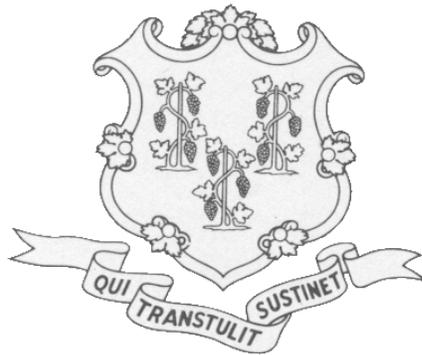


**Department of Public Safety  
Office of Statewide Emergency Telecommunications**

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



**January – March 2011**

# ***E9-1-1 TOTAL CALL COUNT REPORT 1<sup>st</sup> QUARTER 2011***

## **Executive Summary**

107 PSAPs submitted an E9-1-1 Total Call Report for the first quarter of 2011

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

- Bridgeport Public Safety Communications Center answered 81.3% of its 9-1-1 calls in 10 sec of receipt.
  
- Waterbury Police Department answered 87.9% of its 9-1-1 calls in 10 sec of receipt.

The statewide average for all PSAPs in the first quarter of 2011 was 95.8%.

# Fractile 911 Call Response Time Distribution

-- ALL PSAPs - SUMMARY --

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	441335	95.4%	95.4%	2793	2.4%	2.6%	62791	13.5%	13.5%	18237	79.6%	79.6%
<= 0m 20s	18043	3.9%	99.3%	45093	38.1%	40.8%	59730	12.9%	26.4%	1205	5.3%	84.9%
<= 0m 30s	2746	0.6%	99.9%	35825	30.3%	71.1%	66340	14.3%	40.7%	2580	11.3%	96.1%
<= 0m 40s	150	0.0%	99.9%	17035	14.4%	85.5%	62121	13.4%	54.1%	25	0.1%	96.3%
<= 0m 50s	55	0.0%	100.0	6952	5.9%	91.3%	40055	8.6%	62.7%	13	0.1%	96.3%
<= 1m 0s	24	0.0%	100.0	3742	3.2%	94.5%	30716	6.6%	69.3%	5	0.0%	96.3%
<= 1m 30s	26	0.0%	100.0	4308	3.6%	98.2%	59761	12.9%	82.2%	19	0.1%	96.4%
<= 2m 0s	9	0.0%	100.0	1222	1.0%	99.2%	31647	6.8%	89.0%	9	0.0%	96.5%
<= 2m 30s	4	0.0%	100.0	424	0.4%	99.5%	17042	3.7%	92.7%	5	0.0%	96.5%
<= 3m 0s	4	0.0%	100.0	179	0.2%	99.7%	9690	2.1%	94.8%	2	0.0%	96.5%
<= 3m 30s	8	0.0%	100.0	93	0.1%	99.8%	6081	1.3%	96.1%	2	0.0%	96.5%
<= 4m 0s	4	0.0%	100.0	54	0.0%	99.8%	4344	0.9%	97.1%	7	0.0%	96.5%
<= 4m 30s	1	0.0%	100.0	41	0.0%	99.9%	2958	0.6%	97.7%	7	0.0%	96.6%
<= 5m 0s	2	0.0%	100.0	27	0.0%	99.9%	2090	0.5%	98.1%	2	0.0%	96.6%
<= 6m 0s	5	0.0%	100.0	26	0.0%	99.9%	2810	0.6%	98.7%	2	0.0%	96.6%
<= 7m 0s	2	0.0%	100.0	12	0.0%	99.9%	1741	0.4%	99.1%	5	0.0%	96.6%
<= 8m 0s	1	0.0%	100.0	8	0.0%	99.9%	1192	0.3%	99.4%	6	0.0%	96.6%
<= 9m 0s	3	0.0%	100.0	6	0.0%	99.9%	830	0.2%	99.6%	5	0.0%	96.6%
<= 10m 0s	0	0.0%	100.0	7	0.0%	99.9%	518	0.1%	99.7%	7	0.0%	96.7%
<= 11m 0s	1	0.0%	100.0	4	0.0%	99.9%	388	0.1%	99.8%	2	0.0%	96.7%
<= 12m 0s	2	0.0%	100.0	0	0.0%	99.9%	259	0.1%	99.8%	5	0.0%	96.7%
<= 13m 0s	5	0.0%	100.0	1	0.0%	99.9%	161	0.0%	99.8%	1	0.0%	96.7%
<= 14m 0s	14	0.0%	100.0	0	0.0%	99.9%	128	0.0%	99.9%	5	0.0%	96.7%
<= 15m 0s	0	0.0%	100.0	2	0.0%	99.9%	76	0.0%	99.9%	10	0.0%	96.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	99.9%	69	0.0%	99.9%	5	0.0%	96.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	99.9%	44	0.0%	99.9%	4	0.0%	96.8%
<= 18m 0s	6	0.0%	100.0	0	0.0%	99.9%	33	0.0%	99.9%	4	0.0%	96.8%
<= 19m 0s	0	0.0%	100.0	2	0.0%	99.9%	25	0.0%	99.9%	4	0.0%	96.8%
<= 20m 0s	0	0.0%	100.0	0	0.0%	99.9%	23	0.0%	99.9%	3	0.0%	96.9%
>= 20m 0s	105	0.0%	100.0	68	0.1%	100.0	321	0.1%	100.0	659	2.9%	99.7%
<b>Tot. Counts:</b>	462,555			117,924			463,984			22,845		

Notes:

# Fractile 911 Call Response Time Distribution

Ansonia Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1490	97.3%	97.3%	0	0.0%	0.0%	95	6.2%	6.2%	35	92.1%	92.1%
<= 0m 20s	36	2.3%	99.6%	43	7.5%	7.5%	155	10.1%	16.3%	3	7.9%	100.0
<= 0m 30s	6	0.4%	100.0	146	25.4%	32.9%	137	8.9%	25.3%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	163	28.4%	61.3%	223	14.6%	39.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	97	16.9%	78.2%	206	13.4%	53.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	52	9.1%	87.3%	162	10.6%	63.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	57	9.9%	97.2%	338	22.1%	85.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	11	1.9%	99.1%	102	6.7%	92.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.3%	99.5%	45	2.9%	95.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.7%	16	1.0%	96.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.8%	14	0.9%	97.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	18	1.2%	98.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	7	0.5%	99.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	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	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
<b>Tot. Counts:</b>	1,532			574			1,532			38		

**Notes:**

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

# Fractile 911 Call Response Time Distribution

Avon Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1196	97.7%	97.7%	1	0.2%	0.2%	123	10.0%	10.0%	41	89.1%	89.1%
<= 0m 20s	23	1.9%	99.6%	45	9.4%	9.6%	128	10.5%	20.5%	3	6.5%	95.7%
<= 0m 30s	5	0.4%	100.0	73	15.2%	24.8%	124	10.1%	30.6%	2	4.3%	100.0
<= 0m 40s	0	0.0%	100.0	72	15.0%	39.8%	138	11.3%	41.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	74	15.4%	55.2%	94	7.7%	49.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	73	15.2%	70.4%	112	9.2%	58.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	105	21.9%	92.3%	268	21.9%	80.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	24	5.0%	97.3%	82	6.7%	87.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	6	1.3%	98.5%	38	3.1%	90.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.6%	99.2%	25	2.0%	92.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.4%	24	2.0%	94.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	10	0.8%	95.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	2	0.4%	99.8%	17	1.4%	96.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	8	0.7%	97.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	6	0.5%	97.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.7%	98.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,224			480			1,224			46		

**Notes:**

Total Records Reported by this PSAP: 1396  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1396

# Fractile 911 Call Response Time Distribution

Berlin Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1389	95.0%	95.0%	1	0.2%	0.2%	88	6.0%	6.0%	38	84.4%	84.4%
<= 0m 20s	65	4.4%	99.5%	72	13.7%	13.9%	142	9.7%	15.7%	2	4.4%	88.9%
<= 0m 30s	8	0.5%	100.0	206	39.3%	53.2%	150	10.3%	26.0%	5	11.1%	100.0
<= 0m 40s	0	0.0%	100.0	113	21.6%	74.8%	195	13.3%	39.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	60	11.5%	86.3%	130	8.9%	48.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	30	5.7%	92.0%	112	7.7%	55.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	36	6.9%	98.9%	241	16.5%	72.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	1.0%	99.8%	136	9.3%	81.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	100.0	73	5.0%	86.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	68	4.7%	91.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	42	2.9%	94.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	35	2.4%	96.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	19	1.3%	97.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	98.9%	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	5	0.3%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	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
<b>Tot. Counts:</b>	1,462			524			1,462			45		

**Notes:**

Total Records Reported by this PSAP: 1661  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1661

# Fractile 911 Call Response Time Distribution

Bethel Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1304	99.5%	99.5%	0	0.0%	0.0%	94	7.2%	7.2%	38	100.0%	100.0
<= 0m 20s	6	0.5%	99.9%	51	29.8%	29.8%	122	9.3%	16.5%	0	0.0%	100.0
<= 0m 30s	1	0.1%	100.0	71	41.5%	71.3%	142	10.8%	27.3%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	24	14.0%	85.4%	188	14.3%	41.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	9	5.3%	90.6%	138	10.5%	52.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	2.3%	93.0%	119	9.1%	61.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	3.5%	96.5%	246	18.8%	80.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	2.3%	98.8%	126	9.6%	89.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.8%	63	4.8%	94.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.8%	16	1.2%	95.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.8%	12	0.9%	96.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.8%	5	0.4%	96.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.6%	99.4%	9	0.7%	97.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.6%	100.0	7	0.5%	98.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.9%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,311			171			1,311			38		

**Notes:**

Total Records Reported by this PSAP: 1542  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1542

# Fractile 911 Call Response Time Distribution

Bloomfield Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2695	98.4%	98.4%	305	26.3%	26.3%	308	11.2%	11.2%	79	88.8%	88.8%
<= 0m 20s	41	1.5%	99.9%	28	2.4%	28.7%	520	19.0%	30.2%	5	5.6%	94.4%
<= 0m 30s	3	0.1%	100.0	128	11.0%	39.7%	241	8.8%	39.0%	5	5.6%	100.0
<= 0m 40s	0	0.0%	100.0	170	14.7%	54.4%	245	8.9%	48.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	92	7.9%	62.3%	212	7.7%	55.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	95	8.2%	70.5%	186	6.8%	62.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	218	18.8%	89.3%	430	15.7%	78.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	90	7.8%	97.1%	280	10.2%	88.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	21	1.8%	98.9%	135	4.9%	93.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	9	0.8%	99.7%	58	2.1%	95.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.2%	99.8%	38	1.4%	96.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.9%	20	0.7%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	15	0.5%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.1%	100.0	14	0.5%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.5%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,739			1,160			2,740			89		

**Notes:**

Total Records Reported by this PSAP: 3107  
 Number of Records not Processed due to Bad 1  
 Total Records Analyzed: 3106

# Fractile 911 Call Response Time Distribution

Branford Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2134	99.7%	99.7%	0	0.0%	0.0%	146	6.8%	6.8%	40	100.0%	100.0
<= 0m 20s	6	0.3%	100.0	37	20.2%	20.2%	153	7.1%	14.0%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	70	38.3%	58.5%	171	8.0%	22.0%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	39	21.3%	79.8%	217	10.1%	32.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	13	7.1%	86.9%	205	9.6%	41.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	3.8%	90.7%	187	8.7%	50.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	2.7%	93.4%	410	19.2%	69.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	7	3.8%	97.3%	262	12.2%	81.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.5%	97.8%	152	7.1%	88.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	1.6%	99.5%	78	3.6%	92.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.5%	100.0	39	1.8%	94.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	35	1.6%	96.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	18	0.8%	96.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.6%	97.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.9%	98.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.6%	98.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.4%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,140			183			2,140			40		

**Notes:**

Total Records Reported by this PSAP: 2348  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2348

# Fractile 911 Call Response Time Distribution

Bridgeport Public Safety Communications Ctr.

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	18741	81.3%	81.3%	1	0.0%	0.0%	1893	8.2%	8.2%	1343	61.1%	61.1%
<= 0m 20s	3651	15.8%	97.1%	379	9.0%	9.0%	1760	7.6%	15.8%	200	9.1%	70.2%
<= 0m 30s	554	2.4%	99.5%	1198	28.3%	37.3%	1916	8.3%	24.2%	490	22.3%	92.5%
<= 0m 40s	42	0.2%	99.7%	994	23.5%	60.7%	2421	10.5%	34.7%	6	0.3%	92.8%
<= 0m 50s	8	0.0%	99.8%	537	12.7%	73.4%	1790	7.8%	42.4%	1	0.0%	92.8%
<= 1m 0s	7	0.0%	99.8%	349	8.2%	81.7%	1598	6.9%	49.4%	0	0.0%	92.8%
<= 1m 30s	5	0.0%	99.8%	427	10.1%	91.8%	3824	16.6%	65.9%	4	0.2%	93.0%
<= 2m 0s	0	0.0%	99.8%	186	4.4%	96.2%	2596	11.3%	77.2%	4	0.2%	93.2%
<= 2m 30s	0	0.0%	99.8%	77	1.8%	98.0%	1635	7.1%	84.3%	3	0.1%	93.3%
<= 3m 0s	0	0.0%	99.8%	30	0.7%	98.7%	1022	4.4%	88.7%	1	0.0%	93.4%
<= 3m 30s	7	0.0%	99.8%	18	0.4%	99.1%	607	2.6%	91.4%	0	0.0%	93.4%
<= 4m 0s	0	0.0%	99.8%	7	0.2%	99.3%	448	1.9%	93.3%	0	0.0%	93.4%
<= 4m 30s	0	0.0%	99.8%	7	0.2%	99.4%	340	1.5%	94.8%	1	0.0%	93.4%
<= 5m 0s	0	0.0%	99.8%	2	0.0%	99.5%	216	0.9%	95.7%	0	0.0%	93.4%
<= 6m 0s	0	0.0%	99.8%	3	0.1%	99.6%	306	1.3%	97.1%	0	0.0%	93.4%
<= 7m 0s	0	0.0%	99.8%	2	0.0%	99.6%	190	0.8%	97.9%	1	0.0%	93.4%
<= 8m 0s	0	0.0%	99.8%	1	0.0%	99.6%	132	0.6%	98.5%	1	0.0%	93.5%
<= 9m 0s	0	0.0%	99.8%	0	0.0%	99.6%	87	0.4%	98.8%	0	0.0%	93.5%
<= 10m 0s	0	0.0%	99.8%	1	0.0%	99.6%	54	0.2%	99.1%	1	0.0%	93.5%
<= 11m 0s	0	0.0%	99.8%	0	0.0%	99.6%	52	0.2%	99.3%	0	0.0%	93.5%
<= 12m 0s	0	0.0%	99.8%	0	0.0%	99.6%	39	0.2%	99.5%	0	0.0%	93.5%
<= 13m 0s	0	0.0%	99.8%	1	0.0%	99.7%	21	0.1%	99.5%	0	0.0%	93.5%
<= 14m 0s	13	0.1%	99.9%	0	0.0%	99.7%	10	0.0%	99.6%	0	0.0%	93.5%
<= 15m 0s	0	0.0%	99.9%	1	0.0%	99.7%	12	0.1%	99.6%	3	0.1%	93.7%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	99.7%	13	0.1%	99.7%	1	0.0%	93.7%
<= 17m 0s	0	0.0%	99.9%	0	0.0%	99.7%	7	0.0%	99.7%	1	0.0%	93.8%
<= 18m 0s	0	0.0%	99.9%	0	0.0%	99.7%	4	0.0%	99.7%	0	0.0%	93.8%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	99.7%	4	0.0%	99.8%	1	0.0%	93.8%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	99.7%	5	0.0%	99.8%	0	0.0%	93.8%
>= 20m 0s	22	0.1%	100.0	10	0.2%	99.9%	43	0.2%	100.0	122	5.6%	99.4%
<b>Tot. Counts:</b>	23,050			4,231			23,045			2,184		

**Notes:**

Total Records Reported by this PSAP: 27604  
 Number of Records not Processed due to Bad 1  
 Total Records Analyzed: 27603

# Fractile 911 Call Response Time Distribution

Bristol Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5253	99.4%	99.4%	0	0.0%	0.0%	432	8.2%	8.2%	159	93.5%	93.5%
<= 0m 20s	29	0.5%	100.0	14	12.3%	12.3%	480	9.1%	17.3%	2	1.2%	94.7%
<= 0m 30s	0	0.0%	100.0	42	36.8%	49.1%	446	8.4%	25.7%	2	1.2%	95.9%
<= 0m 40s	0	0.0%	100.0	24	21.1%	70.2%	382	7.2%	32.9%	0	0.0%	95.9%
<= 0m 50s	0	0.0%	100.0	8	7.0%	77.2%	345	6.5%	39.5%	0	0.0%	95.9%
<= 1m 0s	0	0.0%	100.0	7	6.1%	83.3%	337	6.4%	45.8%	0	0.0%	95.9%
<= 1m 30s	0	0.0%	100.0	13	11.4%	94.7%	833	15.8%	61.6%	0	0.0%	95.9%
<= 2m 0s	0	0.0%	100.0	2	1.8%	96.5%	612	11.6%	73.2%	0	0.0%	95.9%
<= 2m 30s	0	0.0%	100.0	2	1.8%	98.2%	379	7.2%	80.4%	0	0.0%	95.9%
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.2%	306	5.8%	86.2%	0	0.0%	95.9%
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.2%	208	3.9%	90.1%	0	0.0%	95.9%
<= 4m 0s	0	0.0%	100.0	2	1.8%	100.0	139	2.6%	92.7%	0	0.0%	95.9%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	77	1.5%	94.2%	0	0.0%	95.9%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	48	0.9%	95.1%	0	0.0%	95.9%
<= 6m 0s	1	0.0%	100.0	0	0.0%	100.0	77	1.5%	96.6%	0	0.0%	95.9%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	46	0.9%	97.4%	1	0.6%	96.5%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	38	0.7%	98.1%	0	0.0%	96.5%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	29	0.5%	98.7%	0	0.0%	96.5%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.3%	99.0%	0	0.0%	96.5%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.3%	99.3%	1	0.6%	97.1%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.2%	99.6%	0	0.0%	97.1%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.6%	0	0.0%	97.1%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.8%	0	0.0%	97.1%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	97.1%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	97.1%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	97.1%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	97.1%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.1%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.1%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	5	2.9%	100.0
<b>Tot. Counts:</b>	5,283			114			5,283			170		

## Notes:

Total Records Reported by this PSAP: 5997  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 5997

# Fractile 911 Call Response Time Distribution

Brookfield Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1033	99.7%	99.7%	0	0.0%	0.0%	63	6.1%	6.1%	24	92.3%	92.3%
<= 0m 20s	3	0.3%	100.0	44	29.1%	29.1%	95	9.2%	15.3%	0	0.0%	92.3%
<= 0m 30s	0	0.0%	100.0	55	36.4%	65.6%	115	11.1%	26.4%	2	7.7%	100.0
<= 0m 40s	0	0.0%	100.0	25	16.6%	82.1%	162	15.6%	42.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	14	9.3%	91.4%	136	13.1%	55.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	3.3%	94.7%	109	10.5%	65.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	2.6%	97.4%	174	16.8%	82.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.3%	98.7%	82	7.9%	90.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.7%	35	3.4%	93.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.7%	99.3%	15	1.4%	95.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.3%	9	0.9%	96.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.3%	5	0.5%	96.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.7%	100.0	5	0.5%	97.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	97.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.9%	98.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.8%	98.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,036			151			1,036			26		

**Notes:**

Total Records Reported by this PSAP: 1129  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1129

# Fractile 911 Call Response Time Distribution

Canton Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	636	97.5%	97.5%	0	0.0%	0.0%	46	7.1%	7.1%	19	90.5%	90.5%
<= 0m 20s	13	2.0%	99.5%	3	1.8%	1.8%	71	10.9%	17.9%	1	4.8%	95.2%
<= 0m 30s	3	0.5%	100.0	11	6.6%	8.4%	62	9.5%	27.5%	1	4.8%	100.0
<= 0m 40s	0	0.0%	100.0	17	10.2%	18.7%	51	7.8%	35.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	18	10.8%	29.5%	44	6.7%	42.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	23	13.9%	43.4%	47	7.2%	49.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	56	33.7%	77.1%	139	21.3%	70.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	26	15.7%	92.8%	87	13.3%	83.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	9	5.4%	98.2%	36	5.5%	89.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.2%	27	4.1%	93.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.6%	98.8%	15	2.3%	95.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.6%	99.4%	3	0.5%	96.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	8	1.2%	97.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.4%	3	0.5%	98.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.4%	6	0.9%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.4%	2	0.3%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.4%	1	0.2%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.4%	1	0.2%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	1	0.6%	100.0	1	0.2%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	652			166			652			21		

**Notes:**

Total Records Reported by this PSAP: 730  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 730

# Fractile 911 Call Response Time Distribution

Cheshire Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1913	98.9%	98.9%	0	0.0%	0.0%	455	23.5%	23.5%	37	100.0%	100.0
<= 0m 20s	22	1.1%	100.0	26	5.9%	5.9%	196	10.1%	33.6%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	138	31.4%	37.3%	257	13.3%	46.9%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	167	38.0%	75.2%	278	14.4%	61.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	60	13.6%	88.9%	236	12.2%	73.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	24	5.5%	94.3%	163	8.4%	81.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	23	5.2%	99.5%	222	11.5%	93.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.5%	100.0	61	3.2%	96.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	33	1.7%	98.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	98.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	98.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	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	3	0.2%	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	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,935			440			1,935			37		

**Notes:**

Total Records Reported by this PSAP: 2102  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2102

# Fractile 911 Call Response Time Distribution

Clinton Emergency Communications Ctr.

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	784	98.0%	98.0%	0	0.0%	0.0%	55	6.9%	6.9%	20	90.9%	90.9%
<= 0m 20s	14	1.8%	99.8%	7	8.8%	8.8%	62	7.8%	14.6%	0	0.0%	90.9%
<= 0m 30s	1	0.1%	99.9%	26	32.5%	41.3%	61	7.6%	22.3%	2	9.1%	100.0
<= 0m 40s	1	0.1%	100.0	28	35.0%	76.3%	81	10.1%	32.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	11	13.8%	90.0%	78	9.8%	42.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	2	2.5%	92.5%	62	7.8%	49.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	3	3.8%	96.3%	141	17.6%	67.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	2.5%	98.8%	92	11.5%	79.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	1.3%	100.0	51	6.4%	85.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	38	4.8%	90.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	17	2.1%	92.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	11	1.4%	93.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	8	1.0%	94.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	14	1.8%	96.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	9	1.1%	97.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.9%	98.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	98.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.8%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	800			80			800			22		

**Notes:**

Total Records Reported by this PSAP: 970  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 970

# Fractile 911 Call Response Time Distribution

Colchester Emergency Comm. Center

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3968	99.3%	99.3%	14	1.3%	1.3%	356	8.9%	8.9%	105	96.3%	96.3%
<= 0m 20s	23	0.6%	99.9%	286	27.1%	28.5%	513	12.8%	21.8%	3	2.8%	99.1%
<= 0m 30s	3	0.1%	100.0	399	37.9%	66.3%	671	16.8%	38.6%	1	0.9%	100.0
<= 0m 40s	0	0.0%	100.0	207	19.6%	86.0%	651	16.3%	54.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	87	8.3%	94.2%	443	11.1%	66.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	28	2.7%	96.9%	273	6.8%	72.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	26	2.5%	99.3%	557	13.9%	86.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.2%	99.5%	243	6.1%	92.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.4%	99.9%	102	2.6%	95.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	100.0	52	1.3%	96.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	28	0.7%	97.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	31	0.8%	98.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	13	0.3%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.4%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.3%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	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	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	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	3	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	3,994			1,054			3,993			109		

**Notes:**

Total Records Reported by this PSAP: 4454  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 4454

# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop A

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	14972	96.3%	96.3%	334	4.4%	4.4%	2962	19.0%	19.0%	670	83.2%	83.2%
<= 0m 20s	513	3.3%	99.5%	4474	58.5%	62.9%	3438	22.1%	41.1%	41	5.1%	88.3%
<= 0m 30s	62	0.4%	99.9%	2040	26.7%	89.6%	3513	22.6%	63.7%	90	11.2%	99.5%
<= 0m 40s	5	0.0%	100.0	511	6.7%	96.2%	2694	17.3%	81.0%	0	0.0%	99.5%
<= 0m 50s	1	0.0%	100.0	142	1.9%	98.1%	1157	7.4%	88.5%	1	0.1%	99.6%
<= 1m 0s	1	0.0%	100.0	72	0.9%	99.0%	609	3.9%	92.4%	0	0.0%	99.6%
<= 1m 30s	0	0.0%	100.0	56	0.7%	99.8%	686	4.4%	96.8%	0	0.0%	99.6%
<= 2m 0s	0	0.0%	100.0	7	0.1%	99.9%	240	1.5%	98.4%	0	0.0%	99.6%
<= 2m 30s	0	0.0%	100.0	5	0.1%	99.9%	94	0.6%	99.0%	0	0.0%	99.6%
<= 3m 0s	0	0.0%	100.0	2	0.0%	99.9%	49	0.3%	99.3%	0	0.0%	99.6%
<= 3m 30s	0	0.0%	100.0	3	0.0%	100.0	36	0.2%	99.5%	0	0.0%	99.6%
<= 4m 0s	1	0.0%	100.0	0	0.0%	100.0	21	0.1%	99.6%	1	0.1%	99.8%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	13	0.1%	99.7%	0	0.0%	99.8%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.8%	0	0.0%	99.8%
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	10	0.1%	99.8%	0	0.0%	99.8%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.9%	0	0.0%	99.8%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.9%	0	0.0%	99.8%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	99.8%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	99.8%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.8%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	1	0.1%	99.9%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.9%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	99.9%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.9%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.9%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0
<b>Tot. Counts:</b>	15,555			7,647			15,555			805		

**Notes:**

Total Records Reported by this PSAP: 18354  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 18354



# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop E

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	8881	98.5%	98.5%	0	0.0%	0.0%	861	9.5%	9.5%	212	93.8%	93.8%
<= 0m 20s	117	1.3%	99.8%	1200	43.2%	43.2%	1287	14.3%	23.8%	5	2.2%	96.0%
<= 0m 30s	14	0.2%	100.0	952	34.3%	77.5%	2304	25.5%	49.4%	9	4.0%	100.0
<= 0m 40s	0	0.0%	100.0	331	11.9%	89.4%	1728	19.2%	68.5%	0	0.0%	100.0
<= 0m 50s	1	0.0%	100.0	134	4.8%	94.3%	863	9.6%	78.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	62	2.2%	96.5%	514	5.7%	83.8%	0	0.0%	100.0
<= 1m 30s	1	0.0%	100.0	58	2.1%	98.6%	793	8.8%	92.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	18	0.6%	99.2%	292	3.2%	95.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	6	0.2%	99.5%	129	1.4%	97.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	5	0.2%	99.6%	68	0.8%	98.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	3	0.1%	99.7%	37	0.4%	98.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.0%	99.8%	27	0.3%	98.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	12	0.1%	98.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	2	0.1%	99.9%	17	0.2%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.0%	99.9%	23	0.3%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.0%	99.9%	21	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.0%	100.0	10	0.1%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	1	0.0%	100.0	5	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	4	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%	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	4	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	9,014			2,776			9,018			226		

**Notes:**

Total Records Reported by this PSAP: 10058  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 10058



# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop H

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	30278	91.2%	91.2%	1324	10.2%	10.2%	8023	24.2%	24.2%	1867	68.4%	68.4%
<= 0m 20s	2397	7.2%	98.4%	7504	57.9%	68.1%	8316	25.0%	49.2%	265	9.7%	78.2%
<= 0m 30s	479	1.4%	99.8%	2925	22.6%	90.7%	7150	21.5%	70.7%	539	19.8%	97.9%
<= 0m 40s	28	0.1%	99.9%	743	5.7%	96.4%	4369	13.2%	83.9%	2	0.1%	98.0%
<= 0m 50s	12	0.0%	99.9%	213	1.6%	98.1%	2014	6.1%	89.9%	4	0.1%	98.1%
<= 1m 0s	7	0.0%	100.0	98	0.8%	98.8%	1116	3.4%	93.3%	3	0.1%	98.2%
<= 1m 30s	5	0.0%	100.0	95	0.7%	99.6%	1345	4.0%	97.4%	5	0.2%	98.4%
<= 2m 0s	0	0.0%	100.0	26	0.2%	99.8%	394	1.2%	98.5%	0	0.0%	98.4%
<= 2m 30s	0	0.0%	100.0	7	0.1%	99.8%	172	0.5%	99.1%	1	0.0%	98.5%
<= 3m 0s	0	0.0%	100.0	8	0.1%	99.9%	90	0.3%	99.3%	0	0.0%	98.5%
<= 3m 30s	1	0.0%	100.0	2	0.0%	99.9%	50	0.2%	99.5%	0	0.0%	98.5%
<= 4m 0s	1	0.0%	100.0	3	0.0%	99.9%	36	0.1%	99.6%	0	0.0%	98.5%
<= 4m 30s	0	0.0%	100.0	2	0.0%	99.9%	29	0.1%	99.7%	2	0.1%	98.5%
<= 5m 0s	0	0.0%	100.0	1	0.0%	100.0	23	0.1%	99.7%	0	0.0%	98.5%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	27	0.1%	99.8%	0	0.0%	98.5%
<= 7m 0s	0	0.0%	100.0	1	0.0%	100.0	15	0.0%	99.9%	0	0.0%	98.5%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.0%	99.9%	0	0.0%	98.5%
<= 9m 0s	0	0.0%	100.0	1	0.0%	100.0	5	0.0%	99.9%	0	0.0%	98.5%
<= 10m 0s	0	0.0%	100.0	1	0.0%	100.0	3	0.0%	99.9%	1	0.0%	98.6%
<= 11m 0s	0	0.0%	100.0	1	0.0%	100.0	8	0.0%	100.0	0	0.0%	98.6%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	1	0.0%	98.6%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	98.6%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	1	0.0%	98.6%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	98.6%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	98.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.7%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	98.7%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	1	0.0%	98.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.7%
>= 20m 0s	4	0.0%	100.0	2	0.0%	100.0	6	0.0%	100.0	34	1.2%	100.0
<b>Tot. Counts:</b>	33,212			12,957			33,212			2,727		

**Notes:**

Total Records Reported by this PSAP: 40260  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 40260



# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop L

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1594	98.3%	98.3%	0	0.0%	0.0%	73	4.5%	4.5%	12	85.7%	85.7%
<= 0m 20s	20	1.2%	99.6%	60	19.3%	19.3%	140	8.6%	13.1%	0	0.0%	85.7%
<= 0m 30s	5	0.3%	99.9%	109	35.0%	54.3%	241	14.9%	28.0%	2	14.3%	100.0
<= 0m 40s	2	0.1%	100.0	73	23.5%	77.8%	283	17.5%	45.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	27	8.7%	86.5%	211	13.0%	58.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	3.5%	90.0%	128	7.9%	66.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	16	5.1%	95.2%	240	14.8%	81.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	1.9%	97.1%	101	6.2%	87.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	1.0%	98.1%	64	3.9%	91.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.6%	98.7%	30	1.9%	93.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.6%	99.4%	26	1.6%	94.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.3%	99.7%	18	1.1%	95.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	11	0.7%	96.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.7%	10	0.6%	97.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.7%	17	1.0%	98.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.7%	7	0.4%	98.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.7%	7	0.4%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.7%	6	0.4%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	1	0.3%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,621			311			1,621			14		

**Notes:**

Total Records Reported by this PSAP: 1705  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1705

# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop W

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	497	98.8%	98.8%	0	0.0%	0.0%	79	15.7%	15.7%	29	96.7%	96.7%
<= 0m 20s	5	1.0%	99.8%	16	16.5%	16.5%	123	24.5%	40.2%	0	0.0%	96.7%
<= 0m 30s	1	0.2%	100.0	31	32.0%	48.5%	61	12.1%	52.3%	1	3.3%	100.0
<= 0m 40s	0	0.0%	100.0	31	32.0%	80.4%	73	14.5%	66.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	12	12.4%	92.8%	52	10.3%	77.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	3.1%	95.9%	35	7.0%	84.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	2	2.1%	97.9%	44	8.7%	92.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	1.0%	99.0%	12	2.4%	95.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	1.0%	100.0	6	1.2%	96.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	7	1.4%	97.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.8%	98.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.8%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	503			97			503			30		

**Notes:**

Total Records Reported by this PSAP: 630  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 630

# Fractile 911 Call Response Time Distribution

Cromwell Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1210	98.9%	98.9%	2	0.3%	0.3%	78	6.4%	6.4%	28	100.0%	100.0
<= 0m 20s	11	0.9%	99.8%	310	49.4%	49.8%	88	7.2%	13.6%	0	0.0%	100.0
<= 0m 30s	3	0.2%	100.0	195	31.1%	80.9%	158	12.9%	26.5%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	84	13.4%	94.3%	212	17.3%	43.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	20	3.2%	97.4%	158	12.9%	56.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	1.0%	98.4%	101	8.3%	65.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	1.4%	99.8%	215	17.6%	82.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	99.8%	111	9.1%	91.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.8%	41	3.3%	94.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	100.0	20	1.6%	96.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	11	0.9%	97.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	97.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,224			627			1,224			28		

**Notes:**

Total Records Reported by this PSAP: 1340  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1340

# Fractile 911 Call Response Time Distribution

Danbury Fire Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6795	98.2%	98.2%	0	0.0%	0.0%	460	6.6%	6.6%	213	94.7%	94.7%
<= 0m 20s	118	1.7%	99.9%	270	9.9%	9.9%	535	7.7%	14.4%	2	0.9%	95.6%
<= 0m 30s	8	0.1%	100.0	1034	38.1%	48.0%	616	8.9%	23.3%	3	1.3%	96.9%
<= 0m 40s	1	0.0%	100.0	747	27.5%	75.5%	1128	16.3%	39.6%	0	0.0%	96.9%
<= 0m 50s	0	0.0%	100.0	323	11.9%	87.4%	955	13.8%	53.4%	0	0.0%	96.9%
<= 1m 0s	0	0.0%	100.0	148	5.4%	92.8%	803	11.6%	65.0%	0	0.0%	96.9%
<= 1m 30s	0	0.0%	100.0	152	5.6%	98.4%	1366	19.7%	84.7%	0	0.0%	96.9%
<= 2m 0s	1	0.0%	100.0	29	1.1%	99.5%	502	7.3%	91.9%	1	0.4%	97.3%
<= 2m 30s	0	0.0%	100.0	8	0.3%	99.8%	234	3.4%	95.3%	0	0.0%	97.3%
<= 3m 0s	0	0.0%	100.0	2	0.1%	99.9%	91	1.3%	96.6%	0	0.0%	97.3%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.9%	57	0.8%	97.5%	0	0.0%	97.3%
<= 4m 0s	0	0.0%	100.0	1	0.0%	99.9%	29	0.4%	97.9%	0	0.0%	97.3%
<= 4m 30s	0	0.0%	100.0	1	0.0%	99.9%	25	0.4%	98.2%	0	0.0%	97.3%
<= 5m 0s	0	0.0%	100.0	1	0.0%	100.0	20	0.3%	98.5%	0	0.0%	97.3%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	27	0.4%	98.9%	0	0.0%	97.3%
<= 7m 0s	0	0.0%	100.0	1	0.0%	100.0	29	0.4%	99.3%	0	0.0%	97.3%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.2%	99.5%	0	0.0%	97.3%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.6%	1	0.4%	97.8%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.7%	0	0.0%	97.8%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	97.8%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.8%	0	0.0%	97.8%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	97.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	97.8%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	97.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	97.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	97.8%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.8%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.8%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	5	2.2%	100.0
<b>Tot. Counts:</b>	6,923			2,717			6,923			225		

**Notes:**

Total Records Reported by this PSAP: 7858  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 7858

# Fractile 911 Call Response Time Distribution

Darien Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1079	97.5%	97.5%	1	0.5%	0.5%	167	15.1%	15.1%	42	85.7%	85.7%
<= 0m 20s	26	2.3%	99.8%	50	25.8%	26.3%	161	14.5%	29.6%	3	6.1%	91.8%
<= 0m 30s	1	0.1%	99.9%	69	35.6%	61.9%	153	13.8%	43.5%	3	6.1%	98.0%
<= 0m 40s	1	0.1%	100.0	25	12.9%	74.7%	155	14.0%	57.5%	0	0.0%	98.0%
<= 0m 50s	0	0.0%	100.0	16	8.2%	83.0%	126	11.4%	68.8%	0	0.0%	98.0%
<= 1m 0s	0	0.0%	100.0	8	4.1%	87.1%	82	7.4%	76.2%	0	0.0%	98.0%
<= 1m 30s	0	0.0%	100.0	15	7.7%	94.8%	144	13.0%	89.3%	0	0.0%	98.0%
<= 2m 0s	0	0.0%	100.0	6	3.1%	97.9%	47	4.2%	93.5%	0	0.0%	98.0%
<= 2m 30s	0	0.0%	100.0	2	1.0%	99.0%	31	2.8%	96.3%	0	0.0%	98.0%
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.0%	10	0.9%	97.2%	0	0.0%	98.0%
<= 3m 30s	0	0.0%	100.0	2	1.0%	100.0	13	1.2%	98.4%	0	0.0%	98.0%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	98.7%	0	0.0%	98.0%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	98.9%	0	0.0%	98.0%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.3%	0	0.0%	98.0%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.5%	0	0.0%	98.0%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.6%	0	0.0%	98.0%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	98.0%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	98.0%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	98.0%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	98.0%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.0%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	98.0%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.0%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.0%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	2.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,107			194			1,107			49		

**Notes:**

Total Records Reported by this PSAP: 1304  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1304

# Fractile 911 Call Response Time Distribution

Derby Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1120	98.2%	98.2%	0	0.0%	0.0%	77	6.7%	6.7%	25	89.3%	89.3%
<= 0m 20s	18	1.6%	99.7%	134	31.4%	31.4%	107	9.4%	16.1%	0	0.0%	89.3%
<= 0m 30s	3	0.3%	100.0	135	31.6%	63.0%	150	13.1%	29.3%	3	10.7%	100.0
<= 0m 40s	0	0.0%	100.0	68	15.9%	78.9%	188	16.5%	45.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	42	9.8%	88.8%	149	13.1%	58.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	21	4.9%	93.7%	115	10.1%	68.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	20	4.7%	98.4%	213	18.7%	87.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.9%	99.3%	77	6.7%	94.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.5%	99.8%	42	3.7%	98.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	100.0	11	1.0%	98.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,141			427			1,141			28		

**Notes:**

Total Records Reported by this PSAP: 1224  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1224

# Fractile 911 Call Response Time Distribution

East Hartford Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5088	99.5%	99.5%	0	0.0%	0.0%	424	8.3%	8.3%	165	97.6%	97.6%
<= 0m 20s	26	0.5%	100.0	26	12.3%	12.3%	410	8.0%	16.3%	0	0.0%	97.6%
<= 0m 30s	0	0.0%	100.0	75	35.4%	47.6%	430	8.4%	24.7%	0	0.0%	97.6%
<= 0m 40s	0	0.0%	100.0	41	19.3%	67.0%	358	7.0%	31.7%	0	0.0%	97.6%
<= 0m 50s	0	0.0%	100.0	27	12.7%	79.7%	317	6.2%	37.9%	0	0.0%	97.6%
<= 1m 0s	0	0.0%	100.0	17	8.0%	87.7%	237	4.6%	42.5%	0	0.0%	97.6%
<= 1m 30s	0	0.0%	100.0	14	6.6%	94.3%	640	12.5%	55.1%	0	0.0%	97.6%
<= 2m 0s	0	0.0%	100.0	5	2.4%	96.7%	699	13.7%	68.7%	0	0.0%	97.6%
<= 2m 30s	0	0.0%	100.0	2	0.9%	97.6%	535	10.5%	79.2%	0	0.0%	97.6%
<= 3m 0s	0	0.0%	100.0	1	0.5%	98.1%	313	6.1%	85.3%	0	0.0%	97.6%
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.1%	216	4.2%	89.5%	0	0.0%	97.6%
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.1%	141	2.8%	92.3%	0	0.0%	97.6%
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.1%	84	1.6%	93.9%	0	0.0%	97.6%
<= 5m 0s	0	0.0%	100.0	2	0.9%	99.1%	64	1.3%	95.2%	0	0.0%	97.6%
<= 6m 0s	0	0.0%	100.0	1	0.5%	99.5%	67	1.3%	96.5%	0	0.0%	97.6%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.5%	43	0.8%	97.3%	0	0.0%	97.6%
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.5%	48	0.9%	98.3%	0	0.0%	97.6%
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.5%	30	0.6%	98.9%	0	0.0%	97.6%
<= 10m 0s	0	0.0%	100.0	1	0.5%	100.0	15	0.3%	99.2%	1	0.6%	98.2%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.4%	99.6%	0	0.0%	98.2%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.7%	0	0.0%	98.2%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.8%	0	0.0%	98.2%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	98.2%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	1	0.6%	98.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	98.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	98.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	98.8%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	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	1	0.0%	100.0	2	1.2%	100.0
<b>Tot. Counts:</b>	5,114			212			5,114			169		

**Notes:**

Total Records Reported by this PSAP: 5776  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 5776

# Fractile 911 Call Response Time Distribution

East Haven Fire Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2585	97.7%	97.7%	2	0.2%	0.2%	199	7.5%	7.5%	61	89.7%	89.7%
<= 0m 20s	50	1.9%	99.6%	340	33.7%	33.9%	286	10.8%	18.3%	4	5.9%	95.6%
<= 0m 30s	10	0.4%	100.0	424	42.0%	75.8%	498	18.8%	37.2%	3	4.4%	100.0
<= 0m 40s	0	0.0%	100.0	160	15.8%	91.7%	478	18.1%	55.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	48	4.8%	96.4%	310	11.7%	67.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	21	2.1%	98.5%	247	9.3%	76.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	14	1.4%	99.9%	410	15.5%	91.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.1%	100.0	131	5.0%	96.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	32	1.2%	98.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.6%	98.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	12	0.5%	99.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	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	2	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,645			1,010			2,645			68		

## Notes:

Total Records Reported by this PSAP: 2914  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2914

# Fractile 911 Call Response Time Distribution

East Lyme Public Safety

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	771	98.6%	98.6%	1	0.6%	0.6%	34	4.3%	4.3%	22	84.6%	84.6%
<= 0m 20s	9	1.2%	99.7%	11	7.1%	7.7%	62	7.9%	12.3%	1	3.8%	88.5%
<= 0m 30s	1	0.1%	99.9%	31	19.9%	27.6%	68	8.7%	21.0%	3	11.5%	100.0
<= 0m 40s	1	0.1%	100.0	28	17.9%	45.5%	91	11.6%	32.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	22	14.1%	59.6%	78	10.0%	42.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	12	7.7%	67.3%	90	11.5%	54.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	32	20.5%	87.8%	184	23.5%	77.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	9	5.8%	93.6%	92	11.8%	89.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	5	3.2%	96.8%	42	5.4%	94.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	1.3%	98.1%	11	1.4%	96.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.1%	2	0.3%	96.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.6%	98.7%	4	0.5%	96.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	2	1.3%	100.0	8	1.0%	98.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.8%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	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%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	782			156			782			26		

**Notes:**

Total Records Reported by this PSAP: 846  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 846

# Fractile 911 Call Response Time Distribution

East Windsor Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1176	97.2%	97.2%	0	0.0%	0.0%	82	6.8%	6.8%	38	79.2%	79.2%
<= 0m 20s	25	2.1%	99.3%	153	27.8%	27.8%	73	6.0%	12.8%	4	8.3%	87.5%
<= 0m 30s	9	0.7%	100.0	216	39.3%	67.1%	124	10.2%	23.1%	6	12.5%	100.0
<= 0m 40s	0	0.0%	100.0	101	18.4%	85.5%	174	14.4%	37.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	29	5.3%	90.7%	169	14.0%	51.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	16	2.9%	93.6%	138	11.4%	62.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	26	4.7%	98.4%	232	19.2%	82.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.7%	99.1%	113	9.3%	91.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.5%	99.6%	36	3.0%	94.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.6%	19	1.6%	95.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.8%	13	1.1%	96.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	7	0.6%	97.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	6	0.5%	98.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	4	0.3%	98.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	5	0.4%	98.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.2%	100.0	6	0.5%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	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%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,210			550			1,210			48		

**Notes:**

Total Records Reported by this PSAP: 1343  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1343

# Fractile 911 Call Response Time Distribution

Easton Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	386	98.0%	98.0%	0	0.0%	0.0%	41	10.4%	10.4%	12	92.3%	92.3%
<= 0m 20s	8	2.0%	100.0	6	11.8%	11.8%	32	8.1%	18.5%	1	7.7%	100.0
<= 0m 30s	0	0.0%	100.0	18	35.3%	47.1%	44	11.2%	29.7%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	10	19.6%	66.7%	57	14.5%	44.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	15.7%	82.4%	45	11.4%	55.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	7.8%	90.2%	45	11.4%	67.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	3	5.9%	96.1%	64	16.2%	83.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	3.9%	100.0	24	6.1%	89.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	12	3.0%	92.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	9	2.3%	94.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.8%	95.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	4	1.0%	96.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	1	0.3%	96.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.8%	97.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	1.3%	98.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.8%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.3%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.3%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	394			51			394			13		

**Notes:**

Total Records Reported by this PSAP: 449  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 449

# Fractile 911 Call Response Time Distribution

Fairfield Emergency Communications

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3327	98.8%	98.8%	0	0.0%	0.0%	275	8.2%	8.2%	105	88.2%	88.2%
<= 0m 20s	38	1.1%	99.9%	70	27.5%	27.5%	251	7.5%	15.6%	3	2.5%	90.8%
<= 0m 30s	1	0.0%	100.0	82	32.2%	59.6%	284	8.4%	24.0%	2	1.7%	92.4%
<= 0m 40s	0	0.0%	100.0	49	19.2%	78.8%	354	10.5%	34.6%	0	0.0%	92.4%
<= 0m 50s	0	0.0%	100.0	22	8.6%	87.5%	337	10.0%	44.6%	0	0.0%	92.4%
<= 1m 0s	0	0.0%	100.0	12	4.7%	92.2%	299	8.9%	53.4%	0	0.0%	92.4%
<= 1m 30s	0	0.0%	100.0	11	4.3%	96.5%	634	18.8%	72.3%	0	0.0%	92.4%
<= 2m 0s	0	0.0%	100.0	6	2.4%	98.8%	388	11.5%	83.8%	0	0.0%	92.4%
<= 2m 30s	0	0.0%	100.0	1	0.4%	99.2%	185	5.5%	89.3%	0	0.0%	92.4%
<= 3m 0s	0	0.0%	100.0	1	0.4%	99.6%	112	3.3%	92.6%	0	0.0%	92.4%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.6%	56	1.7%	94.3%	0	0.0%	92.4%
<= 4m 0s	0	0.0%	100.0	1	0.4%	100.0	49	1.5%	95.7%	0	0.0%	92.4%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	29	0.9%	96.6%	0	0.0%	92.4%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.6%	97.2%	0	0.0%	92.4%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	38	1.1%	98.3%	0	0.0%	92.4%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.5%	98.8%	0	0.0%	92.4%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.4%	99.3%	0	0.0%	92.4%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.3%	99.5%	0	0.0%	92.4%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.6%	0	0.0%	92.4%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	92.4%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	92.4%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	92.4%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	92.4%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	92.4%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	92.4%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	92.4%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	92.4%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	92.4%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	92.4%
>= 20m 0s	1	0.0%	100.0	0	0.0%	100.0	4	0.1%	100.0	9	7.6%	100.0
<b>Tot. Counts:</b>	3,367			255			3,368			119		

**Notes:**

Total Records Reported by this PSAP: 3862  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3862

# Fractile 911 Call Response Time Distribution

Farmington Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2564	98.3%	98.3%	0	0.0%	0.0%	208	8.0%	8.0%	97	94.2%	94.2%
<= 0m 20s	40	1.5%	99.8%	80	16.6%	16.6%	297	11.4%	19.4%	0	0.0%	94.2%
<= 0m 30s	5	0.2%	100.0	207	42.9%	59.5%	261	10.0%	29.4%	3	2.9%	97.1%
<= 0m 40s	0	0.0%	100.0	105	21.8%	81.3%	372	14.3%	43.6%	0	0.0%	97.1%
<= 0m 50s	0	0.0%	100.0	48	10.0%	91.3%	261	10.0%	53.6%	0	0.0%	97.1%
<= 1m 0s	0	0.0%	100.0	14	2.9%	94.2%	174	6.7%	60.3%	0	0.0%	97.1%
<= 1m 30s	0	0.0%	100.0	19	3.9%	98.1%	416	15.9%	76.2%	0	0.0%	97.1%
<= 2m 0s	0	0.0%	100.0	4	0.8%	99.0%	250	9.6%	85.8%	0	0.0%	97.1%
<= 2m 30s	0	0.0%	100.0	2	0.4%	99.4%	139	5.3%	91.1%	0	0.0%	97.1%
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.6%	57	2.2%	93.3%	0	0.0%	97.1%
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.8%	39	1.5%	94.8%	0	0.0%	97.1%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	22	0.8%	95.7%	0	0.0%	97.1%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	24	0.9%	96.6%	0	0.0%	97.1%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	21	0.8%	97.4%	0	0.0%	97.1%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	28	1.1%	98.5%	0	0.0%	97.1%
<= 7m 0s	0	0.0%	100.0	1	0.2%	100.0	14	0.5%	99.0%	0	0.0%	97.1%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	99.4%	0	0.0%	97.1%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.7%	0	0.0%	97.1%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	97.1%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.9%	0	0.0%	97.1%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	97.1%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	97.1%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.1%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	1.0%	98.1%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	98.1%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	2	1.9%	100.0
<b>Tot. Counts:</b>	2,609			482			2,609			103		

**Notes:**

Total Records Reported by this PSAP: 2972  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2972

# Fractile 911 Call Response Time Distribution

Glastonbury Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1773	99.3%	99.3%	0	0.0%	0.0%	102	5.7%	5.7%	33	100.0%	100.0
<= 0m 20s	12	0.7%	99.9%	33	20.1%	20.1%	162	9.1%	14.8%	0	0.0%	100.0
<= 0m 30s	0	0.0%	99.9%	74	45.1%	65.2%	178	10.0%	24.7%	0	0.0%	100.0
<= 0m 40s	0	0.0%	99.9%	37	22.6%	87.8%	290	16.2%	41.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.9%	10	6.1%	93.9%	178	10.0%	51.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.9%	1	0.6%	94.5%	170	9.5%	60.5%	0	0.0%	100.0
<= 1m 30s	1	0.1%	100.0	3	1.8%	96.3%	329	18.4%	78.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.8%	98.2%	157	8.8%	87.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.2%	99.4%	84	4.7%	92.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	41	2.3%	94.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	16	0.9%	95.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	14	0.8%	96.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	11	0.6%	97.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.4%	12	0.7%	97.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.4%	12	0.7%	98.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.6%	100.0	7	0.4%	98.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.7%	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	2	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,786			164			1,786			33		

**Notes:**

Total Records Reported by this PSAP: 1933  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1933

# Fractile 911 Call Response Time Distribution

Granby Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1002	98.0%	98.0%	0	0.0%	0.0%	65	6.4%	6.4%	43	91.5%	91.5%
<= 0m 20s	14	1.4%	99.4%	80	15.1%	15.1%	79	7.7%	14.1%	1	2.1%	93.6%
<= 0m 30s	5	0.5%	99.9%	121	22.8%	37.9%	120	11.7%	25.8%	3	6.4%	100.0
<= 0m 40s	0	0.0%	99.9%	102	19.2%	57.1%	165	16.1%	42.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.9%	67	12.6%	69.7%	123	12.0%	54.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.9%	51	9.6%	79.3%	103	10.1%	64.1%	0	0.0%	100.0
<= 1m 30s	1	0.1%	100.0	87	16.4%	95.7%	220	21.5%	85.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	12	2.3%	97.9%	67	6.6%	92.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	6	1.1%	99.1%	20	2.0%	94.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.4%	99.4%	16	1.6%	95.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	12	1.2%	96.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.6%	6	0.6%	97.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	99.8%	3	0.3%	97.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	4	0.4%	98.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	5	0.5%	98.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,022			531			1,022			47		

## Notes:

Total Records Reported by this PSAP: 1200  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 1200

# Fractile 911 Call Response Time Distribution

Greenwich Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3940	99.7%	99.7%	0	0.0%	0.0%	479	12.1%	12.1%	155	97.5%	97.5%
<= 0m 20s	10	0.3%	100.0	10	6.7%	6.7%	450	11.4%	23.5%	1	0.6%	98.1%
<= 0m 30s	0	0.0%	100.0	46	30.7%	37.3%	435	11.0%	34.5%	0	0.0%	98.1%
<= 0m 40s	0	0.0%	100.0	54	36.0%	73.3%	558	14.1%	48.7%	0	0.0%	98.1%
<= 0m 50s	0	0.0%	100.0	13	8.7%	82.0%	430	10.9%	59.5%	0	0.0%	98.1%
<= 1m 0s	0	0.0%	100.0	10	6.7%	88.7%	349	8.8%	68.4%	0	0.0%	98.1%
<= 1m 30s	0	0.0%	100.0	10	6.7%	95.3%	595	15.1%	83.4%	0	0.0%	98.1%
<= 2m 0s	0	0.0%	100.0	4	2.7%	98.0%	254	6.4%	89.9%	0	0.0%	98.1%
<= 2m 30s	0	0.0%	100.0	1	0.7%	98.7%	111	2.8%	92.7%	0	0.0%	98.1%
<= 3m 0s	0	0.0%	100.0	1	0.7%	99.3%	79	2.0%	94.7%	0	0.0%	98.1%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.3%	42	1.1%	95.7%	0	0.0%	98.1%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.3%	40	1.0%	96.8%	0	0.0%	98.1%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.3%	21	0.5%	97.3%	0	0.0%	98.1%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.3%	16	0.4%	97.7%	0	0.0%	98.1%
<= 6m 0s	0	0.0%	100.0	1	0.7%	100.0	28	0.7%	98.4%	0	0.0%	98.1%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.4%	98.8%	0	0.0%	98.1%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.3%	99.2%	0	0.0%	98.1%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.2%	99.3%	0	0.0%	98.1%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.3%	99.6%	1	0.6%	98.7%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	98.7%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.7%	0	0.0%	98.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.8%	0	0.0%	98.7%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	98.7%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.7%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	98.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	98.7%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	98.7%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	98.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.7%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	2	1.3%	100.0
<b>Tot. Counts:</b>	3,950			150			3,950			159		

## Notes:

Total Records Reported by this PSAP: 5003  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 5003

# Fractile 911 Call Response Time Distribution

Groton Emergency Dispatch Center

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3570	99.7%	99.7%	8	0.9%	0.9%	238	6.6%	6.7%	108	99.1%	99.1%
<= 0m 20s	8	0.2%	100.0	207	22.6%	23.5%	271	7.6%	14.2%	0	0.0%	99.1%
<= 0m 30s	1	0.0%	100.0	324	35.4%	58.9%	331	9.2%	23.5%	1	0.9%	100.0
<= 0m 40s	0	0.0%	100.0	187	20.4%	79.3%	451	12.6%	36.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	70	7.7%	87.0%	323	9.0%	45.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	43	4.7%	91.7%	225	6.3%	51.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	51	5.6%	97.3%	455	12.7%	64.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	12	1.3%	98.6%	419	11.7%	75.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	5	0.5%	99.1%	358	10.0%	85.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.2%	223	6.2%	92.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.3%	90	2.5%	94.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.2%	99.6%	45	1.3%	95.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.7%	27	0.8%	96.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.1%	99.8%	21	0.6%	97.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	33	0.9%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.1%	99.9%	15	0.4%	98.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.9%	16	0.4%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	1	0.1%	100.0	12	0.3%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	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	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	1	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	3	0.1%	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
<b>Tot. Counts:</b>	3,579			915			3,578			109		

**Notes:**

Total Records Reported by this PSAP: 4000  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 4000

# Fractile 911 Call Response Time Distribution

Guilford Emergency Communications

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1407	96.7%	96.7%	2	0.4%	0.4%	348	23.9%	23.9%	37	92.5%	92.5%
<= 0m 20s	45	3.1%	99.8%	145	29.6%	30.0%	130	8.9%	32.9%	0	0.0%	92.5%
<= 0m 30s	3	0.2%	100.0	203	41.4%	71.4%	228	15.7%	48.5%	3	7.5%	100.0
<= 0m 40s	0	0.0%	100.0	81	16.5%	88.0%	272	18.7%	67.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	36	7.3%	95.3%	132	9.1%	76.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	1.8%	97.1%	94	6.5%	82.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	1.8%	99.0%	129	8.9%	91.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.6%	99.6%	42	2.9%	94.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.6%	24	1.6%	96.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.4%	100.0	18	1.2%	97.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	98.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	99.0%	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	3	0.2%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,455			490			1,455			40		

**Notes:**

Total Records Reported by this PSAP: 1585  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1585

# Fractile 911 Call Response Time Distribution

Hamden Central Communications

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5795	97.9%	97.9%	0	0.0%	0.0%	675	11.4%	11.4%	192	85.3%	85.3%
<= 0m 20s	116	2.0%	99.8%	88	28.2%	28.2%	685	11.6%	23.0%	2	0.9%	86.2%
<= 0m 30s	8	0.1%	100.0	108	34.6%	62.8%	654	11.0%	34.0%	6	2.7%	88.9%
<= 0m 40s	0	0.0%	100.0	56	17.9%	80.8%	616	10.4%	44.4%	1	0.4%	89.3%
<= 0m 50s	1	0.0%	100.0	19	6.1%	86.9%	394	6.7%	51.1%	0	0.0%	89.3%
<= 1m 0s	0	0.0%	100.0	10	3.2%	90.1%	328	5.5%	56.6%	0	0.0%	89.3%
<= 1m 30s	0	0.0%	100.0	16	5.1%	95.2%	807	13.6%	70.3%	0	0.0%	89.3%
<= 2m 0s	0	0.0%	100.0	10	3.2%	98.4%	713	12.0%	82.3%	1	0.4%	89.8%
<= 2m 30s	0	0.0%	100.0	2	0.6%	99.0%	454	7.7%	90.0%	0	0.0%	89.8%
<= 3m 0s	0	0.0%	100.0	3	1.0%	100.0	226	3.8%	93.8%	0	0.0%	89.8%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	125	2.1%	95.9%	0	0.0%	89.8%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	62	1.0%	96.9%	0	0.0%	89.8%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	39	0.7%	97.6%	0	0.0%	89.8%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	25	0.4%	98.0%	0	0.0%	89.8%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	24	0.4%	98.4%	0	0.0%	89.8%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	27	0.5%	98.9%	0	0.0%	89.8%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.3%	99.2%	0	0.0%	89.8%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.3%	99.4%	0	0.0%	89.8%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.6%	0	0.0%	89.8%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.7%	0	0.0%	89.8%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	89.8%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	89.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	89.8%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	89.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	89.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	89.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	89.8%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	89.8%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	89.8%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	17	7.6%	97.3%
<b>Tot. Counts:</b>	5,920			312			5,920			219		

## Notes:

Total Records Reported by this PSAP: 6757  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 6757

# Fractile 911 Call Response Time Distribution

Hartford Emergency Communications Ctr.

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	27660	94.1%	94.1%	1	0.1%	14.7%	4426	15.1%	15.1%	1637	88.0%	88.0%
<= 0m 20s	1595	5.4%	99.5%	171	14.0%	28.7%	3201	10.9%	25.9%	83	4.5%	92.4%
<= 0m 30s	138	0.5%	100.0	319	26.1%	54.8%	2336	7.9%	33.9%	95	5.1%	97.5%
<= 0m 40s	6	0.0%	100.0	257	21.0%	75.8%	2518	8.6%	42.4%	1	0.1%	97.6%
<= 0m 50s	2	0.0%	100.0	105	8.6%	84.4%	2212	7.5%	50.0%	2	0.1%	97.7%
<= 1m 0s	0	0.0%	100.0	54	4.4%	88.9%	2130	7.2%	57.2%	0	0.0%	97.7%
<= 1m 30s	0	0.0%	100.0	80	6.6%	95.4%	4927	16.8%	74.0%	1	0.1%	97.7%
<= 2m 0s	0	0.0%	100.0	27	2.2%	97.6%	2806	9.5%	83.5%	0	0.0%	97.7%
<= 2m 30s	0	0.0%	100.0	10	0.8%	98.4%	1656	5.6%	89.1%	0	0.0%	97.7%
<= 3m 0s	0	0.0%	100.0	6	0.5%	98.9%	896	3.0%	92.2%	0	0.0%	97.7%
<= 3m 30s	0	0.0%	100.0	4	0.3%	99.3%	598	2.0%	94.2%	0	0.0%	97.7%
<= 4m 0s	0	0.0%	100.0	5	0.4%	99.7%	421	1.4%	95.6%	1	0.1%	97.8%
<= 4m 30s	0	0.0%	100.0	2	0.2%	99.8%	234	0.8%	96.4%	0	0.0%	97.8%
<= 5m 0s	0	0.0%	100.0	1	0.1%	99.9%	154	0.5%	97.0%	0	0.0%	97.8%
<= 6m 0s	0	0.0%	100.0	1	0.1%	100.0	276	0.9%	97.9%	0	0.0%	97.8%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	190	0.6%	98.6%	2	0.1%	97.9%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	141	0.5%	99.0%	0	0.0%	97.9%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	101	0.3%	99.4%	0	0.0%	97.9%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	62	0.2%	99.6%	2	0.1%	98.0%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	31	0.1%	99.7%	0	0.0%	98.0%
<= 12m 0s	1	0.0%	100.0	0	0.0%	100.0	24	0.1%	99.8%	1	0.1%	98.1%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.1%	99.8%	0	0.0%	98.1%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.1%	99.9%	0	0.0%	98.1%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.9%	1	0.1%	98.1%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	99.9%	0	0.0%	98.1%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.9%	0	0.0%	98.1%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	100.0	0	0.0%	98.1%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	98.1%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	1	0.1%	98.2%
>= 20m 0s	2	0.0%	100.0	0	0.0%	100.0	10	0.0%	100.0	24	1.3%	99.5%
<b>Tot. Counts:</b>	29,404			1,043			29,406			1,851		

**Notes:**

Total Records Reported by this PSAP: 35734  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 35734

# Fractile 911 Call Response Time Distribution

Ledyard Emergency Communication Ctr.

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1478	97.6%	97.6%	0	0.0%	0.0%	150	9.9%	9.9%	73	88.0%	88.0%
<= 0m 20s	33	2.2%	99.8%	18	3.6%	3.6%	103	6.8%	16.7%	4	4.8%	92.8%
<= 0m 30s	3	0.2%	100.0	105	20.7%	24.3%	121	8.0%	24.7%	5	6.0%	98.8%
<= 0m 40s	0	0.0%	100.0	150	29.6%	53.8%	184	12.1%	36.8%	0	0.0%	98.8%
<= 0m 50s	0	0.0%	100.0	84	16.6%	70.4%	177	11.7%	48.5%	0	0.0%	98.8%
<= 1m 0s	0	0.0%	100.0	61	12.0%	82.4%	167	11.0%	59.5%	0	0.0%	98.8%
<= 1m 30s	0	0.0%	100.0	68	13.4%	95.9%	250	16.5%	76.0%	0	0.0%	98.8%
<= 2m 0s	0	0.0%	100.0	16	3.2%	99.0%	118	7.8%	83.8%	0	0.0%	98.8%
<= 2m 30s	0	0.0%	100.0	3	0.6%	99.6%	52	3.4%	87.3%	0	0.0%	98.8%
<= 3m 0s	0	0.0%	100.0	2	0.4%	100.0	23	1.5%	88.8%	0	0.0%	98.8%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	21	1.4%	90.2%	0	0.0%	98.8%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	90.6%	0	0.0%	98.8%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	91.1%	0	0.0%	98.8%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	91.6%	0	0.0%	98.8%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.7%	92.3%	0	0.0%	98.8%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.7%	93.0%	0	0.0%	98.8%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.7%	93.7%	0	0.0%	98.8%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	94.1%	0	0.0%	98.8%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	94.5%	0	0.0%	98.8%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	95.0%	0	0.0%	98.8%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	95.2%	0	0.0%	98.8%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	95.4%	0	0.0%	98.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	95.8%	0	0.0%	98.8%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	95.9%	0	0.0%	98.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	96.3%	0	0.0%	98.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	96.6%	0	0.0%	98.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	96.8%	0	0.0%	98.8%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	97.0%	0	0.0%	98.8%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	97.2%	0	0.0%	98.8%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	42	2.8%	100.0	1	1.2%	100.0
<b>Tot. Counts:</b>	1,514			507			1,515			83		

**Notes:**

Total Records Reported by this PSAP: 1776  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1776

# Fractile 911 Call Response Time Distribution

Litchfield County Dispatch

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3840	98.9%	98.9%	1	0.1%	0.1%	240	6.2%	6.2%	106	94.6%	94.6%
<= 0m 20s	34	0.9%	99.8%	471	30.0%	30.1%	325	8.4%	14.6%	1	0.9%	95.5%
<= 0m 30s	8	0.2%	100.0	550	35.1%	65.2%	562	14.5%	29.0%	5	4.5%	100.0
<= 0m 40s	0	0.0%	100.0	281	17.9%	83.1%	736	19.0%	48.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	108	6.9%	90.0%	409	10.5%	58.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	54	3.4%	93.4%	224	5.8%	64.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	69	4.4%	97.8%	421	10.8%	75.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	17	1.1%	98.9%	284	7.3%	82.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	10	0.6%	99.6%	205	5.3%	87.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.6%	141	3.6%	91.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	4	0.3%	99.9%	94	2.4%	93.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.9%	71	1.8%	95.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	100.0	36	0.9%	96.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	34	0.9%	97.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	35	0.9%	98.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.5%	98.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.3%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	3,882			1,568			3,882			112		

**Notes:**

Total Records Reported by this PSAP: 4281  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 4281

# Fractile 911 Call Response Time Distribution

Madison Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	887	99.2%	99.2%	0	0.0%	0.0%	45	5.0%	5.0%	19	90.5%	90.5%
<= 0m 20s	6	0.7%	99.9%	7	9.5%	9.5%	59	6.6%	11.6%	1	4.8%	95.2%
<= 0m 30s	1	0.1%	100.0	30	40.5%	50.0%	72	8.1%	19.7%	1	4.8%	100.0
<= 0m 40s	0	0.0%	100.0	15	20.3%	70.3%	91	10.2%	29.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	12	16.2%	86.5%	57	6.4%	36.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	6.8%	93.2%	65	7.3%	43.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	2	2.7%	95.9%	189	21.1%	64.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	95.9%	134	15.0%	79.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	95.9%	77	8.6%	88.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	2.7%	98.6%	35	3.9%	92.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.6%	26	2.9%	95.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.6%	6	0.7%	95.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.6%	8	0.9%	96.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	1.4%	100.0	4	0.4%	97.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.9%	98.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	98.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.1%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	894			74			894			21		

**Notes:**

Total Records Reported by this PSAP: 980  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 980

# Fractile 911 Call Response Time Distribution

Manchester Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5101	99.5%	99.5%	0	0.0%	0.0%	456	8.9%	8.9%	107	100.0%	100.0
<= 0m 20s	25	0.5%	100.0	21	12.0%	12.0%	584	11.4%	20.3%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	78	44.6%	56.6%	583	11.4%	31.7%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	38	21.7%	78.3%	614	12.0%	43.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	14	8.0%	86.3%	489	9.5%	53.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	2.3%	88.6%	475	9.3%	62.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	14	8.0%	96.6%	1028	20.1%	82.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.1%	97.7%	463	9.0%	91.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.1%	98.9%	154	3.0%	94.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.6%	99.4%	95	1.9%	96.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	52	1.0%	97.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	46	0.9%	98.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	19	0.4%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.6%	100.0	18	0.4%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.4%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	5,126			175			5,126			107		

**Notes:**

Total Records Reported by this PSAP: 5651  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 5651

# Fractile 911 Call Response Time Distribution

Meriden Fire and Emergency Services

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5320	98.2%	98.2%	22	1.5%	1.5%	555	10.2%	10.2%	145	33.9%	33.9%
<= 0m 20s	33	0.6%	98.8%	380	26.7%	28.2%	607	11.2%	21.4%	1	0.2%	34.1%
<= 0m 30s	2	0.0%	98.8%	495	34.7%	62.9%	653	12.0%	33.5%	1	0.2%	34.3%
<= 0m 40s	1	0.0%	98.8%	277	19.4%	82.4%	606	11.2%	44.7%	0	0.0%	34.3%
<= 0m 50s	0	0.0%	98.8%	94	6.6%	89.0%	329	6.1%	50.7%	0	0.0%	34.3%
<= 1m 0s	0	0.0%	98.8%	49	3.4%	92.4%	300	5.5%	56.3%	0	0.0%	34.3%
<= 1m 30s	0	0.0%	98.8%	42	2.9%	95.4%	592	10.9%	67.2%	0	0.0%	34.3%
<= 2m 0s	0	0.0%	98.8%	14	1.0%	96.4%	309	5.7%	72.9%	0	0.0%	34.3%
<= 2m 30s	0	0.0%	98.8%	5	0.4%	96.7%	218	4.0%	76.9%	0	0.0%	34.3%
<= 3m 0s	0	0.0%	98.8%	1	0.1%	96.8%	208	3.8%	80.7%	0	0.0%	34.3%
<= 3m 30s	0	0.0%	98.8%	1	0.1%	96.8%	237	4.4%	85.1%	1	0.2%	34.6%
<= 4m 0s	0	0.0%	98.8%	0	0.0%	96.8%	295	5.4%	90.6%	4	0.9%	35.5%
<= 4m 30s	0	0.0%	98.8%	0	0.0%	96.8%	137	2.5%	93.1%	4	0.9%	36.4%
<= 5m 0s	0	0.0%	98.8%	0	0.0%	96.8%	64	1.2%	94.3%	0	0.0%	36.4%
<= 6m 0s	1	0.0%	98.8%	0	0.0%	96.8%	76	1.4%	95.7%	0	0.0%	36.4%
<= 7m 0s	0	0.0%	98.8%	1	0.1%	96.9%	56	1.0%	96.7%	0	0.0%	36.4%
<= 8m 0s	0	0.0%	98.8%	0	0.0%	96.9%	25	0.5%	97.2%	1	0.2%	36.7%
<= 9m 0s	2	0.0%	98.9%	1	0.1%	97.0%	18	0.3%	97.5%	3	0.7%	37.4%
<= 10m 0s	0	0.0%	98.9%	1	0.1%	97.1%	10	0.2%	97.7%	0	0.0%	37.4%
<= 11m 0s	1	0.0%	98.9%	1	0.1%	97.1%	12	0.2%	97.9%	0	0.0%	37.4%
<= 12m 0s	0	0.0%	98.9%	0	0.0%	97.1%	5	0.1%	98.0%	0	0.0%	37.4%
<= 13m 0s	5	0.1%	99.0%	0	0.0%	97.1%	2	0.0%	98.0%	0	0.0%	37.4%
<= 14m 0s	1	0.0%	99.0%	0	0.0%	97.1%	6	0.1%	98.1%	3	0.7%	38.1%
<= 15m 0s	0	0.0%	99.0%	1	0.1%	97.2%	1	0.0%	98.2%	2	0.5%	38.6%
<= 16m 0s	0	0.0%	99.0%	0	0.0%	97.2%	0	0.0%	98.2%	1	0.2%	38.8%
<= 17m 0s	0	0.0%	99.0%	0	0.0%	97.2%	0	0.0%	98.2%	0	0.0%	38.8%
<= 18m 0s	6	0.1%	99.1%	0	0.0%	97.2%	2	0.0%	98.2%	4	0.9%	39.7%
<= 19m 0s	0	0.0%	99.1%	1	0.1%	97.3%	2	0.0%	98.2%	2	0.5%	40.2%
<= 20m 0s	0	0.0%	99.1%	0	0.0%	97.3%	1	0.0%	98.2%	1	0.2%	40.4%
>= 20m 0s	47	0.9%	100.0	37	2.6%	99.9%	89	1.6%	99.9%	239	55.8%	96.3%
<b>Tot. Counts:</b>	5,419			1,423			5,415			412		

## Notes:

Total Records Reported by this PSAP: 6324  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 6324

# Fractile 911 Call Response Time Distribution

Middlebury Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	399	94.8%	94.8%	0	0.0%	0.0%	31	7.4%	7.4%	10	90.9%	90.9%
<= 0m 20s	20	4.8%	99.5%	1	0.6%	0.6%	28	6.7%	14.0%	0	0.0%	90.9%
<= 0m 30s	2	0.5%	100.0	21	12.5%	13.1%	26	6.2%	20.2%	1	9.1%	100.0
<= 0m 40s	0	0.0%	100.0	32	19.0%	32.1%	27	6.4%	26.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	44	26.2%	58.3%	27	6.4%	33.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	31	18.5%	76.8%	30	7.1%	40.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	33	19.6%	96.4%	77	18.3%	58.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.2%	97.6%	36	8.6%	67.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	98.2%	32	7.6%	74.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	1.2%	99.4%	47	11.2%	85.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.6%	100.0	19	4.5%	90.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	13	3.1%	93.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	1.7%	95.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.5%	95.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.7%	96.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.7%	96.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	97.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.7%	97.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.1%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.3%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.7%	99.3%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.7%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	421			168			421			11		

**Notes:**

Total Records Reported by this PSAP: 451  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 451

# Fractile 911 Call Response Time Distribution

Middletown Central Communications

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5083	94.6%	94.6%	2	0.5%	0.5%	370	6.9%	6.9%	186	65.7%	65.7%
<= 0m 20s	242	4.5%	99.1%	37	9.4%	9.9%	484	9.0%	15.9%	7	2.5%	68.2%
<= 0m 30s	34	0.6%	99.7%	87	22.1%	32.0%	428	8.0%	23.8%	22	7.8%	76.0%
<= 0m 40s	1	0.0%	99.7%	106	26.9%	58.9%	420	7.8%	31.7%	0	0.0%	76.0%
<= 0m 50s	1	0.0%	99.7%	67	17.0%	75.9%	364	6.8%	38.4%	0	0.0%	76.0%
<= 1m 0s	0	0.0%	99.7%	38	9.6%	85.5%	287	5.3%	43.8%	0	0.0%	76.0%
<= 1m 30s	0	0.0%	99.7%	30	7.6%	93.1%	829	15.4%	59.2%	1	0.4%	76.3%
<= 2m 0s	1	0.0%	99.8%	16	4.1%	97.2%	672	12.5%	71.7%	1	0.4%	76.7%
<= 2m 30s	0	0.0%	99.8%	3	0.8%	98.0%	550	10.2%	81.9%	0	0.0%	76.7%
<= 3m 0s	0	0.0%	99.8%	1	0.3%	98.2%	366	6.8%	88.7%	0	0.0%	76.7%
<= 3m 30s	0	0.0%	99.8%	2	0.5%	98.7%	238	4.4%	93.2%	1	0.4%	77.0%
<= 4m 0s	0	0.0%	99.8%	0	0.0%	98.7%	125	2.3%	95.5%	0	0.0%	77.0%
<= 4m 30s	0	0.0%	99.8%	0	0.0%	98.7%	62	1.2%	96.6%	0	0.0%	77.0%
<= 5m 0s	0	0.0%	99.8%	0	0.0%	98.7%	45	0.8%	97.5%	0	0.0%	77.0%
<= 6m 0s	0	0.0%	99.8%	0	0.0%	98.7%	42	0.8%	98.3%	0	0.0%	77.0%
<= 7m 0s	0	0.0%	99.8%	0	0.0%	98.7%	20	0.4%	98.6%	0	0.0%	77.0%
<= 8m 0s	0	0.0%	99.8%	0	0.0%	98.7%	18	0.3%	99.0%	1	0.4%	77.4%
<= 9m 0s	0	0.0%	99.8%	0	0.0%	98.7%	17	0.3%	99.3%	0	0.0%	77.4%
<= 10m 0s	0	0.0%	99.8%	0	0.0%	98.7%	8	0.1%	99.4%	0	0.0%	77.4%
<= 11m 0s	0	0.0%	99.8%	0	0.0%	98.7%	5	0.1%	99.5%	0	0.0%	77.4%
<= 12m 0s	0	0.0%	99.8%	0	0.0%	98.7%	5	0.1%	99.6%	1	0.4%	77.7%
<= 13m 0s	0	0.0%	99.8%	0	0.0%	98.7%	3	0.1%	99.7%	1	0.4%	78.1%
<= 14m 0s	0	0.0%	99.8%	0	0.0%	98.7%	2	0.0%	99.7%	0	0.0%	78.1%
<= 15m 0s	0	0.0%	99.8%	0	0.0%	98.7%	1	0.0%	99.7%	1	0.4%	78.4%
<= 16m 0s	0	0.0%	99.8%	0	0.0%	98.7%	1	0.0%	99.7%	1	0.4%	78.8%
<= 17m 0s	0	0.0%	99.8%	0	0.0%	98.7%	0	0.0%	99.7%	1	0.4%	79.2%
<= 18m 0s	0	0.0%	99.8%	0	0.0%	98.7%	1	0.0%	99.8%	0	0.0%	79.2%
<= 19m 0s	0	0.0%	99.8%	0	0.0%	98.7%	0	0.0%	99.8%	0	0.0%	79.2%
<= 20m 0s	0	0.0%	99.8%	0	0.0%	98.7%	0	0.0%	99.8%	0	0.0%	79.2%
>= 20m 0s	13	0.2%	100.0	5	1.3%	100.0	13	0.2%	100.0	59	20.8%	100.0
<b>Tot. Counts:</b>	5,375			394			5,376			283		

## Notes:

Total Records Reported by this PSAP: 6064  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 6064

# Fractile 911 Call Response Time Distribution

Milford Fire Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3420	98.2%	98.2%	0	0.0%	0.0%	239	6.9%	6.9%	109	92.4%	92.4%
<= 0m 20s	55	1.6%	99.8%	296	20.8%	20.8%	396	11.4%	18.2%	4	3.4%	95.8%
<= 0m 30s	5	0.1%	100.0	601	42.1%	62.9%	592	17.0%	35.2%	5	4.2%	100.0
<= 0m 40s	1	0.0%	100.0	341	23.9%	86.8%	792	22.8%	58.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	106	7.4%	94.2%	485	13.9%	71.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	38	2.7%	96.9%	324	9.3%	81.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	35	2.5%	99.4%	430	12.4%	93.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	0.4%	99.8%	143	4.1%	97.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.2%	100.0	43	1.2%	98.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.6%	99.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	3,481			1,426			3,481			118		

**Notes:**

Total Records Reported by this PSAP: 3931  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3931

# Fractile 911 Call Response Time Distribution

Monroe Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1169	92.8%	92.8%	1	0.2%	0.2%	105	8.3%	8.3%	60	90.9%	90.9%
<= 0m 20s	85	6.7%	99.5%	100	21.1%	21.3%	122	9.7%	18.0%	1	1.5%	92.4%
<= 0m 30s	6	0.5%	100.0	168	35.4%	56.6%	144	11.4%	29.4%	5	7.6%	100.0
<= 0m 40s	0	0.0%	100.0	96	20.2%	76.8%	155	12.3%	41.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	45	9.5%	86.3%	112	8.9%	50.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	22	4.6%	90.9%	110	8.7%	59.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	25	5.3%	96.2%	207	16.4%	75.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	10	2.1%	98.3%	96	7.6%	83.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	98.7%	70	5.6%	89.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.4%	99.2%	34	2.7%	91.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.4%	99.6%	35	2.8%	94.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.8%	12	1.0%	95.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	19	1.5%	96.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	14	1.1%	98.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.9%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,260			475			1,260			66		

**Notes:**

Total Records Reported by this PSAP: 1449  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1449

# Fractile 911 Call Response Time Distribution

Montville Dispatch

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1310	96.1%	96.1%	6	1.3%	1.3%	113	8.3%	8.3%	35	94.6%	94.6%
<= 0m 20s	45	3.3%	99.4%	152	32.3%	33.6%	201	14.7%	23.0%	1	2.7%	97.3%
<= 0m 30s	8	0.6%	100.0	182	38.7%	72.3%	319	23.4%	46.4%	1	2.7%	100.0
<= 0m 40s	0	0.0%	100.0	77	16.4%	88.7%	280	20.5%	67.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	24	5.1%	93.8%	145	10.6%	77.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	14	3.0%	96.8%	100	7.3%	85.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	2.1%	98.9%	119	8.7%	93.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.9%	99.8%	42	3.1%	96.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.8%	15	1.1%	97.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	7	0.5%	98.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	100.0	5	0.4%	98.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,363			470			1,363			37		

**Notes:**

Total Records Reported by this PSAP: 1551  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1551



# Fractile 911 Call Response Time Distribution

New Britain Public Safety

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	9027	95.0%	95.0%	0	0.0%	0.0%	942	9.9%	9.9%	432	94.9%	94.9%
<= 0m 20s	428	4.5%	99.5%	81	19.4%	19.4%	1043	11.0%	20.9%	8	1.8%	96.7%
<= 0m 30s	36	0.4%	99.9%	140	33.5%	52.9%	937	9.9%	30.8%	14	3.1%	99.8%
<= 0m 40s	2	0.0%	99.9%	84	20.1%	73.0%	885	9.3%	40.1%	0	0.0%	99.8%
<= 0m 50s	1	0.0%	99.9%	30	7.2%	80.1%	715	7.5%	47.6%	1	0.2%	100.0
<= 1m 0s	1	0.0%	99.9%	26	6.2%	86.4%	629	6.6%	54.2%	0	0.0%	100.0
<= 1m 30s	2	0.0%	100.0	32	7.7%	94.0%	1594	16.8%	71.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	13	3.1%	97.1%	933	9.8%	80.8%	0	0.0%	100.0
<= 2m 30s	1	0.0%	100.0	5	1.2%	98.3%	587	6.2%	87.0%	0	0.0%	100.0
<= 3m 0s	1	0.0%	100.0	1	0.2%	98.6%	330	3.5%	90.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	98.8%	205	2.2%	92.6%	0	0.0%	100.0
<= 4m 0s	1	0.0%	100.0	1	0.2%	99.0%	182	1.9%	94.5%	0	0.0%	100.0
<= 4m 30s	1	0.0%	100.0	1	0.2%	99.3%	109	1.1%	95.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	99.5%	90	0.9%	96.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	99.8%	99	1.0%	97.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	61	0.6%	98.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.2%	100.0	56	0.6%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	43	0.5%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.2%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	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	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	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	9,501			418			9,502			455		

**Notes:**

Total Records Reported by this PSAP: 11128  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 11128

# Fractile 911 Call Response Time Distribution

New Canaan Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	992	97.2%	97.2%	2	0.5%	0.5%	149	14.6%	14.6%	49	89.1%	89.1%
<= 0m 20s	24	2.4%	99.5%	64	16.6%	17.1%	132	12.9%	27.5%	2	3.6%	92.7%
<= 0m 30s	4	0.4%	99.9%	119	30.9%	48.1%	122	11.9%	39.5%	1	1.8%	94.5%
<= 0m 40s	0	0.0%	99.9%	109	28.3%	76.4%	127	12.4%	51.9%	0	0.0%	94.5%
<= 0m 50s	1	0.1%	100.0	40	10.4%	86.8%	96	9.4%	61.3%	0	0.0%	94.5%
<= 1m 0s	0	0.0%	100.0	27	7.0%	93.8%	71	7.0%	68.3%	0	0.0%	94.5%
<= 1m 30s	0	0.0%	100.0	17	4.4%	98.2%	142	13.9%	82.2%	0	0.0%	94.5%
<= 2m 0s	0	0.0%	100.0	2	0.5%	98.7%	74	7.2%	89.4%	0	0.0%	94.5%
<= 2m 30s	0	0.0%	100.0	2	0.5%	99.2%	40	3.9%	93.3%	0	0.0%	94.5%
<= 3m 0s	0	0.0%	100.0	2	0.5%	99.7%	28	2.7%	96.1%	0	0.0%	94.5%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	12	1.2%	97.3%	0	0.0%	94.5%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	8	0.8%	98.0%	0	0.0%	94.5%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	6	0.6%	98.6%	0	0.0%	94.5%
<= 5m 0s	0	0.0%	100.0	1	0.3%	100.0	3	0.3%	98.9%	0	0.0%	94.5%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.7%	99.6%	0	0.0%	94.5%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	94.5%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	94.5%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	94.5%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	94.5%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.5%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.5%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.5%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.5%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.5%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.5%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.5%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.5%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.5%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.5%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	3	5.5%	100.0
<b>Tot. Counts:</b>	1,021			385			1,021			55		

## Notes:

Total Records Reported by this PSAP: 1288  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1288

# Fractile 911 Call Response Time Distribution

New Fairfield Emergency Communications Ctr.

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	753	97.0%	97.0%	1	0.9%	0.9%	88	11.3%	11.3%	47	90.4%	90.4%
<= 0m 20s	21	2.7%	99.7%	16	14.5%	15.5%	82	10.6%	21.9%	3	5.8%	96.2%
<= 0m 30s	2	0.3%	100.0	46	41.8%	57.3%	85	11.0%	32.9%	2	3.8%	100.0
<= 0m 40s	0	0.0%	100.0	25	22.7%	80.0%	129	16.6%	49.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	14	12.7%	92.7%	92	11.9%	61.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	3.6%	96.4%	82	10.6%	71.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	3.6%	100.0	117	15.1%	87.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	39	5.0%	92.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	21	2.7%	94.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	9	1.2%	95.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	10	1.3%	97.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.8%	97.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	776			110			776			52		

**Notes:**

Total Records Reported by this PSAP: 937  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 937



# Fractile 911 Call Response Time Distribution

New London Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3278	98.3%	98.3%	0	0.0%	0.0%	223	6.7%	6.7%	54	88.5%	88.5%
<= 0m 20s	49	1.5%	99.7%	15	13.5%	13.5%	330	9.9%	16.6%	3	4.9%	93.4%
<= 0m 30s	9	0.3%	100.0	45	40.5%	54.1%	437	13.1%	29.7%	2	3.3%	96.7%
<= 0m 40s	0	0.0%	100.0	21	18.9%	73.0%	470	14.1%	43.8%	0	0.0%	96.7%
<= 0m 50s	0	0.0%	100.0	11	9.9%	82.9%	353	10.6%	54.3%	0	0.0%	96.7%
<= 1m 0s	0	0.0%	100.0	6	5.4%	88.3%	305	9.1%	63.5%	0	0.0%	96.7%
<= 1m 30s	0	0.0%	100.0	10	9.0%	97.3%	586	17.6%	81.1%	0	0.0%	96.7%
<= 2m 0s	0	0.0%	100.0	0	0.0%	97.3%	286	8.6%	89.6%	0	0.0%	96.7%
<= 2m 30s	0	0.0%	100.0	0	0.0%	97.3%	109	3.3%	92.9%	0	0.0%	96.7%
<= 3m 0s	0	0.0%	100.0	1	0.9%	98.2%	78	2.3%	95.2%	0	0.0%	96.7%
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.2%	48	1.4%	96.7%	0	0.0%	96.7%
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.2%	28	0.8%	97.5%	0	0.0%	96.7%
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.2%	18	0.5%	98.1%	0	0.0%	96.7%
<= 5m 0s	0	0.0%	100.0	0	0.0%	98.2%	15	0.4%	98.5%	0	0.0%	96.7%
<= 6m 0s	0	0.0%	100.0	0	0.0%	98.2%	17	0.5%	99.0%	0	0.0%	96.7%
<= 7m 0s	0	0.0%	100.0	0	0.0%	98.2%	12	0.4%	99.4%	0	0.0%	96.7%
<= 8m 0s	0	0.0%	100.0	1	0.9%	99.1%	9	0.3%	99.6%	0	0.0%	96.7%
<= 9m 0s	0	0.0%	100.0	1	0.9%	100.0	6	0.2%	99.8%	0	0.0%	96.7%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	96.7%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	96.7%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	96.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	96.7%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	96.7%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	96.7%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	96.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	96.7%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	96.7%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	96.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	96.7%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	2	3.3%	100.0
<b>Tot. Counts:</b>	3,336			111			3,336			61		

**Notes:**

Total Records Reported by this PSAP: 3653  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3653

# Fractile 911 Call Response Time Distribution

New Milford Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1910	99.3%	99.3%	0	0.0%	0.0%	203	10.6%	10.6%	41	95.3%	95.3%
<= 0m 20s	12	0.6%	99.9%	13	11.5%	11.5%	290	15.1%	25.6%	0	0.0%	95.3%
<= 0m 30s	1	0.1%	100.0	42	37.2%	48.7%	238	12.4%	38.0%	2	4.7%	100.0
<= 0m 40s	0	0.0%	100.0	26	23.0%	71.7%	286	14.9%	52.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	9	8.0%	79.6%	203	10.6%	63.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	8	7.1%	86.7%	200	10.4%	73.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	8.8%	95.6%	306	15.9%	89.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	3.5%	99.1%	100	5.2%	95.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.1%	38	2.0%	96.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.1%	18	0.9%	97.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.1%	12	0.6%	98.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.1%	8	0.4%	98.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.1%	1	0.1%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.1%	2	0.1%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.9%	100.0	6	0.3%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	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	1	0.1%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,923			113			1,923			43		

## Notes:

Total Records Reported by this PSAP: 2131  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2131

# Fractile 911 Call Response Time Distribution

Newington Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2402	97.9%	97.9%	3	0.5%	0.5%	250	10.2%	10.2%	62	86.1%	86.1%
<= 0m 20s	42	1.7%	99.6%	121	18.9%	19.3%	260	10.6%	20.8%	3	4.2%	90.3%
<= 0m 30s	8	0.3%	99.9%	192	30.0%	49.3%	338	13.8%	34.6%	7	9.7%	100.0
<= 0m 40s	0	0.0%	99.9%	176	27.5%	76.8%	373	15.2%	49.8%	0	0.0%	100.0
<= 0m 50s	1	0.0%	100.0	66	10.3%	87.1%	272	11.1%	60.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	35	5.5%	92.5%	211	8.6%	69.4%	0	0.0%	100.0
<= 1m 30s	1	0.0%	100.0	38	5.9%	98.4%	393	16.0%	85.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	7	1.1%	99.5%	183	7.5%	92.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.3%	99.8%	70	2.9%	95.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	100.0	37	1.5%	97.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	20	0.8%	98.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	98.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	98.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.4%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,454			641			2,454			72		

**Notes:**

Total Records Reported by this PSAP: 2712  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2712

# Fractile 911 Call Response Time Distribution

Newtown Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1758	99.5%	99.5%	0	0.0%	0.0%	91	5.1%	5.1%	48	96.0%	96.0%
<= 0m 20s	8	0.5%	99.9%	30	23.6%	23.6%	187	10.6%	15.7%	1	2.0%	98.0%
<= 0m 30s	1	0.1%	100.0	48	37.8%	61.4%	176	10.0%	25.7%	1	2.0%	100.0
<= 0m 40s	0	0.0%	100.0	29	22.8%	84.3%	176	10.0%	35.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	4	3.1%	87.4%	159	9.0%	44.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	3.9%	91.3%	164	9.3%	53.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	4.7%	96.1%	352	19.9%	73.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.6%	97.6%	190	10.8%	84.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	97.6%	103	5.8%	90.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	1.6%	99.2%	44	2.5%	92.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.8%	100.0	37	2.1%	95.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	21	1.2%	96.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	18	1.0%	97.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	97.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.6%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	98.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.1%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,767			127			1,767			50		

**Notes:**

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



# Fractile 911 Call Response Time Distribution

North Haven Emergency Communications

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1815	99.2%	99.2%	0	0.0%	0.0%	99	5.4%	5.4%	36	63.2%	63.2%
<= 0m 20s	13	0.7%	99.9%	8	10.7%	10.7%	161	8.8%	14.2%	0	0.0%	63.2%
<= 0m 30s	1	0.1%	99.9%	19	25.3%	36.0%	236	12.9%	27.1%	3	5.3%	68.4%
<= 0m 40s	0	0.0%	99.9%	25	33.3%	69.3%	313	17.1%	44.2%	0	0.0%	68.4%
<= 0m 50s	0	0.0%	99.9%	9	12.0%	81.3%	282	15.4%	59.6%	0	0.0%	68.4%
<= 1m 0s	0	0.0%	99.9%	6	8.0%	89.3%	200	10.9%	70.5%	0	0.0%	68.4%
<= 1m 30s	0	0.0%	99.9%	6	8.0%	97.3%	296	16.2%	86.7%	0	0.0%	68.4%
<= 2m 0s	0	0.0%	99.9%	1	1.3%	98.7%	111	6.1%	92.7%	0	0.0%	68.4%
<= 2m 30s	0	0.0%	99.9%	0	0.0%	98.7%	44	2.4%	95.1%	0	0.0%	68.4%
<= 3m 0s	0	0.0%	99.9%	1	1.3%	100.0	19	1.0%	96.2%	0	0.0%	68.4%
<= 3m 30s	0	0.0%	99.9%	0	0.0%	100.0	14	0.8%	96.9%	0	0.0%	68.4%
<= 4m 0s	0	0.0%	99.9%	0	0.0%	100.0	13	0.7%	97.7%	0	0.0%	68.4%
<= 4m 30s	0	0.0%	99.9%	0	0.0%	100.0	2	0.1%	97.8%	0	0.0%	68.4%
<= 5m 0s	0	0.0%	99.9%	0	0.0%	100.0	7	0.4%	98.1%	0	0.0%	68.4%
<= 6m 0s	0	0.0%	99.9%	0	0.0%	100.0	10	0.5%	98.7%	0	0.0%	68.4%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	100.0	8	0.4%	99.1%	0	0.0%	68.4%
<= 8m 0s	0	0.0%	99.9%	0	0.0%	100.0	3	0.2%	99.3%	1	1.8%	70.2%
<= 9m 0s	0	0.0%	99.9%	0	0.0%	100.0	4	0.2%	99.5%	0	0.0%	70.2%
<= 10m 0s	0	0.0%	99.9%	0	0.0%	100.0	6	0.3%	99.8%	0	0.0%	70.2%
<= 11m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	70.2%
<= 12m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	70.2%
<= 13m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	70.2%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	70.2%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	70.2%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	70.2%
<= 17m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	70.2%
<= 18m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	70.2%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	70.2%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	70.2%
>= 20m 0s	1	0.1%	100.0	0	0.0%	100.0	0	0.0%	99.9%	4	7.0%	77.2%
<b>Tot. Counts:</b>	1,830			75			1,830			44		

## Notes:

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

# Fractile 911 Call Response Time Distribution

Northwest CT Public Safety Comm. Center

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3879	99.6%	99.6%	6	0.5%	0.5%	302	7.8%	7.8%	102	98.1%	98.1%
<= 0m 20s	12	0.3%	99.9%	264	22.5%	23.0%	303	7.8%	15.5%	0	0.0%	98.1%
<= 0m 30s	3	0.1%	100.0	415	35.4%	58.4%	285	7.3%	22.9%	2	1.9%	100.0
<= 0m 40s	0	0.0%	100.0	245	20.9%	79.4%	482	12.4%	35.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	126	10.8%	90.1%	309	7.9%	43.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	48	4.1%	94.2%	244	6.3%	49.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	54	4.6%	98.8%	655	16.8%	66.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	0.5%	99.3%	675	17.3%	83.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	5	0.4%	99.7%	335	8.6%	92.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.8%	136	3.5%	95.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.2%	100.0	80	2.1%	97.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	34	0.9%	98.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	14	0.4%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.3%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.3%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	3,894			1,172			3,894			104		

**Notes:**

Total Records Reported by this PSAP: 4274  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 4274

# Fractile 911 Call Response Time Distribution

Norwalk Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6376	98.0%	98.0%	1	0.5%	0.5%	520	8.0%	8.0%	218	88.6%	88.6%
<= 0m 20s	123	1.9%	99.9%	48	22.1%	22.6%	641	9.8%	17.8%	3	1.2%	89.8%
<= 0m 30s	5	0.1%	99.9%	79	36.4%	59.0%	566	8.7%	26.5%	4	1.6%	91.5%
<= 0m 40s	0	0.0%	99.9%	42	19.4%	78.3%	597	9.2%	35.7%	0	0.0%	91.5%
<= 0m 50s	0	0.0%	99.9%	19	8.8%	87.1%	487	7.5%	43.2%	0	0.0%	91.5%
<= 1m 0s	0	0.0%	99.9%	11	5.1%	92.2%	462	7.1%	50.3%	0	0.0%	91.5%
<= 1m 30s	0	0.0%	99.9%	11	5.1%	97.2%	1255	19.3%	69.6%	0	0.0%	91.5%
<= 2m 0s	0	0.0%	99.9%	4	1.8%	99.1%	772	11.9%	81.4%	0	0.0%	91.5%
<= 2m 30s	1	0.0%	100.0	0	0.0%	99.1%	404	6.2%	87.6%	0	0.0%	91.5%
<= 3m 0s	0	0.0%	100.0	2	0.9%	100.0	267	4.1%	91.7%	0	0.0%	91.5%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	140	2.2%	93.9%	0	0.0%	91.5%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	89	1.4%	95.3%	0	0.0%	91.5%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	81	1.2%	96.5%	0	0.0%	91.5%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	42	0.6%	97.2%	1	0.4%	91.9%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	66	1.0%	98.2%	0	0.0%	91.9%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	40	0.6%	98.8%	0	0.0%	91.9%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	25	0.4%	99.2%	0	0.0%	91.9%
<= 9m 0s	1	0.0%	100.0	0	0.0%	100.0	18	0.3%	99.4%	0	0.0%	91.9%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.6%	1	0.4%	92.3%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.2%	99.7%	0	0.0%	92.3%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.8%	0	0.0%	92.3%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	92.3%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.9%	0	0.0%	92.3%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	1	0.4%	92.7%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	92.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	92.7%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	92.7%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	92.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	1	0.4%	93.1%
>= 20m 0s	2	0.0%	100.0	0	0.0%	100.0	5	0.1%	100.0	17	6.9%	100.0
<b>Tot. Counts:</b>	6,508			217			6,508			246		

## Notes:

Total Records Reported by this PSAP: 7588  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 7588

# Fractile 911 Call Response Time Distribution

Norwich Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4527	98.2%	98.2%	51	3.4%	3.4%	390	8.5%	8.5%	114	98.3%	98.3%
<= 0m 20s	81	1.8%	100.0	820	53.9%	57.2%	550	11.9%	20.4%	1	0.9%	99.1%
<= 0m 30s	1	0.0%	100.0	382	25.1%	82.3%	571	12.4%	32.8%	1	0.9%	100.0
<= 0m 40s	0	0.0%	100.0	134	8.8%	91.1%	510	11.1%	43.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	50	3.3%	94.4%	373	8.1%	51.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	33	2.2%	96.6%	388	8.4%	60.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	35	2.3%	98.9%	880	19.1%	79.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	8	0.5%	99.4%	439	9.5%	89.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	6	0.4%	99.8%	224	4.9%	93.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	102	2.2%	96.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.9%	44	1.0%	97.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.9%	35	0.8%	97.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	100.0	19	0.4%	98.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.4%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	30	0.7%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	4,609			1,522			4,610			116		

## Notes:

Total Records Reported by this PSAP: 5119  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 5119

# Fractile 911 Call Response Time Distribution

Old Saybrook Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	616	97.5%	97.5%	0	0.0%	0.0%	21	3.3%	3.3%	5	100.0%	100.0
<= 0m 20s	13	2.1%	99.5%	0	0.0%	0.0%	24	3.8%	7.1%	0	0.0%	100.0
<= 0m 30s	2	0.3%	99.8%	0	0.0%	0.0%	23	3.6%	10.8%	0	0.0%	100.0
<= 0m 40s	1	0.2%	100.0	0	0.0%	0.0%	27	4.3%	15.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	4	33.3%	33.3%	41	6.5%	21.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	2	16.7%	50.0%	69	10.9%	32.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	41.7%	91.7%	139	22.0%	54.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	8.3%	100.0	79	12.5%	66.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	44	7.0%	73.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	38	6.0%	79.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	23	3.6%	83.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	17	2.7%	86.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	14	2.2%	88.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	13	2.1%	90.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	23	3.6%	94.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	16	2.5%	96.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.9%	97.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.9%	98.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.8%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	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	1	0.2%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	632			12			632			5		

**Notes:**

Total Records Reported by this PSAP: 674  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 674

# Fractile 911 Call Response Time Distribution

Orange Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1308	98.3%	98.3%	0	0.0%	0.0%	80	6.0%	6.0%	29	93.5%	93.5%
<= 0m 20s	23	1.7%	100.0	35	7.5%	7.5%	126	9.5%	15.5%	0	0.0%	93.5%
<= 0m 30s	0	0.0%	100.0	119	25.4%	32.9%	122	9.2%	24.6%	2	6.5%	100.0
<= 0m 40s	0	0.0%	100.0	124	26.5%	59.4%	228	17.1%	41.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	91	19.4%	78.8%	164	12.3%	54.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	39	8.3%	87.2%	148	11.1%	65.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	45	9.6%	96.8%	248	18.6%	83.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	9	1.9%	98.7%	92	6.9%	90.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	99.1%	41	3.1%	93.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.4%	18	1.4%	95.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	22	1.7%	96.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.6%	10	0.8%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.6%	4	0.3%	97.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.6%	2	0.2%	98.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	99.8%	6	0.5%	98.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	6	0.5%	98.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.2%	100.0	4	0.3%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,331			468			1,331			31		

## Notes:

Total Records Reported by this PSAP: 1453  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 1453

# Fractile 911 Call Response Time Distribution

Plainville Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1168	98.6%	98.6%	0	0.0%	0.0%	95	8.0%	8.0%	114	91.2%	91.2%
<= 0m 20s	11	0.9%	99.5%	78	17.0%	17.0%	103	8.7%	16.7%	0	0.0%	91.2%
<= 0m 30s	5	0.4%	99.9%	123	26.9%	43.9%	99	8.4%	25.1%	1	0.8%	92.0%
<= 0m 40s	1	0.1%	100.0	85	18.6%	62.4%	109	9.2%	34.3%	0	0.0%	92.0%
<= 0m 50s	0	0.0%	100.0	47	10.3%	72.7%	89	7.5%	41.8%	0	0.0%	92.0%
<= 1m 0s	0	0.0%	100.0	43	9.4%	82.1%	65	5.5%	47.3%	0	0.0%	92.0%
<= 1m 30s	0	0.0%	100.0	61	13.3%	95.4%	162	13.7%	60.9%	0	0.0%	92.0%
<= 2m 0s	0	0.0%	100.0	18	3.9%	99.3%	114	9.6%	70.5%	0	0.0%	92.0%
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.6%	36	3.0%	73.6%	0	0.0%	92.0%
<= 3m 0s	0	0.0%	100.0	2	0.4%	100.0	49	4.1%	77.7%	0	0.0%	92.0%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	40	3.4%	81.1%	0	0.0%	92.0%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	56	4.7%	85.8%	0	0.0%	92.0%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	43	3.6%	89.5%	0	0.0%	92.0%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	40	3.4%	92.8%	0	0.0%	92.0%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	34	2.9%	95.7%	0	0.0%	92.0%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	21	1.8%	97.5%	0	0.0%	92.0%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.8%	98.2%	0	0.0%	92.0%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.7%	98.9%	0	0.0%	92.0%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.1%	0	0.0%	92.0%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.2%	0	0.0%	92.0%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.3%	0	0.0%	92.0%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.4%	0	0.0%	92.0%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	92.0%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	92.0%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	92.0%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	92.0%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	92.0%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	92.0%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	92.0%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	100.0	10	8.0%	100.0
<b>Tot. Counts:</b>	1,185			458			1,185			125		

**Notes:**

Total Records Reported by this PSAP: 1484  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1484

# Fractile 911 Call Response Time Distribution

Plymouth Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	874	98.3%	98.3%	0	0.0%	0.0%	43	4.8%	4.8%	27	90.0%	90.0%
<= 0m 20s	11	1.2%	99.6%	25	17.5%	17.5%	50	5.6%	10.5%	2	6.7%	96.7%
<= 0m 30s	4	0.4%	100.0	46	32.2%	49.7%	69	7.8%	18.2%	1	3.3%	100.0
<= 0m 40s	0	0.0%	100.0	34	23.8%	73.4%	99	11.1%	29.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	15	10.5%	83.9%	80	9.0%	38.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	6.3%	90.2%	71	8.0%	46.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	5.6%	95.8%	156	17.5%	63.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	2.1%	97.9%	73	8.2%	72.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.7%	98.6%	45	5.1%	77.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.6%	52	5.8%	83.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.7%	99.3%	40	4.5%	87.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.3%	24	2.7%	90.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.3%	12	1.3%	91.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.3%	18	2.0%	93.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.7%	100.0	23	2.6%	96.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	14	1.6%	97.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.9%	98.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.0%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.2%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	889			143			889			30		

**Notes:**

Total Records Reported by this PSAP: 978  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 978

# Fractile 911 Call Response Time Distribution

Putnam Police & Fire Communications Center

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	500	90.4%	90.4%	0	0.0%	0.0%	57	10.3%	10.3%	35	81.4%	81.4%
<= 0m 20s	50	9.0%	99.5%	1	2.3%	2.3%	50	9.0%	19.3%	2	4.7%	86.0%
<= 0m 30s	3	0.5%	100.0	13	30.2%	32.6%	44	8.0%	27.3%	6	14.0%	100.0
<= 0m 40s	0	0.0%	100.0	22	51.2%	83.7%	71	12.8%	40.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	4	9.3%	93.0%	90	16.3%	56.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	1	2.3%	95.3%	52	9.4%	65.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	2	4.7%	100.0	91	16.5%	82.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	50	9.0%	91.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	16	2.9%	94.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	9	1.6%	95.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	6	1.1%	96.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.9%	97.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	98.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.5%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	553			43			553			43		

**Notes:**

Total Records Reported by this PSAP: 672  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 672

# Fractile 911 Call Response Time Distribution

Quinebaug Valley Emergency Communications

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7582	99.5%	99.5%	4	0.1%	0.1%	637	8.4%	8.4%	209	99.5%	99.5%
<= 0m 20s	35	0.5%	99.9%	340	11.5%	11.6%	853	11.2%	19.6%	0	0.0%	99.5%
<= 0m 30s	4	0.1%	100.0	1051	35.5%	47.1%	1018	13.4%	32.9%	1	0.5%	100.0
<= 0m 40s	0	0.0%	100.0	841	28.4%	75.6%	1422	18.7%	51.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	349	11.8%	87.4%	1009	13.2%	64.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	167	5.6%	93.0%	658	8.6%	73.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	157	5.3%	98.3%	996	13.1%	86.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	36	1.2%	99.5%	487	6.4%	92.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	8	0.3%	99.8%	217	2.8%	95.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	0.1%	99.9%	121	1.6%	97.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.0%	100.0	54	0.7%	98.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	35	0.5%	98.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	17	0.2%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.3%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	12	0.2%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.2%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.2%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	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	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	7,621			2,959			7,621			210		

## Notes:

Total Records Reported by this PSAP: 8569  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 8569

# Fractile 911 Call Response Time Distribution

Redding Emergency Comm. Center

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	533	96.2%	96.2%	0	0.0%	0.0%	32	5.8%	5.8%	27	96.4%	96.4%
<= 0m 20s	20	3.6%	99.8%	5	11.1%	11.1%	64	11.6%	17.3%	0	0.0%	96.4%
<= 0m 30s	1	0.2%	100.0	19	42.2%	53.3%	60	10.8%	28.2%	1	3.6%	100.0
<= 0m 40s	0	0.0%	100.0	10	22.2%	75.6%	65	11.7%	39.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	4	8.9%	84.4%	53	9.6%	49.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	2	4.4%	88.9%	60	10.8%	60.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	8.9%	97.8%	107	19.3%	79.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	97.8%	62	11.2%	90.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	2.2%	100.0	23	4.2%	94.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	12	2.2%	97.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	7	1.3%	98.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	98.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.8%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	554			45			554			28		

**Notes:**

Total Records Reported by this PSAP: 625  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 625

# Fractile 911 Call Response Time Distribution

Ridgefield Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1382	98.9%	98.9%	11	2.1%	2.1%	143	10.2%	10.2%	50	92.6%	92.6%
<= 0m 20s	14	1.0%	99.9%	282	52.9%	55.0%	188	13.5%	23.7%	2	3.7%	96.3%
<= 0m 30s	1	0.1%	100.0	140	26.3%	81.2%	196	14.0%	37.7%	2	3.7%	100.0
<= 0m 40s	0	0.0%	100.0	55	10.3%	91.6%	226	16.2%	53.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	14	2.6%	94.2%	153	11.0%	64.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	10	1.9%	96.1%	102	7.3%	72.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	12	2.3%	98.3%	206	14.7%	86.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	0.9%	99.2%	81	5.8%	92.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.2%	37	2.6%	95.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.2%	22	1.6%	96.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.4%	10	0.7%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	5	0.4%	98.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	6	0.4%	98.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	99.6%	4	0.3%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	2	0.4%	100.0	9	0.6%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	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	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	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	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,397			533			1,397			54		

**Notes:**

Total Records Reported by this PSAP: 1678  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1678

# Fractile 911 Call Response Time Distribution

Rocky Hill Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1645	97.7%	97.7%	0	0.0%	0.0%	106	6.3%	6.3%	51	83.6%	83.6%
<= 0m 20s	35	2.1%	99.8%	57	27.5%	27.5%	210	12.5%	18.8%	0	0.0%	83.6%
<= 0m 30s	3	0.2%	100.0	82	39.6%	67.1%	198	11.8%	30.5%	4	6.6%	90.2%
<= 0m 40s	0	0.0%	100.0	35	16.9%	84.1%	204	12.1%	42.7%	0	0.0%	90.2%
<= 0m 50s	0	0.0%	100.0	15	7.2%	91.3%	140	8.3%	51.0%	0	0.0%	90.2%
<= 1m 0s	0	0.0%	100.0	3	1.4%	92.8%	124	7.4%	58.3%	0	0.0%	90.2%
<= 1m 30s	0	0.0%	100.0	11	5.3%	98.1%	315	18.7%	77.1%	0	0.0%	90.2%
<= 2m 0s	0	0.0%	100.0	1	0.5%	98.6%	214	12.7%	89.8%	0	0.0%	90.2%
<= 2m 30s	0	0.0%	100.0	2	1.0%	99.5%	73	4.3%	94.1%	0	0.0%	90.2%
<= 3m 0s	0	0.0%	100.0	1	0.5%	100.0	34	2.0%	96.1%	0	0.0%	90.2%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	19	1.1%	97.3%	0	0.0%	90.2%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	97.8%	0	0.0%	90.2%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	98.1%	0	0.0%	90.2%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.3%	0	0.0%	90.2%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.8%	99.0%	0	0.0%	90.2%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.2%	0	0.0%	90.2%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.4%	0	0.0%	90.2%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.6%	0	0.0%	90.2%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.8%	0	0.0%	90.2%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	90.2%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	90.2%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	90.2%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	90.2%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	90.2%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	90.2%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	90.2%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	90.2%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	90.2%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	90.2%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	6	9.8%	100.0
<b>Tot. Counts:</b>	1,683			207			1,683			61		

**Notes:**

Total Records Reported by this PSAP: 1893  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1893

# Fractile 911 Call Response Time Distribution

Seymour Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	850	98.7%	98.7%	0	0.0%	0.0%	42	4.9%	4.9%	20	87.0%	87.0%
<= 0m 20s	9	1.0%	99.8%	101	26.0%	26.0%	39	4.5%	9.4%	2	8.7%	95.7%
<= 0m 30s	2	0.2%	100.0	169	43.6%	69.6%	66	7.7%	17.1%	1	4.3%	100.0
<= 0m 40s	0	0.0%	100.0	72	18.6%	88.1%	96	11.1%	28.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	22	5.7%	93.8%	106	12.3%	40.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	1.5%	95.4%	88	10.2%	50.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	2.6%	97.9%	196	22.8%	73.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	1.0%	99.0%	81	9.4%	82.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.5%	99.5%	59	6.9%	89.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.5%	26	3.0%	92.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.5%	100.0	20	2.3%	95.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	12	1.4%	96.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	8	0.9%	97.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	97.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.9%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	861			388			861			23		

**Notes:**

Total Records Reported by this PSAP: 924  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 924

# Fractile 911 Call Response Time Distribution

Shelton Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2546	98.3%	98.3%	79	7.6%	7.6%	175	6.8%	6.8%	57	85.1%	85.1%
<= 0m 20s	38	1.5%	99.8%	483	46.2%	53.8%	343	13.2%	20.0%	1	1.5%	86.6%
<= 0m 30s	4	0.2%	100.0	296	28.3%	82.1%	588	22.7%	42.7%	3	4.5%	91.0%
<= 0m 40s	0	0.0%	100.0	110	10.5%	92.6%	489	18.9%	61.6%	0	0.0%	91.0%
<= 0m 50s	0	0.0%	100.0	27	2.6%	95.2%	259	10.0%	71.6%	0	0.0%	91.0%
<= 1m 0s	0	0.0%	100.0	17	1.6%	96.8%	171	6.6%	78.2%	0	0.0%	91.0%
<= 1m 30s	0	0.0%	100.0	16	1.5%	98.4%	303	11.7%	89.9%	0	0.0%	91.0%
<= 2m 0s	0	0.0%	100.0	10	1.0%	99.3%	118	4.6%	94.4%	0	0.0%	91.0%
<= 2m 30s	0	0.0%	100.0	3	0.3%	99.6%	55	2.1%	96.6%	0	0.0%	91.0%
<= 3m 0s	0	0.0%	100.0	2	0.2%	99.8%	38	1.5%	98.0%	0	0.0%	91.0%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	16	0.6%	98.6%	0	0.0%	91.0%
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.9%	8	0.3%	99.0%	0	0.0%	91.0%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	6	0.2%	99.2%	0	0.0%	91.0%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	4	0.2%	99.3%	0	0.0%	91.0%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.9%	9	0.3%	99.7%	0	0.0%	91.0%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.9%	4	0.2%	99.8%	0	0.0%	91.0%
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.8%	0	0.0%	91.0%
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.8%	0	0.0%	91.0%
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.9%	1	0.0%	99.9%	0	0.0%	91.0%
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	91.0%
<= 12m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	91.0%
<= 13m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	91.0%
<= 14m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	91.0%
<= 15m 0s	0	0.0%	100.0	0	0.0%	99.9%	1	0.0%	99.9%	0	0.0%	91.0%
<= 16m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	91.0%
<= 17m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	91.0%
<= 18m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	91.0%
<= 19m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	91.0%
<= 20m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	91.0%
>= 20m 0s	1	0.0%	100.0	1	0.1%	100.0	2	0.1%	100.0	6	9.0%	100.0
<b>Tot. Counts:</b>	2,589			1,045			2,590			67		

**Notes:**

Total Records Reported by this PSAP: 2905  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2905

# Fractile 911 Call Response Time Distribution

Simsbury Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1232	97.5%	97.5%	0	0.0%	0.0%	227	18.0%	18.0%	74	96.1%	96.1%
<= 0m 20s	23	1.8%	99.3%	4	6.0%	6.0%	142	11.2%	29.2%	0	0.0%	96.1%
<= 0m 30s	6	0.5%	99.8%	28	41.8%	47.8%	121	9.6%	38.8%	3	3.9%	100.0
<= 0m 40s	1	0.1%	99.8%	6	9.0%	56.7%	103	8.1%	46.9%	0	0.0%	100.0
<= 0m 50s	2	0.2%	100.0	9	13.4%	70.1%	76	6.0%	52.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	9.0%	79.1%	71	5.6%	58.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	10.4%	89.6%	166	13.1%	71.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	7.5%	97.0%	94	7.4%	79.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	97.0%	76	6.0%	85.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	97.0%	43	3.4%	88.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	3.0%	100.0	34	2.7%	91.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	17	1.3%	92.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	18	1.4%	94.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	18	1.4%	95.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	18	1.4%	96.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.9%	97.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	98.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	98.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.0%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.2%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,264			67			1,264			77		

**Notes:**

Total Records Reported by this PSAP: 1513  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1513

# Fractile 911 Call Response Time Distribution

South Central Emergency Comm. Ctr.

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1957	98.9%	98.9%	0	0.0%	0.0%	51	2.6%	2.6%	17	100.0%	100.0
<= 0m 20s	20	1.0%	99.9%	9	7.1%	7.1%	35	1.8%	4.3%	0	0.0%	100.0
<= 0m 30s	1	0.1%	100.0	32	25.2%	32.3%	57	2.9%	7.2%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	25	19.7%	52.0%	108	5.5%	12.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	18	14.2%	66.1%	134	6.8%	19.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	14	11.0%	77.2%	201	10.2%	29.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	16	12.6%	89.8%	689	34.8%	64.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	9	7.1%	96.9%	425	21.5%	85.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.8%	97.6%	145	7.3%	93.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	2.4%	100.0	49	2.5%	95.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	23	1.2%	96.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.7%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	98.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	98.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	98.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	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%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,978			127			1,978			17		

**Notes:**

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

# Fractile 911 Call Response Time Distribution

South Windsor Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1686	99.1%	99.1%	0	0.0%	0.0%	113	6.6%	6.6%	70	98.6%	98.6%
<= 0m 20s	16	0.9%	100.0	62	30.8%	30.8%	185	10.9%	17.5%	1	1.4%	100.0
<= 0m 30s	0	0.0%	100.0	77	38.3%	69.2%	177	10.4%	27.9%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	36	17.9%	87.1%	210	12.3%	40.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	9	4.5%	91.5%	175	10.3%	50.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	2.5%	94.0%	151	8.9%	59.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	3.5%	97.5%	301	17.7%	77.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	2.0%	99.5%	125	7.3%	84.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.5%	59	3.5%	87.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.5%	38	2.2%	90.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.5%	100.0	30	1.8%	91.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	17	1.0%	92.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	15	0.9%	93.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.8%	94.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	22	1.3%	95.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	23	1.4%	97.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	18	1.1%	98.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.6%	98.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.1%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.4%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.5%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,702			201			1,702			71		

**Notes:**

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

# Fractile 911 Call Response Time Distribution

Southbury Public Safety

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1093	92.5%	92.5%	0	0.0%	0.0%	76	6.4%	6.4%	36	72.0%	72.0%
<= 0m 20s	82	6.9%	99.4%	1	3.6%	3.6%	104	8.8%	15.2%	2	4.0%	76.0%
<= 0m 30s	7	0.6%	100.0	11	39.3%	42.9%	101	8.5%	23.8%	12	24.0%	100.0
<= 0m 40s	0	0.0%	100.0	8	28.6%	71.4%	113	9.6%	33.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	5	17.9%	89.3%	101	8.5%	41.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	2	7.1%	96.4%	104	8.8%	50.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	1	3.6%	100.0	284	24.0%	74.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	155	13.1%	87.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	66	5.6%	93.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	25	2.1%	95.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	10	0.8%	96.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.9%	97.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	8	0.7%	98.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	98.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,182			28			1,182			50		

**Notes:**

Total Records Reported by this PSAP: 1301  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1301

# Fractile 911 Call Response Time Distribution

Southington Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2685	99.5%	99.5%	0	0.0%	0.0%	138	5.1%	5.1%	45	95.7%	95.7%
<= 0m 20s	12	0.4%	99.9%	102	16.9%	16.9%	232	8.6%	13.7%	0	0.0%	95.7%
<= 0m 30s	2	0.1%	100.0	206	34.1%	51.0%	217	8.0%	21.7%	2	4.3%	100.0
<= 0m 40s	0	0.0%	100.0	127	21.0%	72.0%	273	10.1%	31.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	65	10.8%	82.8%	250	9.3%	41.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	42	7.0%	89.7%	191	7.1%	48.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	43	7.1%	96.9%	443	16.4%	64.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	13	2.2%	99.0%	258	9.6%	74.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.3%	99.3%	191	7.1%	81.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.3%	99.7%	149	5.5%	86.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.8%	70	2.6%	89.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	67	2.5%	91.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	60	2.2%	94.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	33	1.2%	95.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	50	1.9%	97.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	26	1.0%	98.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.2%	100.0	18	0.7%	98.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.4%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.4%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,699			604			2,699			47		

**Notes:**

Total Records Reported by this PSAP: 2944  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2944

# Fractile 911 Call Response Time Distribution

Stamford Emergency Communications

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	10213	93.3%	93.3%	1	0.2%	32.6%	2362	21.6%	21.6%	750	76.1%	76.1%
<= 0m 20s	607	5.5%	98.9%	85	21.0%	53.6%	1335	12.2%	33.8%	46	4.7%	80.7%
<= 0m 30s	97	0.9%	99.8%	75	18.5%	72.1%	932	8.5%	42.3%	165	16.7%	97.5%
<= 0m 40s	10	0.1%	99.9%	49	12.1%	84.2%	1076	9.8%	52.1%	5	0.5%	98.0%
<= 0m 50s	8	0.1%	99.9%	20	4.9%	89.1%	882	8.1%	60.2%	1	0.1%	98.1%
<= 1m 0s	2	0.0%	100.0	12	3.0%	92.1%	802	7.3%	67.5%	2	0.2%	98.3%
<= 1m 30s	3	0.0%	100.0	15	3.7%	95.8%	1668	15.2%	82.8%	0	0.0%	98.3%
<= 2m 0s	2	0.0%	100.0	11	2.7%	98.5%	767	7.0%	89.8%	0	0.0%	98.3%
<= 2m 30s	0	0.0%	100.0	1	0.2%	98.8%	388	3.5%	93.3%	0	0.0%	98.3%
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.0%	210	1.9%	95.2%	0	0.0%	98.3%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.0%	123	1.1%	96.3%	0	0.0%	98.3%
<= 4m 0s	0	0.0%	100.0	2	0.5%	99.5%	96	0.9%	97.2%	1	0.1%	98.4%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.5%	57	0.5%	97.7%	0	0.0%	98.4%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.5%	50	0.5%	98.2%	1	0.1%	98.5%
<= 6m 0s	0	0.0%	100.0	2	0.5%	100.0	63	0.6%	98.8%	1	0.1%	98.6%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	40	0.4%	99.1%	0	0.0%	98.6%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	29	0.3%	99.4%	1	0.1%	98.7%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.2%	99.6%	0	0.0%	98.7%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.1%	99.7%	0	0.0%	98.7%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.8%	0	0.0%	98.7%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.8%	0	0.0%	98.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	98.7%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.9%	0	0.0%	98.7%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	100.0	0	0.0%	98.7%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	98.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	1	0.1%	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	1	0.0%	100.0	12	1.2%	100.0
<b>Tot. Counts:</b>	10,942			274			10,945			986		

**Notes:**

Total Records Reported by this PSAP: 14808  
 Number of Records not Processed due to Bad 1  
 Total Records Analyzed: 14807

# Fractile 911 Call Response Time Distribution

Stonington Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1243	98.0%	98.0%	0	0.0%	0.0%	91	7.2%	7.2%	15	83.3%	83.3%
<= 0m 20s	24	1.9%	99.8%	35	21.0%	21.0%	127	10.0%	17.2%	2	11.1%	94.4%
<= 0m 30s	2	0.2%	100.0	73	43.7%	64.7%	118	9.3%	26.5%	1	5.6%	100.0
<= 0m 40s	0	0.0%	100.0	36	21.6%	86.2%	146	11.5%	38.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	10	6.0%	92.2%	136	10.7%	48.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	1.8%	94.0%	112	8.8%	57.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	3.0%	97.0%	222	17.5%	75.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.8%	98.8%	97	7.6%	82.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	99.4%	44	3.5%	86.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.6%	100.0	31	2.4%	88.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	23	1.8%	90.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	13	1.0%	91.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	26	2.0%	93.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	23	1.8%	95.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	26	2.0%	97.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.8%	98.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	13	1.0%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	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	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,269			167			1,269			18		

**Notes:**

Total Records Reported by this PSAP: 1384  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1384

# Fractile 911 Call Response Time Distribution

Stratford Emergency Communications Ctr.

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4490	99.3%	99.3%	0	0.0%	0.0%	667	14.8%	14.8%	142	96.6%	96.6%
<= 0m 20s	29	0.6%	100.0	162	38.8%	38.8%	531	11.7%	26.5%	2	1.4%	98.0%
<= 0m 30s	1	0.0%	100.0	157	37.6%	76.5%	534	11.8%	38.3%	2	1.4%	99.3%
<= 0m 40s	0	0.0%	100.0	53	12.7%	89.2%	497	11.0%	49.3%	0	0.0%	99.3%
<= 0m 50s	0	0.0%	100.0	28	6.7%	95.9%	372	8.2%	57.5%	1	0.7%	100.0
<= 1m 0s	1	0.0%	100.0	9	2.2%	98.1%	341	7.5%	65.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	1.7%	99.8%	707	15.6%	80.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	99.8%	431	9.5%	90.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	100.0	190	4.2%	94.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	88	1.9%	96.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	53	1.2%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	30	0.7%	98.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	20	0.4%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.4%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.3%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.2%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	4,521			417			4,521			147		

**Notes:**

Total Records Reported by this PSAP: 5134  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 5134

# Fractile 911 Call Response Time Distribution

Suffield Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	764	95.5%	95.5%	0	0.0%	0.0%	58	7.3%	7.3%	31	91.2%	91.2%
<= 0m 20s	34	4.3%	99.8%	23	23.5%	23.5%	76	9.5%	16.8%	2	5.9%	97.1%
<= 0m 30s	2	0.3%	100.0	39	39.8%	63.3%	127	15.9%	32.6%	1	2.9%	100.0
<= 0m 40s	0	0.0%	100.0	19	19.4%	82.7%	146	18.3%	50.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	8.2%	90.8%	93	11.6%	62.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	2	2.0%	92.9%	65	8.1%	70.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	4.1%	96.9%	114	14.3%	84.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	1.0%	98.0%	51	6.4%	91.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	2.0%	100.0	26	3.3%	94.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	10	1.3%	95.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	10	1.3%	97.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.6%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	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	1	0.1%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	800			98			800			34		

**Notes:**

Total Records Reported by this PSAP: 912  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 912

# Fractile 911 Call Response Time Distribution

Thomaston Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	394	95.9%	95.9%	0	0.0%	0.0%	13	3.2%	3.2%	7	77.8%	77.8%
<= 0m 20s	17	4.1%	100.0	7	12.5%	12.5%	33	8.0%	11.2%	2	22.2%	100.0
<= 0m 30s	0	0.0%	100.0	20	35.7%	48.2%	31	7.5%	18.7%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	15	26.8%	75.0%	47	11.4%	30.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	14.3%	89.3%	42	10.2%	40.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	5.4%	94.6%	57	13.9%	54.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	2	3.6%	98.2%	72	17.5%	71.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	1.8%	100.0	48	11.7%	83.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	15	3.6%	87.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	12	2.9%	90.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	8	1.9%	92.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	9	2.2%	94.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	1.0%	95.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	1.2%	96.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	1.2%	97.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.7%	98.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.5%	98.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.5%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.5%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	411			56			411			9		

**Notes:**

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

# Fractile 911 Call Response Time Distribution

Tolland County Mutual Aid Dispatch Center

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7961	97.3%	97.3%	24	0.7%	0.7%	723	8.8%	8.8%	183	83.2%	83.2%
<= 0m 20s	208	2.5%	99.8%	1075	33.1%	33.8%	945	11.5%	20.4%	15	6.8%	90.0%
<= 0m 30s	15	0.2%	100.0	1137	35.0%	68.8%	1545	18.9%	39.2%	22	10.0%	100.0
<= 0m 40s	1	0.0%	100.0	557	17.1%	85.9%	1728	21.1%	60.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	192	5.9%	91.8%	1078	13.2%	73.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	104	3.2%	95.0%	701	8.6%	82.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	118	3.6%	98.7%	919	11.2%	93.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	26	0.8%	99.5%	285	3.5%	96.8%	0	0.0%	100.0
<= 2m 30s	1	0.0%	100.0	8	0.2%	99.7%	92	1.1%	97.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	5	0.2%	99.9%	40	0.5%	98.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.0%	99.9%	25	0.3%	98.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.9%	24	0.3%	99.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	2	0.1%	100.0	22	0.3%	99.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.0%	100.0	11	0.1%	99.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.2%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	8,186			3,250			8,186			220		

## Notes:

Total Records Reported by this PSAP: 8953  
 Number of Records not Processed due to Bad: 0  
 Total Records Analyzed: 8953

# Fractile 911 Call Response Time Distribution

Torrington Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2783	99.7%	99.7%	6	0.5%	0.5%	144	5.2%	5.2%	46	95.8%	95.8%
<= 0m 20s	9	0.3%	100.0	605	48.4%	48.9%	115	4.1%	9.3%	0	0.0%	95.8%
<= 0m 30s	0	0.0%	100.0	365	29.2%	78.1%	161	5.8%	15.0%	2	4.2%	100.0
<= 0m 40s	0	0.0%	100.0	154	12.3%	90.4%	190	6.8%	21.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	62	5.0%	95.4%	183	6.6%	28.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	21	1.7%	97.0%	216	7.7%	36.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	23	1.8%	98.9%	622	22.3%	58.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	11	0.9%	99.8%	488	17.5%	75.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.2%	99.9%	252	9.0%	84.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	100.0	131	4.7%	89.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	71	2.5%	92.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	45	1.6%	93.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	40	1.4%	95.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	24	0.9%	96.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	38	1.4%	97.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.8%	98.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.8%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,792			1,250			2,792			48		

## Notes:

Total Records Reported by this PSAP: 3017  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3017

# Fractile 911 Call Response Time Distribution

Trumbull Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2120	99.4%	99.4%	0	0.0%	0.0%	97	4.5%	4.5%	70	98.6%	98.6%
<= 0m 20s	11	0.5%	99.9%	14	10.7%	10.7%	180	8.4%	12.9%	0	0.0%	98.6%
<= 0m 30s	2	0.1%	100.0	39	29.8%	40.5%	192	8.9%	21.8%	1	1.4%	100.0
<= 0m 40s	0	0.0%	100.0	29	22.1%	62.6%	206	9.6%	31.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	16	12.2%	74.8%	139	6.5%	37.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	8.4%	83.2%	146	6.8%	44.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	14	10.7%	93.9%	418	19.4%	64.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	8	6.1%	100.0	379	17.6%	81.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	207	9.6%	91.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	79	3.7%	95.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	35	1.6%	96.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.7%	97.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	14	0.7%	98.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	98.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.8%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	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	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,133			131			2,151			71		

**Notes:**

Total Records Reported by this PSAP: 2393  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2393

# Fractile 911 Call Response Time Distribution

UCONN Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1689	98.8%	98.8%	0	0.0%	0.0%	339	19.8%	19.8%	40	87.0%	87.0%
<= 0m 20s	16	0.9%	99.7%	19	11.4%	11.4%	491	28.7%	48.5%	0	0.0%	87.0%
<= 0m 30s	1	0.1%	99.8%	61	36.5%	47.9%	184	10.8%	59.3%	0	0.0%	87.0%
<= 0m 40s	0	0.0%	99.8%	45	26.9%	74.9%	166	9.7%	69.0%	0	0.0%	87.0%
<= 0m 50s	0	0.0%	99.8%	18	10.8%	85.6%	110	6.4%	75.4%	0	0.0%	87.0%
<= 1m 0s	0	0.0%	99.8%	8	4.8%	90.4%	84	4.9%	80.3%	0	0.0%	87.0%
<= 1m 30s	0	0.0%	99.8%	8	4.8%	95.2%	135	7.9%	88.2%	0	0.0%	87.0%
<= 2m 0s	0	0.0%	99.8%	7	4.2%	99.4%	58	3.4%	91.6%	0	0.0%	87.0%
<= 2m 30s	0	0.0%	99.8%	0	0.0%	99.4%	34	2.0%	93.6%	0	0.0%	87.0%
<= 3m 0s	0	0.0%	99.8%	0	0.0%	99.4%	15	0.9%	94.4%	0	0.0%	87.0%
<= 3m 30s	0	0.0%	99.8%	1	0.6%	100.0	26	1.5%	96.0%	0	0.0%	87.0%
<= 4m 0s	0	0.0%	99.8%	0	0.0%	100.0	9	0.5%	96.5%	0	0.0%	87.0%
<= 4m 30s	0	0.0%	99.8%	0	0.0%	100.0	15	0.9%	97.4%	0	0.0%	87.0%
<= 5m 0s	0	0.0%	99.8%	0	0.0%	100.0	10	0.6%	98.0%	0	0.0%	87.0%
<= 6m 0s	0	0.0%	99.8%	0	0.0%	100.0	13	0.8%	98.7%	0	0.0%	87.0%
<= 7m 0s	0	0.0%	99.8%	0	0.0%	100.0	6	0.4%	99.1%	0	0.0%	87.0%
<= 8m 0s	0	0.0%	99.8%	0	0.0%	100.0	5	0.3%	99.4%	0	0.0%	87.0%
<= 9m 0s	0	0.0%	99.8%	0	0.0%	100.0	2	0.1%	99.5%	0	0.0%	87.0%
<= 10m 0s	0	0.0%	99.8%	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	87.0%
<= 11m 0s	0	0.0%	99.8%	0	0.0%	100.0	3	0.2%	99.7%	1	2.2%	89.1%
<= 12m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	89.1%
<= 13m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	89.1%
<= 14m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	89.1%
<= 15m 0s	0	0.0%	99.8%	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	89.1%
<= 16m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	89.1%
<= 17m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	89.1%
<= 18m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	89.1%
<= 19m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	89.1%
<= 20m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	89.1%
>= 20m 0s	4	0.2%	100.0	0	0.0%	100.0	3	0.2%	100.0	5	10.9%	100.0
<b>Tot. Counts:</b>	1,710			167			1,711			46		

**Notes:**

Total Records Reported by this PSAP: 1881  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1881

# Fractile 911 Call Response Time Distribution

Valley Shore Emergency Communications, Inc.

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6119	98.6%	98.6%	8	0.2%	0.2%	436	7.0%	7.0%	150	87.2%	87.2%
<= 0m 20s	70	1.1%	99.8%	614	17.0%	17.2%	496	8.0%	15.0%	6	3.5%	90.7%
<= 0m 30s	15	0.2%	100.0	1486	41.1%	58.3%	803	12.9%	28.0%	15	8.7%	99.4%
<= 0m 40s	0	0.0%	100.0	898	24.8%	83.2%	1257	20.3%	48.2%	1	0.6%	100.0
<= 0m 50s	0	0.0%	100.0	311	8.6%	91.8%	952	15.3%	63.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	147	4.1%	95.8%	624	10.1%	73.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	122	3.4%	99.2%	920	14.8%	88.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	13	0.4%	99.6%	374	6.0%	94.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	7	0.2%	99.8%	131	2.1%	96.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.1%	99.8%	72	1.2%	97.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.0%	99.8%	37	0.6%	98.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.1%	99.9%	22	0.4%	98.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.0%	99.9%	16	0.3%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.0%	99.9%	9	0.1%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.9%	12	0.2%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.9%	10	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.9%	8	0.1%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.9%	7	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	1	0.0%	100.0	5	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	1	0.0%	100.0	6	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	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	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	6,204			3,615			6,204			172		

**Notes:**

Total Records Reported by this PSAP: 6859  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 6859

# Fractile 911 Call Response Time Distribution

Vernon Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2323	98.4%	98.4%	10	1.0%	1.0%	207	8.8%	8.8%	51	68.0%	68.0%
<= 0m 20s	29	1.2%	99.7%	251	26.1%	27.2%	255	10.8%	19.6%	4	5.3%	73.3%
<= 0m 30s	4	0.2%	99.8%	351	36.5%	63.7%	346	14.7%	34.2%	1	1.3%	74.7%
<= 0m 40s	0	0.0%	99.8%	191	19.9%	83.6%	370	15.7%	49.9%	1	1.3%	76.0%
<= 0m 50s	0	0.0%	99.8%	61	6.3%	89.9%	269	11.4%	61.3%	0	0.0%	76.0%
<= 1m 0s	0	0.0%	99.8%	34	3.5%	93.4%	212	9.0%	70.3%	0	0.0%	76.0%
<= 1m 30s	0	0.0%	99.8%	41	4.3%	97.7%	364	15.4%	85.7%	0	0.0%	76.0%
<= 2m 0s	0	0.0%	99.8%	9	0.9%	98.6%	154	6.5%	92.2%	0	0.0%	76.0%
<= 2m 30s	0	0.0%	99.8%	1	0.1%	98.8%	55	2.3%	94.6%	0	0.0%	76.0%
<= 3m 0s	0	0.0%	99.8%	0	0.0%	98.8%	21	0.9%	95.5%	1	1.3%	77.3%
<= 3m 30s	0	0.0%	99.8%	0	0.0%	98.8%	16	0.7%	96.1%	0	0.0%	77.3%
<= 4m 0s	0	0.0%	99.8%	0	0.0%	98.8%	13	0.6%	96.7%	0	0.0%	77.3%
<= 4m 30s	0	0.0%	99.8%	1	0.1%	98.9%	16	0.7%	97.4%	0	0.0%	77.3%
<= 5m 0s	0	0.0%	99.8%	0	0.0%	98.9%	10	0.4%	97.8%	0	0.0%	77.3%
<= 6m 0s	0	0.0%	99.8%	0	0.0%	98.9%	9	0.4%	98.2%	0	0.0%	77.3%
<= 7m 0s	0	0.0%	99.8%	0	0.0%	98.9%	11	0.5%	98.6%	0	0.0%	77.3%
<= 8m 0s	0	0.0%	99.8%	0	0.0%	98.9%	8	0.3%	99.0%	0	0.0%	77.3%
<= 9m 0s	0	0.0%	99.8%	0	0.0%	98.9%	3	0.1%	99.1%	0	0.0%	77.3%
<= 10m 0s	0	0.0%	99.8%	0	0.0%	98.9%	1	0.0%	99.2%	0	0.0%	77.3%
<= 11m 0s	0	0.0%	99.8%	0	0.0%	98.9%	0	0.0%	99.2%	0	0.0%	77.3%
<= 12m 0s	0	0.0%	99.8%	0	0.0%	98.9%	2	0.1%	99.2%	0	0.0%	77.3%
<= 13m 0s	0	0.0%	99.8%	0	0.0%	98.9%	2	0.1%	99.3%	0	0.0%	77.3%
<= 14m 0s	0	0.0%	99.8%	0	0.0%	98.9%	0	0.0%	99.3%	0	0.0%	77.3%
<= 15m 0s	0	0.0%	99.8%	0	0.0%	98.9%	0	0.0%	99.3%	0	0.0%	77.3%
<= 16m 0s	0	0.0%	99.8%	0	0.0%	98.9%	0	0.0%	99.3%	0	0.0%	77.3%
<= 17m 0s	0	0.0%	99.8%	0	0.0%	98.9%	0	0.0%	99.3%	0	0.0%	77.3%
<= 18m 0s	0	0.0%	99.8%	0	0.0%	98.9%	0	0.0%	99.3%	0	0.0%	77.3%
<= 19m 0s	0	0.0%	99.8%	1	0.1%	99.0%	0	0.0%	99.3%	0	0.0%	77.3%
<= 20m 0s	0	0.0%	99.8%	0	0.0%	99.0%	0	0.0%	99.3%	0	0.0%	77.3%
>= 20m 0s	4	0.2%	100.0	10	1.0%	100.0	16	0.7%	100.0	17	22.7%	100.0
<b>Tot. Counts:</b>	2,360			961			2,360			75		

**Notes:**

Total Records Reported by this PSAP: 2632  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2632

# Fractile 911 Call Response Time Distribution

Wallingford Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3077	99.5%	99.5%	0	0.0%	0.0%	214	6.9%	6.9%	57	95.0%	95.0%
<= 0m 20s	16	0.5%	100.0	67	36.4%	36.4%	369	11.9%	18.8%	0	0.0%	95.0%
<= 0m 30s	1	0.0%	100.0	59	32.1%	68.5%	372	12.0%	30.9%	3	5.0%	100.0
<= 0m 40s	0	0.0%	100.0	23	12.5%	81.0%	348	11.2%	42.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	12	6.5%	87.5%	310	10.0%	52.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	8	4.3%	91.8%	249	8.0%	60.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	4.3%	96.2%	562	18.2%	78.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.1%	97.3%	332	10.7%	89.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.1%	98.4%	157	5.1%	94.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	1.6%	100.0	62	2.0%	96.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	32	1.0%	97.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	32	1.0%	98.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	21	0.7%	98.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.4%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.3%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	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	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	3,094			184			3,094			60		

**Notes:**

Total Records Reported by this PSAP: 3407  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3407



# Fractile 911 Call Response Time Distribution

Waterford Emergency Communications Center

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1866	98.9%	98.9%	1	0.2%	0.2%	110	5.8%	5.8%	60	100.0%	100.0
<= 0m 20s	17	0.9%	99.8%	119	28.5%	28.8%	157	8.3%	14.1%	0	0.0%	100.0
<= 0m 30s	3	0.2%	100.0	178	42.7%	71.5%	257	13.6%	27.8%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	77	18.5%	89.9%	339	18.0%	45.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	17	4.1%	94.0%	213	11.3%	57.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	3.1%	97.1%	193	10.2%	67.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	1.7%	98.8%	313	16.6%	83.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	1.2%	100.0	138	7.3%	91.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	53	2.8%	93.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	29	1.5%	95.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	13	0.7%	96.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.6%	96.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	13	0.7%	97.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	97.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	18	1.0%	98.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.5%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,886			417			1,888			60		

**Notes:**

Total Records Reported by this PSAP: 2100  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2100

# Fractile 911 Call Response Time Distribution

Watertown Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1479	99.3%	99.3%	0	0.0%	0.0%	152	10.2%	10.2%	46	78.0%	78.0%
<= 0m 20s	10	0.7%	99.9%	28	15.1%	15.1%	147	9.9%	20.1%	1	1.7%	79.7%
<= 0m 30s	1	0.1%	100.0	68	36.8%	51.9%	161	10.8%	30.9%	1	1.7%	81.4%
<= 0m 40s	0	0.0%	100.0	52	28.1%	80.0%	160	10.7%	41.6%	0	0.0%	81.4%
<= 0m 50s	0	0.0%	100.0	11	5.9%	85.9%	169	11.3%	53.0%	1	1.7%	83.1%
<= 1m 0s	0	0.0%	100.0	13	7.0%	93.0%	147	9.9%	62.8%	0	0.0%	83.1%
<= 1m 30s	0	0.0%	100.0	7	3.8%	96.8%	283	19.0%	81.8%	0	0.0%	83.1%
<= 2m 0s	0	0.0%	100.0	3	1.6%	98.4%	98	6.6%	88.4%	0	0.0%	83.1%
<= 2m 30s	0	0.0%	100.0	2	1.1%	99.5%	49	3.3%	91.7%	0	0.0%	83.1%
<= 3m 0s	0	0.0%	100.0	1	0.5%	100.0	28	1.9%	93.6%	0	0.0%	83.1%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	15	1.0%	94.6%	0	0.0%	83.1%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	19	1.3%	95.8%	0	0.0%	83.1%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.6%	96.4%	0	0.0%	83.1%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	96.9%	0	0.0%	83.1%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.9%	97.9%	0	0.0%	83.1%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.7%	98.5%	0	0.0%	83.1%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	99.0%	0	0.0%	83.1%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	99.4%	0	0.0%	83.1%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.7%	0	0.0%	83.1%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	83.1%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	83.1%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	83.1%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	83.1%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	83.1%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	83.1%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	83.1%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	83.1%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	83.1%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	83.1%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	10	16.9%	100.0
<b>Tot. Counts:</b>	1,490			185			1,490			59		

**Notes:**

Total Records Reported by this PSAP: 1699  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1699

# Fractile 911 Call Response Time Distribution

West Hartford Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4593	99.2%	99.2%	0	0.0%	0.0%	501	10.8%	10.8%	109	95.6%	95.6%
<= 0m 20s	33	0.7%	99.9%	55	8.8%	8.8%	568	12.3%	23.1%	2	1.8%	97.4%
<= 0m 30s	3	0.1%	100.0	141	22.6%	31.4%	490	10.6%	33.7%	3	2.6%	100.0
<= 0m 40s	0	0.0%	100.0	98	15.7%	47.1%	595	12.9%	46.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	97	15.5%	62.7%	481	10.4%	56.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	57	9.1%	71.8%	416	9.0%	65.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	116	18.6%	90.4%	711	15.4%	81.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	45	7.2%	97.6%	260	5.6%	86.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	11	1.8%	99.4%	129	2.8%	89.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	68	1.5%	91.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	3	0.5%	99.8%	63	1.4%	92.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	100.0	52	1.1%	93.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	53	1.1%	94.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	39	0.8%	95.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	51	1.1%	96.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	42	0.9%	97.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	34	0.7%	98.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.4%	98.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.3%	99.1%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.3%	99.3%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.2%	99.5%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	4,629			624			4,628			114		

**Notes:**

Total Records Reported by this PSAP: 5258  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 5258

# Fractile 911 Call Response Time Distribution

West Haven E.R.S. 911 Center

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6251	99.6%	99.6%	36	5.9%	5.9%	557	8.9%	8.9%	182	99.5%	99.5%
<= 0m 20s	20	0.3%	100.0	196	32.1%	38.0%	789	12.6%	21.5%	1	0.5%	100.0
<= 0m 30s	3	0.0%	100.0	178	29.1%	67.1%	802	12.8%	34.2%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	104	17.0%	84.1%	731	11.6%	45.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	41	6.7%	90.8%	622	9.9%	55.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	20	3.3%	94.1%	499	8.0%	63.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	28	4.6%	98.7%	1159	18.5%	82.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.7%	99.3%	553	8.8%	91.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.3%	99.7%	247	3.9%	95.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.7%	105	1.7%	96.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	58	0.9%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	28	0.4%	98.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	27	0.4%	98.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	99.8%	29	0.5%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	23	0.4%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	18	0.3%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.2%	100.0	12	0.2%	99.7%	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	6	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	6,274			611			6,275			183		

## Notes:

Total Records Reported by this PSAP: 7029  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 7029

# Fractile 911 Call Response Time Distribution

Weston Communications

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	655	97.3%	97.3%	0	0.0%	0.0%	57	8.5%	8.5%	34	94.4%	94.4%
<= 0m 20s	14	2.1%	99.4%	17	22.1%	22.1%	99	14.7%	23.2%	0	0.0%	94.4%
<= 0m 30s	4	0.6%	100.0	23	29.9%	51.9%	107	15.9%	39.1%	2	5.6%	100.0
<= 0m 40s	0	0.0%	100.0	16	20.8%	72.7%	123	18.3%	57.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	7	9.1%	81.8%	67	10.0%	67.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	5.2%	87.0%	47	7.0%	74.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	6.5%	93.5%	89	13.2%	87.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	5.2%	98.7%	29	4.3%	91.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.7%	22	3.3%	95.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	1.3%	100.0	9	1.3%	96.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.6%	97.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	97.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	97.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	98.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	98.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	98.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	99.1%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.3%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	673			77			673			36		

## Notes:

Total Records Reported by this PSAP: 799  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 799

# Fractile 911 Call Response Time Distribution

Westport Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1785	99.1%	99.1%	0	0.0%	0.0%	164	9.1%	9.1%	53	79.1%	79.1%
<= 0m 20s	14	0.8%	99.9%	60	18.3%	18.3%	209	11.6%	20.7%	4	6.0%	85.1%
<= 0m 30s	1	0.1%	99.9%	146	44.6%	63.0%	183	10.2%	30.9%	2	3.0%	88.1%
<= 0m 40s	0	0.0%	99.9%	58	17.7%	80.7%	225	12.5%	43.4%	0	0.0%	88.1%
<= 0m 50s	0	0.0%	99.9%	29	8.9%	89.6%	173	9.6%	53.0%	0	0.0%	88.1%
<= 1m 0s	0	0.0%	99.9%	17	5.2%	94.8%	135	7.5%	60.5%	0	0.0%	88.1%
<= 1m 30s	0	0.0%	99.9%	9	2.8%	97.6%	322	17.9%	78.3%	0	0.0%	88.1%
<= 2m 0s	0	0.0%	99.9%	4	1.2%	98.8%	149	8.3%	86.6%	0	0.0%	88.1%
<= 2m 30s	0	0.0%	99.9%	3	0.9%	99.7%	94	5.2%	91.8%	0	0.0%	88.1%
<= 3m 0s	0	0.0%	99.9%	0	0.0%	99.7%	46	2.6%	94.4%	0	0.0%	88.1%
<= 3m 30s	0	0.0%	99.9%	0	0.0%	99.7%	29	1.6%	96.0%	0	0.0%	88.1%
<= 4m 0s	0	0.0%	99.9%	0	0.0%	99.7%	16	0.9%	96.9%	0	0.0%	88.1%
<= 4m 30s	0	0.0%	99.9%	0	0.0%	99.7%	10	0.6%	97.4%	0	0.0%	88.1%
<= 5m 0s	0	0.0%	99.9%	0	0.0%	99.7%	13	0.7%	98.2%	0	0.0%	88.1%
<= 6m 0s	0	0.0%	99.9%	0	0.0%	99.7%	12	0.7%	98.8%	0	0.0%	88.1%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	99.7%	6	0.3%	99.2%	0	0.0%	88.1%
<= 8m 0s	0	0.0%	99.9%	0	0.0%	99.7%	4	0.2%	99.4%	0	0.0%	88.1%
<= 9m 0s	0	0.0%	99.9%	1	0.3%	100.0	4	0.2%	99.6%	0	0.0%	88.1%
<= 10m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	88.1%
<= 11m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	88.1%
<= 12m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	88.1%
<= 13m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	88.1%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	88.1%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	88.1%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	88.1%
<= 17m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	88.1%
<= 18m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	88.1%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	88.1%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	88.1%
>= 20m 0s	1	0.1%	100.0	0	0.0%	100.0	1	0.1%	100.0	8	11.9%	100.0
<b>Tot. Counts:</b>	1,801			327			1,801			67		

**Notes:**

Total Records Reported by this PSAP: 2103  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2103

# Fractile 911 Call Response Time Distribution

Wethersfield Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2157	99.1%	99.1%	0	0.0%	0.0%	204	9.4%	9.4%	55	98.2%	98.2%
<= 0m 20s	18	0.8%	100.0	103	17.0%	17.0%	308	14.2%	23.5%	0	0.0%	98.2%
<= 0m 30s	1	0.0%	100.0	158	26.1%	43.1%	355	16.3%	39.8%	1	1.8%	100.0
<= 0m 40s	0	0.0%	100.0	121	20.0%	63.0%	350	16.1%	55.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	86	14.2%	77.2%	237	10.9%	66.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	65	10.7%	88.0%	178	8.2%	75.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	63	10.4%	98.3%	321	14.8%	89.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	1.0%	99.3%	122	5.6%	95.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.7%	100.0	33	1.5%	96.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.9%	97.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	10	0.5%	98.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.5%	98.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	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	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,176			606			2,176			56		

**Notes:**

Total Records Reported by this PSAP: 2444  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2444

# Fractile 911 Call Response Time Distribution

Willimantic Switchboard Fire Chiefs Assoc.

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2863	99.9%	99.9%	1	0.2%	0.2%	348	12.1%	12.1%	102	100.0%	100.0
<= 0m 20s	4	0.1%	100.0	56	11.9%	12.1%	312	10.9%	23.0%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	182	38.6%	50.6%	338	11.8%	34.8%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	113	23.9%	74.6%	463	16.1%	51.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	45	9.5%	84.1%	327	11.4%	62.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	34	7.2%	91.3%	275	9.6%	72.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	29	6.1%	97.5%	444	15.5%	87.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	1.1%	98.5%	154	5.4%	92.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	98.9%	67	2.3%	95.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.4%	99.4%	35	1.2%	96.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	32	1.1%	97.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.6%	15	0.5%	98.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.6%	13	0.5%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	99.8%	13	0.5%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	8	0.3%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.2%	100.0	8	0.3%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	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	3	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,867			472			2,867			102		

## Notes:

Total Records Reported by this PSAP: 3319  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 3319

# Fractile 911 Call Response Time Distribution

Wilton Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1378	99.1%	99.1%	0	0.0%	0.0%	132	9.5%	9.5%	57	100.0%	100.0
<= 0m 20s	9	0.6%	99.8%	15	12.2%	12.2%	231	16.6%	26.1%	0	0.0%	100.0
<= 0m 30s	3	0.2%	100.0	46	37.4%	49.6%	175	12.6%	38.7%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	29	23.6%	73.2%	198	14.2%	52.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	14	11.4%	84.6%	163	11.7%	64.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	4.9%	89.4%	89	6.4%	71.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	7.3%	96.7%	176	12.7%	83.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.6%	98.4%	79	5.7%	89.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.8%	99.2%	38	2.7%	92.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.2%	18	1.3%	93.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.2%	15	1.1%	94.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.2%	15	1.1%	95.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.2%	10	0.7%	96.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.2%	1	0.1%	96.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.8%	100.0	20	1.4%	97.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.7%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,390			123			1,390			57		

**Notes:**

Total Records Reported by this PSAP: 1695  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1695

# Fractile 911 Call Response Time Distribution

Windsor Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2064	97.9%	97.9%	0	0.0%	0.0%	202	9.6%	9.6%	62	88.6%	88.6%
<= 0m 20s	42	2.0%	99.9%	71	30.3%	30.3%	176	8.3%	17.9%	5	7.1%	95.7%
<= 0m 30s	3	0.1%	100.0	87	37.2%	67.5%	203	9.6%	27.5%	3	4.3%	100.0
<= 0m 40s	0	0.0%	100.0	45	19.2%	86.8%	229	10.9%	38.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	14	6.0%	92.7%	172	8.2%	46.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	1.7%	94.4%	163	7.7%	54.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	4.7%	99.1%	351	16.6%	70.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	99.1%	258	12.2%	83.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.4%	99.6%	124	5.9%	89.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.4%	100.0	67	3.2%	92.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	32	1.5%	93.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	33	1.6%	95.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	18	0.9%	96.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.8%	96.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.9%	97.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.8%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.6%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	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	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,109			234			2,109			70		

**Notes:**

Total Records Reported by this PSAP: 2381  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 2381

# Fractile 911 Call Response Time Distribution

Windsor Locks Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	841	98.5%	98.5%	0	0.0%	0.0%	70	8.2%	8.2%	25	96.2%	96.2%
<= 0m 20s	13	1.5%	100.0	11	3.7%	3.7%	90	10.5%	18.7%	0	0.0%	96.2%
<= 0m 30s	0	0.0%	100.0	74	24.6%	28.2%	96	11.2%	30.0%	1	3.8%	100.0
<= 0m 40s	0	0.0%	100.0	56	18.6%	46.8%	139	16.3%	46.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	49	16.3%	63.1%	78	9.1%	55.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	46	15.3%	78.4%	83	9.7%	65.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	54	17.9%	96.3%	194	22.7%	87.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	10	3.3%	99.7%	56	6.6%	94.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.3%	100.0	20	2.3%	96.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.9%	97.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	9	1.1%	98.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.6%	99.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	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	0	0.0%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	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
<b>Tot. Counts:</b>	854			301			854			26		

## Notes:

Total Records Reported by this PSAP: 957  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 957

# Fractile 911 Call Response Time Distribution

Winsted Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	835	98.5%	98.5%	1	1.9%	1.9%	66	7.8%	7.8%	20	87.0%	87.0%
<= 0m 20s	12	1.4%	99.9%	7	13.5%	15.4%	75	8.8%	16.6%	1	4.3%	91.3%
<= 0m 30s	1	0.1%	100.0	15	28.8%	44.2%	66	7.8%	24.4%	2	8.7%	100.0
<= 0m 40s	0	0.0%	100.0	8	15.4%	59.6%	67	7.9%	32.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	6	11.5%	71.2%	72	8.5%	40.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	1	1.9%	73.1%	61	7.2%	48.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	13.5%	86.5%	136	16.0%	64.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	3.8%	90.4%	67	7.9%	71.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	5.8%	96.2%	45	5.3%	77.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	1.9%	98.1%	39	4.6%	81.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.1%	29	3.4%	85.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.1%	19	2.2%	87.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.1%	23	2.7%	90.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	1.9%	100.0	13	1.5%	91.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	28	3.3%	95.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	17	2.0%	97.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	11	1.3%	98.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.7%	99.1%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	848			52			848			23		

**Notes:**

Total Records Reported by this PSAP: 957  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 957

# Fractile 911 Call Response Time Distribution

Wolcott Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1129	96.4%	96.4%	0	0.0%	0.0%	94	8.0%	8.0%	44	86.3%	86.3%
<= 0m 20s	35	3.0%	99.4%	101	19.2%	19.2%	89	7.6%	15.6%	4	7.8%	94.1%
<= 0m 30s	7	0.6%	100.0	184	35.0%	54.2%	122	10.4%	26.0%	3	5.9%	100.0
<= 0m 40s	0	0.0%	100.0	113	21.5%	75.7%	240	20.5%	46.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	63	12.0%	87.6%	156	13.3%	59.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	31	5.9%	93.5%	121	10.3%	70.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	23	4.4%	97.9%	193	16.5%	86.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.6%	98.5%	58	5.0%	91.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	98.7%	37	3.2%	94.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.7%	12	1.0%	95.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	98.9%	10	0.9%	96.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	3	0.6%	99.4%	10	0.9%	97.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	2	0.4%	99.8%	7	0.6%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	100.0	5	0.4%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,171			526			1,171			51		

**Notes:**

Total Records Reported by this PSAP: 1353  
 Number of Records not Processed due to Bad 0  
 Total Records Analyzed: 1353

# Fractile 911 Call Response Time Distribution

Woodbridge Police Department

For Date Range From 1/1/2011 To 3/31/2011

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	869	98.1%	98.1%	0	0.0%	0.0%	56	6.3%	6.3%	30	73.2%	73.2%
<= 0m 20s	13	1.5%	99.5%	81	38.6%	38.6%	58	6.5%	12.9%	2	4.9%	78.0%
<= 0m 30s	4	0.5%	100.0	82	39.0%	77.6%	96	10.8%	23.7%	9	22.0%	100.0
<= 0m 40s	0	0.0%	100.0	26	12.4%	90.0%	111	12.5%	36.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	3.8%	93.8%	91	10.3%	46.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	1.4%	95.2%	86	9.7%	56.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	2.9%	98.1%	212	23.9%	80.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.5%	98.6%	88	9.9%	90.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.5%	99.0%	30	3.4%	93.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.0%	19	2.1%	95.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.0%	9	1.0%	96.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.0%	5	0.6%	97.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	2	1.0%	100.0	5	0.6%	97.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	98.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	98.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	886			210			886			41		

**Notes:**

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