68.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	13	1.6%	97.7%	545	7.0%	75.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	6	0.7%	98.4%	390	5.0%	80.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	5	0.6%	99.0%	388	5.0%	85.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	3	0.4%	99.4%	286	3.7%	88.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.1%	99.5%	203	2.6%	91.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	3	0.4%	99.9%	271	3.5%	94.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.1%	100.0	155	2.0%	96.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	91	1.2%	97.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	61	0.8%	98.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	35	0.4%	99.1%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.2%	99.3%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.1%	99.5%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.1%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	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	2	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: 7,813

815

7,811

222

Notes:

Total Records Reported by this PSAP: 8760
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 8760

Fractile 911 Call Response Time Distribution

West Hartford Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4679	99.6%	99.6%	2	0.3%	0.3%	429	9.1%	9.1%	89	95.7%	95.7%
<= 0m 20s	13	0.3%	99.9%	76	12.1%	12.4%	578	12.3%	21.4%	1	1.1%	96.8%
<= 0m 30s	5	0.1%	100.0	136	21.6%	34.0%	436	9.3%	30.7%	3	3.2%	100.0
<= 0m 40s	0	0.0%	100.0	108	17.1%	51.1%	525	11.2%	41.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	67	10.6%	61.7%	429	9.1%	51.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	59	9.4%	71.1%	379	8.1%	59.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	116	18.4%	89.5%	818	17.4%	76.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	44	7.0%	96.5%	381	8.1%	84.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	15	2.4%	98.9%	172	3.7%	88.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.5%	99.4%	111	2.4%	90.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.5%	77	1.6%	92.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.3%	99.8%	55	1.2%	93.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	57	1.2%	94.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	55	1.2%	95.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	86	1.8%	97.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	42	0.9%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	24	0.5%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.4%	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	8	0.2%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0

Tot. Counts: 4,697

630

4,697

93

Notes:

Total Records Reported by this PSAP: 5247
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 5247

Fractile 911 Call Response Time Distribution

Westport Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1772	97.8%	97.8%	0	0.0%	0.0%	129	7.1%	7.1%	64	94.1%	94.1%
<= 0m 20s	34	1.9%	99.7%	55	15.9%	15.9%	210	11.6%	18.7%	0	0.0%	94.1%
<= 0m 30s	6	0.3%	100.0	162	46.8%	62.7%	219	12.1%	30.8%	4	5.9%	100.0
<= 0m 40s	0	0.0%	100.0	69	19.9%	82.7%	297	16.4%	47.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	25	7.2%	89.9%	190	10.5%	57.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	3.8%	93.6%	160	8.8%	66.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	16	4.6%	98.3%	322	17.8%	84.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.9%	99.1%	120	6.6%	90.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.3%	99.4%	60	3.3%	94.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.3%	99.7%	31	1.7%	95.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	18	1.0%	96.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	13	0.7%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.3%	100.0	9	0.5%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.7%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	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: 1,812

346

1,812

68

Notes:

Total Records Reported by this PSAP: 2116
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2116

Fractile 911 Call Response Time Distribution

Wethersfield Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2310	98.3%	98.3%	1	0.1%	0.3%	211	9.0%	9.0%	70	88.6%	88.6%
<= 0m 20s	37	1.6%	99.9%	127	17.9%	18.1%	291	12.4%	21.4%	1	1.3%	89.9%
<= 0m 30s	3	0.1%	100.0	173	24.3%	42.5%	316	13.4%	34.8%	2	2.5%	92.4%
<= 0m 40s	0	0.0%	100.0	118	16.6%	59.1%	376	16.0%	50.8%	0	0.0%	92.4%
<= 0m 50s	0	0.0%	100.0	94	13.2%	72.3%	243	10.3%	61.1%	0	0.0%	92.4%
<= 1m 0s	0	0.0%	100.0	60	8.4%	80.7%	186	7.9%	69.1%	0	0.0%	92.4%
<= 1m 30s	0	0.0%	100.0	96	13.5%	94.2%	383	16.3%	85.4%	0	0.0%	92.4%
<= 2m 0s	0	0.0%	100.0	26	3.7%	97.9%	154	6.6%	91.9%	1	1.3%	93.7%
<= 2m 30s	0	0.0%	100.0	8	1.1%	99.0%	82	3.5%	95.4%	0	0.0%	93.7%
<= 3m 0s	0	0.0%	100.0	2	0.3%	99.3%	31	1.3%	96.7%	0	0.0%	93.7%
<= 3m 30s	0	0.0%	100.0	2	0.3%	99.6%	22	0.9%	97.7%	0	0.0%	93.7%
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.7%	16	0.7%	98.3%	0	0.0%	93.7%
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.9%	6	0.3%	98.6%	0	0.0%	93.7%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	8	0.3%	98.9%	0	0.0%	93.7%
<= 6m 0s	0	0.0%	100.0	1	0.1%	100.0	12	0.5%	99.4%	0	0.0%	93.7%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.6%	0	0.0%	93.7%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.9%	0	0.0%	93.7%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	93.7%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	93.7%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	100.0	0	0.0%	93.7%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	93.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	93.7%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	93.7%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	93.7%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	93.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	93.7%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	93.7%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	93.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	93.7%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	5	6.3%	100.0

Tot. Counts: 2,350

710

2,350

79

Notes:

Total Records Reported by this PSAP: 2601
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2601

Fractile 911 Call Response Time Distribution

Willimantic Switchboard Fire Chiefs Assoc.

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3448	99.9%	99.9%	0	0.0%	0.0%	446	12.9%	12.9%	108	98.2%	98.2%
<= 0m 20s	5	0.1%	100.0	74	11.3%	11.3%	376	10.9%	23.8%	0	0.0%	98.2%
<= 0m 30s	0	0.0%	100.0	229	35.1%	46.4%	372	10.8%	34.6%	2	1.8%	100.0
<= 0m 40s	0	0.0%	100.0	176	27.0%	73.4%	493	14.3%	48.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	87	13.3%	86.7%	374	10.8%	59.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	34	5.2%	91.9%	323	9.4%	69.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	40	6.1%	98.0%	573	16.6%	85.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	0.9%	98.9%	237	6.9%	92.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.3%	99.2%	101	2.9%	95.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	5	0.8%	100.0	54	1.6%	97.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	34	1.0%	98.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.3%	98.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	22	0.6%	98.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.3%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	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%	99.8%	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	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	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	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: 3,453

653

3,453

110

Notes:

Total Records Reported by this PSAP: 3964
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 3964

Fractile 911 Call Response Time Distribution

Winsted Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	702	96.2%	96.2%	0	0.0%	0.0%	63	8.6%	8.6%	65	74.7%	74.7%
<= 0m 20s	23	3.2%	99.3%	4	9.1%	9.1%	64	8.8%	17.4%	0	0.0%	74.7%
<= 0m 30s	5	0.7%	100.0	8	18.2%	27.3%	53	7.3%	24.7%	3	3.4%	78.2%
<= 0m 40s	0	0.0%	100.0	9	20.5%	47.7%	37	5.1%	29.7%	0	0.0%	78.2%
<= 0m 50s	0	0.0%	100.0	8	18.2%	65.9%	34	4.7%	34.4%	0	0.0%	78.2%
<= 1m 0s	0	0.0%	100.0	5	11.4%	77.3%	46	6.3%	40.7%	0	0.0%	78.2%
<= 1m 30s	0	0.0%	100.0	5	11.4%	88.6%	113	15.5%	56.2%	0	0.0%	78.2%
<= 2m 0s	0	0.0%	100.0	1	2.3%	90.9%	101	13.8%	70.0%	0	0.0%	78.2%
<= 2m 30s	0	0.0%	100.0	1	2.3%	93.2%	51	7.0%	77.0%	0	0.0%	78.2%
<= 3m 0s	0	0.0%	100.0	0	0.0%	93.2%	30	4.1%	81.1%	0	0.0%	78.2%
<= 3m 30s	0	0.0%	100.0	1	2.3%	95.5%	15	2.1%	83.2%	0	0.0%	78.2%
<= 4m 0s	0	0.0%	100.0	1	2.3%	97.7%	19	2.6%	85.8%	0	0.0%	78.2%
<= 4m 30s	0	0.0%	100.0	0	0.0%	97.7%	12	1.6%	87.4%	0	0.0%	78.2%
<= 5m 0s	0	0.0%	100.0	0	0.0%	97.7%	22	3.0%	90.4%	0	0.0%	78.2%
<= 6m 0s	0	0.0%	100.0	1	2.3%	100.0	24	3.3%	93.7%	0	0.0%	78.2%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	17	2.3%	96.0%	0	0.0%	78.2%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	15	2.1%	98.1%	0	0.0%	78.2%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.8%	98.9%	0	0.0%	78.2%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	99.5%	0	0.0%	78.2%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	78.2%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	78.2%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	78.2%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	78.2%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	78.2%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	78.2%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	78.2%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	78.2%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	78.2%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	78.2%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	100.0	6	6.9%	85.1%

Tot. Counts: 730 44 730 74

Notes:

Total Records Reported by this PSAP: 895
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 895

Fractile 911 Call Response Time Distribution

Woodbridge Police Department

For Date Range From 10/1/2015 To 12/31/2015

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	854	95.5%	95.5%	16	8.3%	8.3%	64	7.2%	7.2%	25	78.1%	78.1%
<= 0m 20s	33	3.7%	99.2%	105	54.4%	62.7%	53	5.9%	13.1%	0	0.0%	78.1%
<= 0m 30s	7	0.8%	100.0	43	22.3%	85.0%	92	10.3%	23.4%	7	21.9%	100.0
<= 0m 40s	0	0.0%	100.0	11	5.7%	90.7%	129	14.4%	37.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	6	3.1%	93.8%	90	10.1%	47.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	2.6%	96.4%	105	11.7%	59.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	3	1.6%	97.9%	201	22.5%	82.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	97.9%	86	9.6%	91.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.5%	98.4%	22	2.5%	94.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.5%	99.0%	14	1.6%	95.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.5%	99.5%	3	0.3%	96.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.5%	8	0.9%	97.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.5%	4	0.4%	97.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.5%	3	0.3%	97.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.5%	100.0	7	0.8%	98.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	98.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.2%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.3%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	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:	894			193			894			32		

Notes:

Total Records Reported by this PSAP: 995
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 995