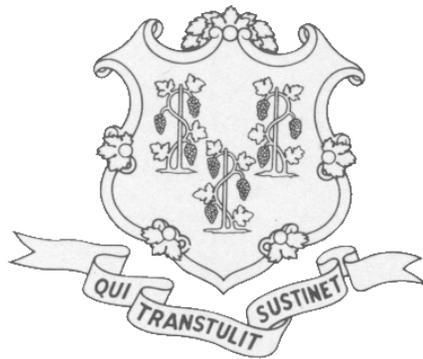


**Department of Public Safety  
Office of Statewide Emergency Telecommunications**

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



**July - September 2008**

## ***E9-1-1 TOTAL CALL COUNT REPORT 3<sup>rd</sup> QUARTER 2008***

### **Executive Summary**

All 107 PSAPs submitted an E9-1-1 Total Call Report for the third quarter of 2008

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. The statewide average for all PSAPs is 94.3%. The PSAPs that did not meet the standard are:

- Waterbury Police Dept.- 89.4% of 9-1-1 calls answered in 10 sec.
- CSP Troop H - 85.1% of 9-1-1 calls answered in 10 sec.

# Fractile 911 Call Response Time Distribution

-- ALL PSAPs - SUMMARY --

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	46886	94.3%	94.9%	9791	6.8%	9.1%	68932	13.9%	13.9%	81414	92.4%	93.4%
<= 0m 20s	21023	4.2%	99.1%	60546	41.9%	51.0%	74445	15.0%	28.8%	1812	2.1%	95.4%
<= 0m 30s	3483	0.7%	99.8%	39090	27.1%	78.1%	81345	16.4%	45.2%	3543	4.0%	99.4%
<= 0m 40s	211	0.0%	99.9%	16120	11.2%	89.2%	68012	13.7%	58.8%	44	0.0%	99.5%
<= 0m 50s	75	0.0%	99.9%	5908	4.1%	93.3%	41370	8.3%	67.2%	29	0.0%	99.5%
<= 1m 0s	171	0.0%	99.9%	3460	2.4%	95.7%	30238	6.1%	73.2%	13	0.0%	99.5%
<= 1m 30s	279	0.1%	100.0	4457	3.1%	98.8%	57452	11.5%	84.8%	39	0.0%	99.6%
<= 2m 0s	1	0.0%	100.0	934	0.6%	99.5%	28356	5.7%	90.5%	16	0.0%	99.6%
<= 2m 30s	3	0.0%	100.0	372	0.3%	99.7%	14828	3.0%	93.5%	4	0.0%	99.6%
<= 3m 0s	1	0.0%	100.0	162	0.1%	99.8%	8398	1.7%	95.2%	1	0.0%	99.6%
<= 3m 30s	0	0.0%	100.0	85	0.1%	99.9%	5211	1.0%	96.2%	3	0.0%	99.6%
<= 4m 0s	0	0.0%	100.0	48	0.0%	99.9%	3785	0.8%	97.0%	2	0.0%	99.6%
<= 4m 30s	0	0.0%	100.0	22	0.0%	99.9%	2560	0.5%	97.5%	3	0.0%	99.6%
<= 5m 0s	0	0.0%	100.0	19	0.0%	99.9%	1923	0.4%	97.9%	5	0.0%	99.6%
<= 6m 0s	2	0.0%	100.0	24	0.0%	100.0	2478	0.5%	98.4%	6	0.0%	99.6%
<= 7m 0s	3	0.0%	100.0	14	0.0%	100.0	1530	0.3%	98.7%	6	0.0%	99.6%
<= 8m 0s	0	0.0%	100.0	9	0.0%	100.0	1027	0.2%	98.9%	6	0.0%	99.6%
<= 9m 0s	0	0.0%	100.0	2	0.0%	100.0	654	0.1%	99.0%	3	0.0%	99.6%
<= 10m 0s	1	0.0%	100.0	2	0.0%	100.0	480	0.1%	99.1%	1	0.0%	99.7%
<= 11m 0s	1	0.0%	100.0	2	0.0%	100.0	341	0.1%	99.2%	6	0.0%	99.7%
<= 12m 0s	1	0.0%	100.0	1	0.0%	100.0	201	0.0%	99.2%	4	0.0%	99.7%
<= 13m 0s	0	0.0%	100.0	2	0.0%	100.0	157	0.0%	99.3%	3	0.0%	99.7%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	88	0.0%	99.3%	3	0.0%	99.7%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	56	0.0%	99.3%	4	0.0%	99.7%
<= 16m 0s	2	0.0%	100.0	0	0.0%	100.0	38	0.0%	99.3%	3	0.0%	99.7%
<= 17m 0s	1	0.0%	100.0	0	0.0%	100.0	36	0.0%	99.3%	3	0.0%	99.7%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.0%	99.3%	2	0.0%	99.7%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.0%	99.3%	2	0.0%	99.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.0%	99.3%	4	0.0%	99.7%
>= 20m 0s	23	0.0%	100.0	13	0.0%	100.0	3440	0.7%	100.0	240	0.3%	100.0
<b>Tot. Counts:</b>	494,141			141,083			497,440			87,224		

Notes:

# Fractile 911 Call Response Time Distribution

Ansonia Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1369	95.5%	95.5%	0	0.0%	0.0%	101	7.0%	7.0%	199	92.1%	92.1%
<= 0m 20s	57	4.0%	99.5%	36	8.6%	8.6%	128	8.9%	16.0%	4	1.9%	94.0%
<= 0m 30s	7	0.5%	100.0	110	26.1%	34.7%	183	12.8%	28.8%	3	1.4%	95.4%
<= 0m 40s	0	0.0%	100.0	109	25.9%	60.6%	215	15.0%	43.8%	0	0.0%	95.4%
<= 0m 50s	0	0.0%	100.0	78	18.5%	79.1%	187	13.0%	56.8%	0	0.0%	95.4%
<= 1m 0s	0	0.0%	100.0	37	8.8%	87.9%	135	9.4%	66.2%	0	0.0%	95.4%
<= 1m 30s	0	0.0%	100.0	41	9.7%	97.6%	246	17.2%	83.4%	0	0.0%	95.4%
<= 2m 0s	0	0.0%	100.0	6	1.4%	99.0%	94	6.6%	90.0%	0	0.0%	95.4%
<= 2m 30s	0	0.0%	100.0	2	0.5%	99.5%	53	3.7%	93.6%	0	0.0%	95.4%
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.8%	29	2.0%	95.7%	0	0.0%	95.4%
<= 3m 30s	0	0.0%	100.0	1	0.2%	100.0	20	1.4%	97.1%	0	0.0%	95.4%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.9%	98.0%	0	0.0%	95.4%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	14	1.0%	99.0%	0	0.0%	95.4%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.2%	0	0.0%	95.4%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	99.7%	0	0.0%	95.4%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	95.4%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.9%	0	0.0%	95.4%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	95.4%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	95.4%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.5%	95.8%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.8%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.8%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	95.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.5%	96.3%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	96.3%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	96.3%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	8	3.7%	100.0
<b>Tot. Counts:</b>	1,433			421			1,433			216		

**Notes:**

Total Records Reported by this PSAP: 1649  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1649

# Fractile 911 Call Response Time Distribution

Avon Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1237	96.3%	96.3%	0	0.0%	0.0%	82	6.4%	6.4%	172	94.0%	94.0%
<= 0m 20s	37	2.9%	99.2%	26	5.8%	5.8%	106	8.3%	14.6%	5	2.7%	96.7%
<= 0m 30s	9	0.7%	99.9%	73	16.3%	22.0%	116	9.0%	23.7%	6	3.3%	100.0
<= 0m 40s	0	0.0%	99.9%	92	20.5%	42.5%	144	11.2%	34.9%	0	0.0%	100.0
<= 0m 50s	1	0.1%	100.0	64	14.3%	56.8%	158	12.3%	47.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	53	11.8%	68.6%	122	9.5%	56.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	112	24.9%	93.5%	291	22.7%	79.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	13	2.9%	96.4%	122	9.5%	88.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	8	1.8%	98.2%	43	3.3%	92.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	5	1.1%	99.3%	33	2.6%	94.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.4%	99.8%	16	1.2%	96.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	16	1.2%	97.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	7	0.5%	97.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	100.0	3	0.2%	98.1%	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	2	0.2%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	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>	1,284			449			1,284			183		

**Notes:**

Total Records Reported by this PSAP: 1467  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1467

# Fractile 911 Call Response Time Distribution

Berlin Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1443	97.0%	97.0%	0	0.0%	0.0%	106	7.1%	7.1%	198	91.2%	91.2%
<= 0m 20s	39	2.6%	99.6%	61	12.7%	12.7%	136	9.1%	16.3%	8	3.7%	94.9%
<= 0m 30s	5	0.3%	99.9%	191	39.8%	52.5%	144	9.7%	25.9%	11	5.1%	100.0
<= 0m 40s	0	0.0%	99.9%	117	24.4%	76.9%	160	10.8%	36.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.9%	46	9.6%	86.5%	122	8.2%	44.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.9%	25	5.2%	91.7%	128	8.6%	53.5%	0	0.0%	100.0
<= 1m 30s	1	0.1%	100.0	33	6.9%	98.5%	238	16.0%	69.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	98.5%	120	8.1%	77.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.6%	99.2%	101	6.8%	84.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.4%	73	4.9%	89.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	50	3.4%	92.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.6%	34	2.3%	94.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.6%	20	1.3%	96.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.6%	12	0.8%	97.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.6%	19	1.3%	98.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.2%	99.8%	6	0.4%	98.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.8%	6	0.4%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.8%	2	0.1%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.8%	3	0.2%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.8%	3	0.2%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	1	0.2%	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	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	1	0.1%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,488			480			1,488			217		

**Notes:**

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

# Fractile 911 Call Response Time Distribution

Bethel Police Department

For Date Range From 7/1/808 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1293	99.5%	99.5%	0	0.0%	0.0%	87	6.7%	6.7%	239	99.2%	99.2%
<= 0m 20s	5	0.4%	99.9%	47	29.7%	29.7%	149	11.5%	18.2%	1	0.4%	99.6%
<= 0m 30s	1	0.1%	100.0	63	39.9%	69.6%	158	12.2%	30.3%	1	0.4%	100.0
<= 0m 40s	0	0.0%	100.0	25	15.8%	85.4%	188	14.5%	44.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	5.1%	90.5%	137	10.5%	55.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	2.5%	93.0%	107	8.2%	63.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	3.8%	96.8%	200	15.4%	79.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	2.5%	99.4%	128	9.9%	88.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.4%	65	5.0%	93.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	20	1.5%	95.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.6%	100.0	12	0.9%	96.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.8%	97.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	97.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	97.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	98.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.6%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	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	0	0.0%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	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	0	0.0%	99.7%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,299			158			1,299			241		

**Notes:**

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

# Fractile 911 Call Response Time Distribution

Bloomfield Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2587	98.2%	98.2%	347	36.3%	36.3%	447	17.0%	17.0%	413	98.3%	98.3%
<= 0m 20s	41	1.6%	99.7%	33	3.5%	39.8%	422	16.0%	33.0%	1	0.2%	98.6%
<= 0m 30s	7	0.3%	100.0	66	6.9%	46.7%	253	9.6%	42.6%	6	1.4%	100.0
<= 0m 40s	0	0.0%	100.0	105	11.0%	57.7%	249	9.4%	52.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	96	10.1%	67.7%	184	7.0%	59.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	87	9.1%	76.9%	169	6.4%	65.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	129	13.5%	90.4%	394	15.0%	80.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	66	6.9%	97.3%	215	8.2%	88.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	17	1.8%	99.1%	108	4.1%	92.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	0.4%	99.5%	50	1.9%	94.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.6%	33	1.3%	95.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.7%	22	0.8%	96.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	14	0.5%	97.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.7%	17	0.6%	97.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.1%	99.8%	18	0.7%	98.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	15	0.6%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.1%	99.9%	7	0.3%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.9%	6	0.2%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	1	0.1%	100.0	3	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	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>	2,635			955			2,635			420		

**Notes:**

Total Records Reported by this PSAP: 3055  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 3055

# Fractile 911 Call Response Time Distribution

Branford Police Department

For Date Range From 7/1/808 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2378	99.8%	99.8%	1	0.5%	0.5%	211	8.9%	8.9%	259	98.9%	98.9%
<= 0m 20s	3	0.1%	100.0	41	20.7%	21.2%	213	8.9%	17.8%	1	0.4%	99.2%
<= 0m 30s	1	0.0%	100.0	73	36.9%	58.1%	225	9.4%	27.2%	2	0.8%	100.0
<= 0m 40s	0	0.0%	100.0	40	20.2%	78.3%	240	10.1%	37.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	13	6.6%	84.8%	221	9.3%	46.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	6.6%	91.4%	182	7.6%	54.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	12	6.1%	97.5%	477	20.0%	74.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.0%	98.5%	247	10.4%	84.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.0%	99.5%	119	5.0%	89.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.5%	100.0	74	3.1%	92.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	45	1.9%	94.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	39	1.6%	96.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	17	0.7%	97.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.7%	97.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.9%	98.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.6%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	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>	2,382			198			2,382			262		

**Notes:**

Total Records Reported by this PSAP: 2644  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 2644

# Fractile 911 Call Response Time Distribution

Bridgeport Fire Headquarters

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	21603	96.6%	96.6%	2787	19.5%	19.5%	5566	24.9%	24.9%	4445	98.6%	98.6%
<= 0m 20s	703	3.1%	99.8%	8347	58.5%	78.1%	6153	27.5%	52.4%	35	0.8%	99.4%
<= 0m 30s	49	0.2%	100.0	2259	15.8%	93.9%	5249	23.5%	75.9%	23	0.5%	99.9%
<= 0m 40s	2	0.0%	100.0	589	4.1%	98.1%	2548	11.4%	87.3%	0	0.0%	99.9%
<= 0m 50s	1	0.0%	100.0	147	1.0%	99.1%	988	4.4%	91.7%	0	0.0%	99.9%
<= 1m 0s	2	0.0%	100.0	56	0.4%	99.5%	574	2.6%	94.3%	0	0.0%	99.9%
<= 1m 30s	0	0.0%	100.0	56	0.4%	99.9%	783	3.5%	97.8%	0	0.0%	99.9%
<= 2m 0s	0	0.0%	100.0	10	0.1%	99.9%	279	1.2%	99.0%	1	0.0%	99.9%
<= 2m 30s	0	0.0%	100.0	6	0.0%	100.0	119	0.5%	99.5%	0	0.0%	99.9%
<= 3m 0s	0	0.0%	100.0	1	0.0%	100.0	42	0.2%	99.7%	0	0.0%	99.9%
<= 3m 30s	0	0.0%	100.0	1	0.0%	100.0	29	0.1%	99.9%	0	0.0%	99.9%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	99.9%	0	0.0%	99.9%
<= 4m 30s	0	0.0%	100.0	1	0.0%	100.0	8	0.0%	99.9%	0	0.0%	99.9%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	100.0	0	0.0%	99.9%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	100.0	0	0.0%	99.9%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.9%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.9%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	99.9%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	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	0	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	0	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	0	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	0	0.0%	99.9%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	100.0
<b>Tot. Counts:</b>	22,360			14,260			22,360			4,507		

**Notes:**

Total Records Reported by this PSAP: 26867  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 26867

# Fractile 911 Call Response Time Distribution

Bristol Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5033	99.5%	99.5%	0	0.0%	0.0%	327	6.5%	6.5%	752	99.7%	99.7%
<= 0m 20s	25	0.5%	100.0	31	19.9%	19.9%	476	9.4%	15.9%	1	0.1%	99.9%
<= 0m 30s	0	0.0%	100.0	52	33.3%	53.2%	459	9.1%	25.0%	1	0.1%	100.0
<= 0m 40s	0	0.0%	100.0	37	23.7%	76.9%	473	9.4%	34.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	12	7.7%	84.6%	405	8.0%	42.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	10	6.4%	91.0%	398	7.9%	50.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	7.1%	98.1%	823	16.3%	66.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.3%	99.4%	478	9.5%	75.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	100.0	335	6.6%	82.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	275	5.4%	88.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	175	3.5%	91.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	119	2.4%	93.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	63	1.2%	95.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	52	1.0%	96.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	61	1.2%	97.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	41	0.8%	98.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	28	0.6%	98.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.4%	99.0%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.4%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.2%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	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	2	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	5,058			156			5,058			754		

**Notes:**

Total Records Reported by this PSAP: 5812  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 5812

# Fractile 911 Call Response Time Distribution

Brookfield Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1163	99.8%	99.8%	0	0.0%	0.0%	72	6.2%	6.2%	131	98.5%	98.5%
<= 0m 20s	2	0.2%	100.0	38	20.0%	20.0%	97	8.3%	14.5%	1	0.8%	99.2%
<= 0m 30s	0	0.0%	100.0	82	43.2%	63.2%	135	11.6%	26.1%	1	0.8%	100.0
<= 0m 40s	0	0.0%	100.0	35	18.4%	81.6%	144	12.4%	38.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	18	9.5%	91.1%	115	9.9%	48.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	2.6%	93.7%	110	9.4%	57.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	2.6%	96.3%	221	19.0%	76.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.1%	97.4%	118	10.1%	86.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.5%	97.9%	49	4.2%	91.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.5%	98.4%	27	2.3%	93.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.5%	98.9%	18	1.5%	94.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.9%	11	0.9%	95.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.5%	99.5%	14	1.2%	97.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.5%	6	0.5%	97.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.5%	100.0	8	0.7%	98.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.8%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	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>	1,165			190			1,165			133		

**Notes:**

Total Records Reported by this PSAP: 1298  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1298

# Fractile 911 Call Response Time Distribution

Canton Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	614	94.5%	94.5%	0	0.0%	0.0%	76	11.7%	11.7%	114	93.4%	93.4%
<= 0m 20s	32	4.9%	99.4%	6	4.4%	4.4%	101	15.5%	27.2%	2	1.6%	95.1%
<= 0m 30s	4	0.6%	100.0	11	8.0%	12.4%	89	13.7%	40.9%	6	4.9%	100.0
<= 0m 40s	0	0.0%	100.0	22	16.1%	28.5%	56	8.6%	49.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	30	21.9%	50.4%	47	7.2%	56.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	23	16.8%	67.2%	49	7.5%	64.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	32	23.4%	90.5%	115	17.7%	82.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	4.4%	94.9%	54	8.3%	90.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	2.9%	97.8%	14	2.2%	92.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	1.5%	99.3%	9	1.4%	93.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.3%	8	1.2%	95.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.3%	7	1.1%	96.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.3%	8	1.2%	97.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.7%	100.0	5	0.8%	98.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	1.2%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	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	1	0.2%	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>	650			137			650			122		

**Notes:**

Total Records Reported by this PSAP: 772  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 772

# Fractile 911 Call Response Time Distribution

Cheshire Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1829	99.3%	99.3%	0	0.0%	0.0%	515	28.0%	28.0%	212	99.1%	99.1%
<= 0m 20s	12	0.7%	100.0	9	2.2%	2.2%	169	9.2%	37.2%	1	0.5%	99.5%
<= 0m 30s	0	0.0%	100.0	117	29.1%	31.3%	134	7.3%	44.4%	1	0.5%	100.0
<= 0m 40s	0	0.0%	100.0	134	33.3%	64.7%	193	10.5%	54.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	75	18.7%	83.3%	193	10.5%	65.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	35	8.7%	92.0%	154	8.4%	73.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	19	4.7%	96.8%	258	14.0%	87.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	8	2.0%	98.8%	94	5.1%	92.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.7%	99.5%	44	2.4%	95.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.8%	23	1.2%	96.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	14	0.8%	97.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	11	0.6%	97.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	6	0.3%	98.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	6	0.3%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	7	0.4%	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	4	0.2%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	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>	1,841			402			1,841			214		

**Notes:**

Total Records Reported by this PSAP: 2055  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 2055

# Fractile 911 Call Response Time Distribution

Clinton Police Department

For Date Range From 7/1/808 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	842	98.2%	98.2%	0	0.0%	0.0%	40	4.7%	4.7%	92	97.9%	97.9%
<= 0m 20s	12	1.4%	99.6%	11	8.9%	8.9%	64	7.5%	12.1%	0	0.0%	97.9%
<= 0m 30s	3	0.4%	100.0	56	45.2%	54.0%	86	10.0%	22.2%	2	2.1%	100.0
<= 0m 40s	0	0.0%	100.0	32	25.8%	79.8%	88	10.3%	32.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	13	10.5%	90.3%	69	8.1%	40.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	5.6%	96.0%	78	9.1%	49.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	3.2%	99.2%	164	19.1%	68.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	99.2%	76	8.9%	77.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.2%	46	5.4%	83.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.2%	28	3.3%	86.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.2%	19	2.2%	88.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.2%	22	2.6%	91.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.8%	100.0	15	1.8%	92.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	19	2.2%	95.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	19	2.2%	97.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.8%	98.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.9%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	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	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>	857			124			857			94		

**Notes:**

Total Records Reported by this PSAP: 951  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 951

# Fractile 911 Call Response Time Distribution

Colchester Emergency Comm. Center

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3961	98.6%	98.6%	14	1.1%	1.1%	284	7.1%	7.1%	545	98.2%	98.2%
<= 0m 20s	46	1.1%	99.8%	333	25.1%	26.2%	456	11.4%	18.4%	2	0.4%	98.6%
<= 0m 30s	9	0.2%	100.0	520	39.2%	65.4%	641	16.0%	34.4%	6	1.1%	99.6%
<= 0m 40s	1	0.0%	100.0	270	20.4%	85.7%	706	17.6%	52.0%	0	0.0%	99.6%
<= 0m 50s	0	0.0%	100.0	93	7.0%	92.8%	491	12.2%	64.2%	0	0.0%	99.6%
<= 1m 0s	0	0.0%	100.0	45	3.4%	96.2%	303	7.5%	71.7%	0	0.0%	99.6%
<= 1m 30s	0	0.0%	100.0	42	3.2%	99.3%	602	15.0%	86.7%	0	0.0%	99.6%
<= 2m 0s	0	0.0%	100.0	5	0.4%	99.7%	242	6.0%	92.7%	1	0.2%	99.8%
<= 2m 30s	0	0.0%	100.0	1	0.1%	99.8%	121	3.0%	95.7%	0	0.0%	99.8%
<= 3m 0s	0	0.0%	100.0	2	0.2%	99.9%	51	1.3%	97.0%	0	0.0%	99.8%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.9%	29	0.7%	97.7%	0	0.0%	99.8%
<= 4m 0s	0	0.0%	100.0	1	0.1%	100.0	25	0.6%	98.4%	0	0.0%	99.8%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	14	0.3%	98.7%	0	0.0%	99.8%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	98.8%	0	0.0%	99.8%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.3%	99.1%	0	0.0%	99.8%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	99.3%	0	0.0%	99.8%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.4%	0	0.0%	99.8%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.5%	0	0.0%	99.8%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.6%	0	0.0%	99.8%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.7%	0	0.0%	99.8%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	99.8%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	1	0.2%	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	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	4,017			1,326			4,017			555		

**Notes:**

Total Records Reported by this PSAP: 4572  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 4572

# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop A

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	14665	93.5%	93.5%	664	9.2%	9.2%	3038	19.4%	19.4%	2625	93.6%	93.6%
<= 0m 20s	866	5.5%	99.1%	3993	55.1%	64.3%	3235	20.6%	40.0%	63	2.2%	95.9%
<= 0m 30s	138	0.9%	99.9%	1825	25.2%	89.5%	3575	22.8%	62.8%	104	3.7%	99.6%
<= 0m 40s	7	0.0%	100.0	485	6.7%	96.1%	2741	17.5%	80.3%	1	0.0%	99.6%
<= 0m 50s	0	0.0%	100.0	121	1.7%	97.8%	1192	7.6%	87.9%	1	0.0%	99.6%
<= 1m 0s	1	0.0%	100.0	62	0.9%	98.7%	635	4.1%	92.0%	0	0.0%	99.6%
<= 1m 30s	0	0.0%	100.0	59	0.8%	99.5%	752	4.8%	96.8%	2	0.1%	99.7%
<= 2m 0s	0	0.0%	100.0	19	0.3%	99.8%	223	1.4%	98.2%	0	0.0%	99.7%
<= 2m 30s	0	0.0%	100.0	10	0.1%	99.9%	98	0.6%	98.8%	0	0.0%	99.7%
<= 3m 0s	0	0.0%	100.0	1	0.0%	99.9%	54	0.3%	99.1%	0	0.0%	99.7%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.9%	34	0.2%	99.4%	0	0.0%	99.7%
<= 4m 0s	0	0.0%	100.0	2	0.0%	99.9%	32	0.2%	99.6%	0	0.0%	99.7%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	14	0.1%	99.7%	0	0.0%	99.7%
<= 5m 0s	0	0.0%	100.0	1	0.0%	99.9%	9	0.1%	99.7%	1	0.0%	99.8%
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	11	0.1%	99.8%	0	0.0%	99.8%
<= 7m 0s	0	0.0%	100.0	1	0.0%	100.0	13	0.1%	99.9%	0	0.0%	99.8%
<= 8m 0s	0	0.0%	100.0	1	0.0%	100.0	8	0.1%	99.9%	0	0.0%	99.8%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	100.0	0	0.0%	99.8%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	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	0	0.0%	99.8%
<= 13m 0s	0	0.0%	100.0	1	0.0%	100.0	3	0.0%	100.0	0	0.0%	99.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.8%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	100.0
<b>Tot. Counts:</b>	15,677			7,246			15,677			2,804		

**Notes:**

Total Records Reported by this PSAP: 18481  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 18481

# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop B

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1529	97.1%	97.1%	0	0.0%	0.0%	73	4.6%	4.6%	124	95.4%	95.4%
<= 0m 20s	32	2.0%	99.2%	130	27.7%	27.7%	83	5.3%	9.9%	0	0.0%	95.4%
<= 0m 30s	12	0.8%	99.9%	168	35.7%	63.4%	219	13.9%	23.8%	6	4.6%	100.0
<= 0m 40s	1	0.1%	100.0	97	20.6%	84.0%	291	18.5%	42.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	33	7.0%	91.1%	229	14.5%	56.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	8	1.7%	92.8%	150	9.5%	66.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	14	3.0%	95.7%	232	14.7%	81.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	9	1.9%	97.7%	107	6.8%	87.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	6	1.3%	98.9%	58	3.7%	91.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.4%	99.4%	39	2.5%	94.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.6%	16	1.0%	95.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.8%	15	1.0%	96.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	7	0.4%	96.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	100.0	13	0.8%	97.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.6%	98.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.7%	98.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	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%	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>	1,574			470			1,574			130		

**Notes:**

Total Records Reported by this PSAP: 1704  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1704

# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop E

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7681	69.0%	98.9%	1072	30.2%	30.2%	867	7.8%	7.8%	1209	97.0%	97.0%
<= 0m 20s	107	1.0%	99.9%	1044	29.4%	59.6%	932	8.4%	16.2%	14	1.1%	98.2%
<= 0m 30s	15	0.1%	100.0	876	24.7%	84.3%	1849	16.6%	32.8%	23	1.8%	100.0
<= 0m 40s	0	0.0%	100.0	289	8.1%	92.4%	1571	14.1%	46.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	121	3.4%	95.8%	833	7.5%	54.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	55	1.5%	97.4%	517	4.6%	59.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	65	1.8%	99.2%	760	6.8%	65.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	18	0.5%	99.7%	246	2.2%	68.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.1%	99.8%	88	0.8%	68.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.1%	99.9%	51	0.5%	69.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.1%	100.0	30	0.3%	69.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.2%	69.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	69.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.0%	100.0	9	0.1%	69.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	70.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	70.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	70.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	70.1%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	70.2%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	70.2%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	70.2%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	70.3%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	70.3%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	70.3%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	70.3%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	70.3%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	70.3%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	70.3%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	70.3%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3297	29.6%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	7,803			3,550			11,124			1,246		

**Notes:**

Total Records Reported by this PSAP: 12372  
 Number of Records not Processed due to Bad Data: 3323  
 Total Records Analyzed: 9049

# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop G

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	51925	92.0%	92.0%	70	0.3%	0.3%	13520	23.9%	23.9%	11591	92.2%	92.2%
<= 0m 20s	3812	6.8%	98.7%	15604	64.9%	65.2%	10838	19.2%	43.1%	358	2.8%	95.1%
<= 0m 30s	680	1.2%	99.9%	6289	26.2%	91.4%	14963	26.5%	69.6%	613	4.9%	99.9%
<= 0m 40s	30	0.1%	100.0	1391	5.8%	97.2%	9189	16.3%	85.9%	4	0.0%	100.0
<= 0m 50s	11	0.0%	100.0	360	1.5%	98.7%	3365	6.0%	91.9%	2	0.0%	100.0
<= 1m 0s	4	0.0%	100.0	142	0.6%	99.3%	1667	3.0%	94.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	126	0.5%	99.8%	1831	3.2%	98.1%	1	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	20	0.1%	99.9%	512	0.9%	99.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	12	0.0%	99.9%	215	0.4%	99.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	6	0.0%	100.0	115	0.2%	99.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	3	0.0%	100.0	67	0.1%	99.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.0%	100.0	39	0.1%	99.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.0%	100.0	25	0.0%	99.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.0%	99.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	25	0.0%	99.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.0%	100.0	24	0.0%	99.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.0%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.0%	100.0	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	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	1	0.0%	100.0	5	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	56,462			24,027			56,462			12,569		

**Notes:**

Total Records Reported by this PSAP: 69031  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 69031

# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop H

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	32895	85.1%	85.1%	2637	14.9%	14.9%	8258	21.4%	21.4%	7848	79.2%	79.2%
<= 0m 20s	4626	12.0%	97.0%	9860	55.7%	70.6%	11853	30.7%	52.0%	614	6.2%	85.4%
<= 0m 30s	998	2.6%	99.6%	3632	20.5%	91.1%	8723	22.6%	74.6%	1349	13.6%	99.0%
<= 0m 40s	76	0.2%	99.8%	1019	5.8%	96.9%	4722	12.2%	86.8%	24	0.2%	99.3%
<= 0m 50s	26	0.1%	99.9%	271	1.5%	98.4%	2000	5.2%	92.0%	20	0.2%	99.5%
<= 1m 0s	19	0.0%	99.9%	115	0.6%	99.1%	1044	2.7%	94.7%	3	0.0%	99.5%
<= 1m 30s	16	0.0%	100.0	104	0.6%	99.7%	1283	3.3%	98.0%	10	0.1%	99.6%
<= 2m 0s	0	0.0%	100.0	35	0.2%	99.9%	370	1.0%	98.9%	4	0.0%	99.6%
<= 2m 30s	1	0.0%	100.0	6	0.0%	99.9%	132	0.3%	99.3%	1	0.0%	99.6%
<= 3m 0s	1	0.0%	100.0	7	0.0%	99.9%	84	0.2%	99.5%	0	0.0%	99.6%
<= 3m 30s	0	0.0%	100.0	3	0.0%	99.9%	45	0.1%	99.6%	2	0.0%	99.7%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.9%	28	0.1%	99.7%	0	0.0%	99.7%
<= 4m 30s	0	0.0%	100.0	2	0.0%	100.0	19	0.0%	99.7%	0	0.0%	99.7%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.0%	99.8%	1	0.0%	99.7%
<= 6m 0s	0	0.0%	100.0	2	0.0%	100.0	16	0.0%	99.8%	1	0.0%	99.7%
<= 7m 0s	0	0.0%	100.0	1	0.0%	100.0	15	0.0%	99.9%	1	0.0%	99.7%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.0%	99.9%	0	0.0%	99.7%
<= 9m 0s	0	0.0%	100.0	2	0.0%	100.0	6	0.0%	99.9%	1	0.0%	99.7%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	99.7%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.9%	2	0.0%	99.7%
<= 12m 0s	0	0.0%	100.0	1	0.0%	100.0	5	0.0%	100.0	0	0.0%	99.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	99.7%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	100.0	0	0.0%	99.7%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	1	0.0%	99.7%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	1	0.0%	99.7%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.7%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
>= 20m 0s	5	0.0%	100.0	1	0.0%	100.0	8	0.0%	100.0	21	0.2%	100.0
<b>Tot. Counts:</b>	38,663			17,698			38,663			9,904		

**Notes:**

Total Records Reported by this PSAP: 48571  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 48571

# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop I

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	20614	90.0%	90.0%	271	2.6%	35.2%	3633	15.9%	15.9%	4032	84.3%	84.3%
<= 0m 20s	1835	8.0%	98.0%	4064	38.8%	74.1%	6077	26.5%	42.4%	205	4.3%	88.6%
<= 0m 30s	398	1.7%	99.8%	1989	19.0%	93.1%	6426	28.1%	70.5%	526	11.0%	99.6%
<= 0m 40s	23	0.1%	99.9%	455	4.3%	97.4%	3284	14.3%	84.8%	8	0.2%	99.8%
<= 0m 50s	17	0.1%	99.9%	124	1.2%	98.6%	1290	5.6%	90.4%	3	0.1%	99.9%
<= 1m 0s	7	0.0%	100.0	54	0.5%	99.1%	701	3.1%	93.5%	1	0.0%	99.9%
<= 1m 30s	10	0.0%	100.0	53	0.5%	99.6%	869	3.8%	97.3%	5	0.1%	100.0
<= 2m 0s	0	0.0%	100.0	22	0.2%	99.8%	292	1.3%	98.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	7	0.1%	99.9%	108	0.5%	99.0%	1	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	0.0%	99.9%	60	0.3%	99.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.0%	100.0	33	0.1%	99.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	22	0.1%	99.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	2	0.0%	100.0	21	0.1%	99.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.1%	99.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	17	0.1%	99.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.1%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	1	0.0%	100.0	5	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	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	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	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	22,904			7,049			22,904			4,781		

**Notes:**

Total Records Reported by this PSAP: 27685  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 27685

# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop L

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1931	98.3%	98.3%	1	0.3%	0.3%	63	3.2%	3.2%	116	97.5%	97.5%
<= 0m 20s	31	1.6%	99.8%	92	23.1%	23.3%	152	7.7%	10.9%	1	0.8%	98.3%
<= 0m 30s	2	0.1%	99.9%	133	33.3%	56.6%	290	14.8%	25.7%	2	1.7%	100.0
<= 0m 40s	1	0.1%	100.0	81	20.3%	76.9%	307	15.6%	41.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	37	9.3%	86.2%	233	11.9%	53.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	2.3%	88.5%	196	10.0%	63.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	30	7.5%	96.0%	329	16.7%	79.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	10	2.5%	98.5%	140	7.1%	87.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.3%	98.7%	73	3.7%	90.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.5%	99.2%	34	1.7%	92.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.3%	99.5%	29	1.5%	93.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.5%	23	1.2%	95.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.5%	11	0.6%	95.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.5%	24	1.2%	96.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.5%	18	0.9%	97.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.3%	99.7%	15	0.8%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.7%	5	0.3%	98.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.7%	9	0.5%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	1	0.3%	100.0	5	0.3%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	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%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,965			399			1,965			119		

**Notes:**

Total Records Reported by this PSAP: 2084  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 2084

# Fractile 911 Call Response Time Distribution

Connecticut State Police Troop W

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	526	99.1%	99.1%	0	0.0%	0.0%	70	13.2%	13.2%	110	100.0%	100.0%
<= 0m 20s	4	0.8%	99.8%	34	23.9%	23.9%	113	21.3%	34.5%	0	0.0%	100.0%
<= 0m 30s	1	0.2%	100.0%	64	45.1%	69.0%	102	19.2%	53.7%	0	0.0%	100.0%
<= 0m 40s	0	0.0%	100.0%	26	18.3%	87.3%	98	18.5%	72.1%	0	0.0%	100.0%
<= 0m 50s	0	0.0%	100.0%	6	4.2%	91.5%	55	10.4%	82.5%	0	0.0%	100.0%
<= 1m 0s	0	0.0%	100.0%	2	1.4%	93.0%	18	3.4%	85.9%	0	0.0%	100.0%
<= 1m 30s	0	0.0%	100.0%	7	4.9%	97.9%	43	8.1%	94.0%	0	0.0%	100.0%
<= 2m 0s	0	0.0%	100.0%	2	1.4%	99.3%	11	2.1%	96.0%	0	0.0%	100.0%
<= 2m 30s	0	0.0%	100.0%	0	0.0%	99.3%	5	0.9%	97.0%	0	0.0%	100.0%
<= 3m 0s	0	0.0%	100.0%	1	0.7%	100.0%	4	0.8%	97.7%	0	0.0%	100.0%
<= 3m 30s	0	0.0%	100.0%	0	0.0%	100.0%	2	0.4%	98.1%	0	0.0%	100.0%
<= 4m 0s	0	0.0%	100.0%	0	0.0%	100.0%	3	0.6%	98.7%	0	0.0%	100.0%
<= 4m 30s	0	0.0%	100.0%	0	0.0%	100.0%	3	0.6%	99.2%	0	0.0%	100.0%
<= 5m 0s	0	0.0%	100.0%	0	0.0%	100.0%	1	0.2%	99.4%	0	0.0%	100.0%
<= 6m 0s	0	0.0%	100.0%	0	0.0%	100.0%	2	0.4%	99.8%	0	0.0%	100.0%
<= 7m 0s	0	0.0%	100.0%	0	0.0%	100.0%	1	0.2%	100.0%	0	0.0%	100.0%
<= 8m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 9m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 10m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 11m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 12m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 13m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 14m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 15m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 16m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 17m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 18m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 19m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 20m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
>= 20m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<b>Tot. Counts:</b>	531			142			531			110		

**Notes:**

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

# Fractile 911 Call Response Time Distribution

Cromwell Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1005	98.4%	98.4%	1	0.2%	0.2%	56	5.5%	5.5%	76	98.7%	98.7%
<= 0m 20s	14	1.4%	99.8%	238	54.1%	54.3%	93	9.1%	14.6%	0	0.0%	98.7%
<= 0m 30s	2	0.2%	100.0	126	28.6%	83.0%	114	11.2%	25.8%	1	1.3%	100.0
<= 0m 40s	0	0.0%	100.0	45	10.2%	93.2%	117	11.5%	37.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	16	3.6%	96.8%	111	10.9%	48.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	1.4%	98.2%	98	9.6%	57.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	1.4%	99.5%	199	19.5%	77.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	99.5%	91	8.9%	86.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.5%	56	5.5%	91.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.5%	31	3.0%	94.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.5%	100.0	13	1.3%	95.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.9%	96.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.7%	97.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	97.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.9%	98.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	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>	1,021			440			1,021			77		

**Notes:**

Total Records Reported by this PSAP: 1098  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1098

# Fractile 911 Call Response Time Distribution

Danbury Fire Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6574	94.7%	94.7%	1407	47.0%	47.0%	42	0.6%	0.6%	280	24.4%	97.6%
<= 0m 20s	0	0.0%	94.7%	0	0.0%	47.0%	146	2.1%	2.7%	0	0.0%	97.6%
<= 0m 30s	0	0.0%	94.7%	0	0.0%	47.0%	289	4.2%	6.9%	0	0.0%	97.6%
<= 0m 40s	0	0.0%	94.7%	0	0.0%	47.0%	486	7.0%	13.9%	0	0.0%	97.6%
<= 0m 50s	0	0.0%	94.7%	0	0.0%	47.0%	639	9.2%	23.1%	0	0.0%	97.6%
<= 1m 0s	125	1.8%	96.5%	453	15.1%	62.1%	752	10.8%	33.9%	7	0.6%	98.3%
<= 1m 30s	246	3.5%	100.0	1052	35.1%	97.3%	2374	34.2%	68.1%	17	1.5%	99.7%
<= 2m 0s	0	0.0%	100.0	44	1.5%	98.8%	1310	18.9%	86.9%	0	0.0%	99.7%
<= 2m 30s	0	0.0%	100.0	20	0.7%	99.4%	476	6.9%	93.8%	1	0.1%	99.8%
<= 3m 0s	0	0.0%	100.0	12	0.4%	99.8%	168	2.4%	96.2%	0	0.0%	99.8%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	81	1.2%	97.4%	0	0.0%	99.8%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	42	0.6%	98.0%	0	0.0%	99.8%
<= 4m 30s	0	0.0%	100.0	1	0.0%	99.9%	35	0.5%	98.5%	1	0.1%	99.9%
<= 5m 0s	0	0.0%	100.0	2	0.1%	99.9%	27	0.4%	98.9%	0	0.0%	99.9%
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	29	0.4%	99.3%	0	0.0%	99.9%
<= 7m 0s	0	0.0%	100.0	1	0.0%	100.0	19	0.3%	99.6%	0	0.0%	99.9%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.7%	0	0.0%	99.9%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.8%	0	0.0%	99.9%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	99.9%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	100.0	0	0.0%	99.9%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	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	0	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	0	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	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>	6,945			2,993			6,945			307		

**Notes:**

Total Records Reported by this PSAP: 8093  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 8093

# Fractile 911 Call Response Time Distribution

Darien Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1184	96.3%	96.3%	0	0.0%	0.0%	129	10.5%	10.5%	270	98.2%	98.2%
<= 0m 20s	43	3.5%	99.8%	63	29.9%	29.9%	190	15.5%	26.0%	1	0.4%	98.5%
<= 0m 30s	2	0.2%	100.0	77	36.5%	66.4%	188	15.3%	41.3%	1	0.4%	98.9%
<= 0m 40s	0	0.0%	100.0	30	14.2%	80.6%	195	15.9%	57.1%	1	0.4%	99.3%
<= 0m 50s	0	0.0%	100.0	19	9.0%	89.6%	140	11.4%	68.5%	0	0.0%	99.3%
<= 1m 0s	0	0.0%	100.0	6	2.8%	92.4%	98	8.0%	76.5%	0	0.0%	99.3%
<= 1m 30s	0	0.0%	100.0	12	5.7%	98.1%	157	12.8%	89.3%	0	0.0%	99.3%
<= 2m 0s	0	0.0%	100.0	3	1.4%	99.5%	41	3.3%	92.6%	0	0.0%	99.3%
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.5%	27	2.2%	94.8%	0	0.0%	99.3%
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.5%	16	1.3%	96.1%	0	0.0%	99.3%
<= 3m 30s	0	0.0%	100.0	1	0.5%	100.0	11	0.9%	97.0%	0	0.0%	99.3%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	97.6%	0	0.0%	99.3%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	98.1%	0	0.0%	99.3%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	98.5%	0	0.0%	99.3%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.8%	99.3%	0	0.0%	99.3%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.4%	0	0.0%	99.3%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.6%	0	0.0%	99.3%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	99.3%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	99.3%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	99.3%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	99.3%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	99.3%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.3%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.3%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.3%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.3%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.3%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.3%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.3%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	2	0.7%	100.0
<b>Tot. Counts:</b>	1,229			211			1,229			275		

**Notes:**

Total Records Reported by this PSAP: 1504  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1504

# Fractile 911 Call Response Time Distribution

Derby Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1261	97.8%	97.8%	1	0.2%	0.2%	59	4.6%	4.6%	115	96.6%	96.6%
<= 0m 20s	29	2.2%	100.0	156	33.1%	33.3%	109	8.4%	13.0%	0	0.0%	96.6%
<= 0m 30s	0	0.0%	100.0	150	31.8%	65.2%	164	12.7%	25.7%	4	3.4%	100.0
<= 0m 40s	0	0.0%	100.0	89	18.9%	84.1%	214	16.6%	42.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	35	7.4%	91.5%	193	15.0%	57.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	17	3.6%	95.1%	123	9.5%	66.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	15	3.2%	98.3%	258	20.0%	86.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	1.1%	99.4%	85	6.6%	93.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.6%	32	2.5%	95.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.8%	20	1.6%	97.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	10	0.8%	98.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	7	0.5%	98.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	3	0.2%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,290			471			1,290			119		

**Notes:**

Total Records Reported by this PSAP: 1409  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1409

# Fractile 911 Call Response Time Distribution

East Hartford Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5158	99.3%	99.3%	2	1.3%	1.3%	494	9.5%	9.5%	833	99.8%	99.8%
<= 0m 20s	34	0.7%	100.0	17	10.8%	12.0%	392	7.6%	17.1%	2	0.2%	100.0
<= 0m 30s	0	0.0%	100.0	43	27.2%	39.2%	395	7.6%	24.7%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	39	24.7%	63.9%	416	8.0%	32.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	18	11.4%	75.3%	323	6.2%	38.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	15	9.5%	84.8%	255	4.9%	43.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	18	11.4%	96.2%	712	13.7%	57.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.6%	96.8%	636	12.2%	69.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	97.5%	519	10.0%	79.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	1.9%	99.4%	357	6.9%	86.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.6%	100.0	203	3.9%	90.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	127	2.4%	93.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	81	1.6%	94.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	70	1.3%	95.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	61	1.2%	97.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	61	1.2%	98.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	28	0.5%	98.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.4%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.3%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.3%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	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	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>	5,192			158			5,192			835		

**Notes:**

Total Records Reported by this PSAP: 6027  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 6027

# Fractile 911 Call Response Time Distribution

East Haven Fire Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2633	97.7%	97.7%	7	0.6%	0.6%	187	6.9%	6.9%	318	97.2%	97.2%
<= 0m 20s	51	1.9%	99.6%	451	37.7%	38.3%	288	10.7%	17.6%	6	1.8%	99.1%
<= 0m 30s	11	0.4%	100.0	478	39.9%	78.2%	554	20.6%	38.2%	3	0.9%	100.0
<= 0m 40s	0	0.0%	100.0	166	13.9%	92.1%	500	18.6%	56.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	56	4.7%	96.7%	343	12.7%	69.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	12	1.0%	97.7%	231	8.6%	78.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	23	1.9%	99.7%	389	14.4%	92.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.1%	99.7%	112	4.2%	96.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.3%	100.0	31	1.2%	97.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.5%	98.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	12	0.4%	98.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	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>	2,695			1,197			2,695			327		

**Notes:**

Total Records Reported by this PSAP: 3022  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 3022

# Fractile 911 Call Response Time Distribution

East Lyme Public Safety

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	965	97.5%	97.5%	0	0.0%	0.0%	82	8.3%	8.3%	173	92.5%	92.5%
<= 0m 20s	22	2.2%	99.7%	12	5.4%	5.4%	107	10.8%	19.1%	2	1.1%	93.6%
<= 0m 30s	3	0.3%	100.0	47	21.2%	26.6%	103	10.4%	29.5%	8	4.3%	97.9%
<= 0m 40s	0	0.0%	100.0	40	18.0%	44.6%	140	14.1%	43.6%	0	0.0%	97.9%
<= 0m 50s	0	0.0%	100.0	25	11.3%	55.9%	100	10.1%	53.7%	0	0.0%	97.9%
<= 1m 0s	0	0.0%	100.0	23	10.4%	66.2%	105	10.6%	64.3%	0	0.0%	97.9%
<= 1m 30s	0	0.0%	100.0	56	25.2%	91.4%	200	20.2%	84.5%	0	0.0%	97.9%
<= 2m 0s	0	0.0%	100.0	17	7.7%	99.1%	63	6.4%	90.9%	1	0.5%	98.4%
<= 2m 30s	0	0.0%	100.0	1	0.5%	99.5%	23	2.3%	93.2%	0	0.0%	98.4%
<= 3m 0s	0	0.0%	100.0	1	0.5%	100.0	15	1.5%	94.7%	0	0.0%	98.4%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	10	1.0%	95.8%	0	0.0%	98.4%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	96.4%	0	0.0%	98.4%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	96.8%	0	0.0%	98.4%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.9%	97.7%	0	0.0%	98.4%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	13	1.3%	99.0%	0	0.0%	98.4%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.3%	0	0.0%	98.4%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.6%	0	0.0%	98.4%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	98.4%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	98.4%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	98.4%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	98.4%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	98.4%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	98.4%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	98.4%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	98.4%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	98.4%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	98.4%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	98.4%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	98.4%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	100.0	3	1.6%	100.0
<b>Tot. Counts:</b>	990			222			990			187		

**Notes:**

Total Records Reported by this PSAP: 1177  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1177

# Fractile 911 Call Response Time Distribution

East Windsor Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1063	96.8%	96.8%	0	0.0%	0.0%	50	4.6%	4.6%	124	93.9%	93.9%
<= 0m 20s	28	2.6%	99.4%	90	18.8%	18.8%	88	8.0%	12.6%	3	2.3%	96.2%
<= 0m 30s	5	0.5%	99.8%	190	39.7%	58.6%	96	8.7%	21.3%	4	3.0%	99.2%
<= 0m 40s	0	0.0%	99.8%	110	23.0%	81.6%	175	15.9%	37.2%	0	0.0%	99.2%
<= 0m 50s	2	0.2%	100.0	42	8.8%	90.4%	152	13.8%	51.1%	0	0.0%	99.2%
<= 1m 0s	0	0.0%	100.0	22	4.6%	95.0%	131	11.9%	63.0%	0	0.0%	99.2%
<= 1m 30s	0	0.0%	100.0	16	3.3%	98.3%	232	21.1%	84.2%	0	0.0%	99.2%
<= 2m 0s	0	0.0%	100.0	5	1.0%	99.4%	85	7.7%	91.9%	1	0.8%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	99.8%	38	3.5%	95.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	15	1.4%	96.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	100.0	10	0.9%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	97.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,098			478			1,098			132		

**Notes:**

Total Records Reported by this PSAP: 1230  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1230

# Fractile 911 Call Response Time Distribution

Easton Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	418	93.5%	93.5%	0	0.0%	0.0%	34	7.6%	7.6%	47	94.0%	94.0%
<= 0m 20s	24	5.4%	98.9%	11	25.6%	25.6%	61	13.6%	21.3%	0	0.0%	94.0%
<= 0m 30s	5	1.1%	100.0	13	30.2%	55.8%	60	13.4%	34.7%	3	6.0%	100.0
<= 0m 40s	0	0.0%	100.0	3	7.0%	62.8%	64	14.3%	49.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	0	0.0%	62.8%	64	14.3%	63.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	11.6%	74.4%	31	6.9%	70.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	18.6%	93.0%	68	15.2%	85.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	2.3%	95.3%	23	5.1%	90.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	2.3%	97.7%	11	2.5%	93.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	2.3%	100.0	9	2.0%	95.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	5	1.1%	96.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	96.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	96.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	97.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.7%	97.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.9%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.9%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	447			43			447			50		

**Notes:**

Total Records Reported by this PSAP: 497  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 497

# Fractile 911 Call Response Time Distribution

Enfield Public Safety Communications Center

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2754	97.9%	97.9%	0	0.0%	0.0%	206	7.3%	7.3%	334	99.4%	99.4%
<= 0m 20s	53	1.9%	99.8%	2	1.7%	1.7%	227	8.1%	15.4%	1	0.3%	99.7%
<= 0m 30s	4	0.1%	99.9%	29	24.4%	26.1%	200	7.1%	22.5%	1	0.3%	100.0
<= 0m 40s	0	0.0%	99.9%	39	32.8%	58.8%	248	8.8%	31.3%	0	0.0%	100.0
<= 0m 50s	1	0.0%	100.0	18	15.1%	73.9%	190	6.8%	38.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	18	15.1%	89.1%	185	6.6%	44.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	6.7%	95.8%	480	17.1%	61.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	3.4%	99.2%	290	10.3%	72.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.2%	189	6.7%	78.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.2%	124	4.4%	83.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.8%	100.0	127	4.5%	87.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	101	3.6%	91.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	71	2.5%	93.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	50	1.8%	95.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	61	2.2%	97.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.7%	98.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.5%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.2%	99.5%	0	0.0%	100.0
<= 11m 0s	1	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.5%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	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	0.0%	99.6%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.7%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.3%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,813			119			2,813			336		

**Notes:**

Total Records Reported by this PSAP: 3149  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 3149

# Fractile 911 Call Response Time Distribution

Fairfield Emergency Communications

For Date Range From 7/1/808 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4238	98.7%	98.7%	0	0.0%	0.0%	572	13.3%	13.3%	596	98.3%	98.3%
<= 0m 20s	49	1.1%	99.8%	100	27.3%	27.3%	413	9.6%	22.9%	2	0.3%	98.7%
<= 0m 30s	7	0.2%	100.0	135	36.9%	64.2%	417	9.7%	32.7%	8	1.3%	100.0
<= 0m 40s	0	0.0%	100.0	61	16.7%	80.9%	427	9.9%	42.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	25	6.8%	87.7%	340	7.9%	50.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	3.6%	91.3%	305	7.1%	57.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	24	6.6%	97.8%	779	18.1%	75.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	1.4%	99.2%	434	10.1%	85.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.3%	99.5%	210	4.9%	90.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.5%	120	2.8%	93.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.3%	99.7%	79	1.8%	95.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	46	1.1%	96.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	39	0.9%	97.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.3%	100.0	24	0.6%	97.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	29	0.7%	98.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.4%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.4%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	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	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>	4,294			366			4,294			606		

**Notes:**

Total Records Reported by this PSAP: 4900  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 4900

# Fractile 911 Call Response Time Distribution

Farmington Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2353	98.2%	98.2%	0	0.0%	0.0%	201	8.4%	8.4%	344	97.2%	97.2%
<= 0m 20s	38	1.6%	99.7%	70	16.0%	16.0%	289	12.1%	20.4%	3	0.8%	98.0%
<= 0m 30s	6	0.3%	100.0	190	43.4%	59.4%	284	11.8%	32.3%	2	0.6%	98.6%
<= 0m 40s	0	0.0%	100.0	86	19.6%	79.0%	337	14.1%	46.3%	0	0.0%	98.6%
<= 0m 50s	0	0.0%	100.0	35	8.0%	87.0%	230	9.6%	55.9%	0	0.0%	98.6%
<= 1m 0s	0	0.0%	100.0	20	4.6%	91.6%	178	7.4%	63.4%	1	0.3%	98.9%
<= 1m 30s	0	0.0%	100.0	23	5.3%	96.8%	380	15.9%	79.2%	0	0.0%	98.9%
<= 2m 0s	0	0.0%	100.0	5	1.1%	97.9%	196	8.2%	87.4%	0	0.0%	98.9%
<= 2m 30s	0	0.0%	100.0	5	1.1%	99.1%	87	3.6%	91.0%	0	0.0%	98.9%
<= 3m 0s	0	0.0%	100.0	2	0.5%	99.5%	53	2.2%	93.2%	0	0.0%	98.9%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.5%	31	1.3%	94.5%	0	0.0%	98.9%
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.8%	21	0.9%	95.4%	0	0.0%	98.9%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	21	0.9%	96.3%	1	0.3%	99.2%
<= 5m 0s	0	0.0%	100.0	1	0.2%	100.0	17	0.7%	97.0%	0	0.0%	99.2%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	22	0.9%	97.9%	0	0.0%	99.2%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.6%	98.5%	0	0.0%	99.2%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	98.9%	1	0.3%	99.4%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	99.3%	0	0.0%	99.4%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.5%	0	0.0%	99.4%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	99.4%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.7%	1	0.3%	99.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.9%	0	0.0%	99.7%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.7%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.7%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.7%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.7%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.3%	100.0
<b>Tot. Counts:</b>	2,397			438			2,397			354		

**Notes:**

Total Records Reported by this PSAP: 2751  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 2751

# Fractile 911 Call Response Time Distribution

Glastonbury Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1673	98.8%	98.8%	1	0.6%	0.6%	153	9.0%	9.0%	236	93.7%	93.7%
<= 0m 20s	20	1.2%	99.9%	26	16.3%	16.9%	189	11.2%	20.2%	1	0.4%	94.0%
<= 0m 30s	1	0.1%	100.0	72	45.0%	61.9%	177	10.4%	30.6%	0	0.0%	94.0%
<= 0m 40s	0	0.0%	100.0	32	20.0%	81.9%	208	12.3%	42.9%	0	0.0%	94.0%
<= 0m 50s	0	0.0%	100.0	13	8.1%	90.0%	142	8.4%	51.3%	0	0.0%	94.0%
<= 1m 0s	0	0.0%	100.0	6	3.8%	93.8%	136	8.0%	59.3%	0	0.0%	94.0%
<= 1m 30s	0	0.0%	100.0	5	3.1%	96.9%	297	17.5%	76.9%	0	0.0%	94.0%
<= 2m 0s	0	0.0%	100.0	2	1.3%	98.1%	190	11.2%	88.1%	0	0.0%	94.0%
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.1%	76	4.5%	92.6%	0	0.0%	94.0%
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.1%	35	2.1%	94.6%	0	0.0%	94.0%
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.1%	21	1.2%	95.9%	0	0.0%	94.0%
<= 4m 0s	0	0.0%	100.0	1	0.6%	98.8%	10	0.6%	96.5%	0	0.0%	94.0%
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.8%	8	0.5%	96.9%	0	0.0%	94.0%
<= 5m 0s	0	0.0%	100.0	0	0.0%	98.8%	10	0.6%	97.5%	0	0.0%	94.0%
<= 6m 0s	0	0.0%	100.0	0	0.0%	98.8%	10	0.6%	98.1%	0	0.0%	94.0%
<= 7m 0s	0	0.0%	100.0	1	0.6%	99.4%	9	0.5%	98.6%	0	0.0%	94.0%
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.4%	3	0.2%	98.8%	0	0.0%	94.0%
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.4%	7	0.4%	99.2%	0	0.0%	94.0%
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.4%	3	0.2%	99.4%	0	0.0%	94.0%
<= 11m 0s	0	0.0%	100.0	1	0.6%	100.0	4	0.2%	99.6%	1	0.4%	94.4%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.9%	0	0.0%	94.4%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	94.4%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	94.4%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	94.4%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	94.4%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	94.4%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.4%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.4%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.4%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	14	5.6%	100.0
<b>Tot. Counts:</b>	1,694			160			1,694			252		

**Notes:**

Total Records Reported by this PSAP: 1946  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1946

# Fractile 911 Call Response Time Distribution

Granby Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1026	97.3%	97.3%	0	0.0%	0.0%	57	5.4%	5.4%	116	90.6%	90.6%
<= 0m 20s	20	1.9%	99.2%	58	11.2%	11.2%	90	8.5%	13.9%	4	3.1%	93.8%
<= 0m 30s	7	0.7%	99.9%	147	28.3%	39.4%	104	9.9%	23.8%	8	6.3%	100.0
<= 0m 40s	0	0.0%	99.9%	105	20.2%	59.6%	152	14.4%	38.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.9%	83	16.0%	75.6%	118	11.2%	49.4%	0	0.0%	100.0
<= 1m 0s	1	0.1%	100.0	47	9.0%	84.6%	125	11.9%	61.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	57	11.0%	95.6%	225	21.3%	82.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	17	3.3%	98.8%	96	9.1%	91.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.6%	99.4%	30	2.8%	94.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.4%	99.8%	13	1.2%	95.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	100.0	15	1.4%	97.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	97.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,054			520			1,054			128		

**Notes:**

Total Records Reported by this PSAP: 1182  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1182

# Fractile 911 Call Response Time Distribution

Greenwich Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4456	99.6%	99.6%	0	0.0%	0.0%	703	15.7%	15.7%	1038	99.0%	99.0%
<= 0m 20s	16	0.4%	100.0	43	17.4%	17.4%	512	11.4%	27.2%	0	0.0%	99.0%
<= 0m 30s	0	0.0%	100.0	85	34.4%	51.8%	539	12.1%	39.2%	3	0.3%	99.3%
<= 0m 40s	0	0.0%	100.0	54	21.9%	73.7%	596	13.3%	52.5%	0	0.0%	99.3%
<= 0m 50s	0	0.0%	100.0	22	8.9%	82.6%	451	10.1%	62.6%	1	0.1%	99.4%
<= 1m 0s	0	0.0%	100.0	13	5.3%	87.9%	351	7.8%	70.5%	0	0.0%	99.4%
<= 1m 30s	0	0.0%	100.0	19	7.7%	95.5%	607	13.6%	84.1%	0	0.0%	99.4%
<= 2m 0s	0	0.0%	100.0	7	2.8%	98.4%	283	6.3%	90.4%	0	0.0%	99.4%
<= 2m 30s	0	0.0%	100.0	2	0.8%	99.2%	136	3.0%	93.4%	0	0.0%	99.4%
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.2%	66	1.5%	94.9%	0	0.0%	99.4%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.2%	46	1.0%	95.9%	0	0.0%	99.4%
<= 4m 0s	0	0.0%	100.0	1	0.4%	99.6%	35	0.8%	96.7%	0	0.0%	99.4%
<= 4m 30s	0	0.0%	100.0	1	0.4%	100.0	20	0.4%	97.2%	0	0.0%	99.4%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	25	0.6%	97.7%	0	0.0%	99.4%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	38	0.8%	98.6%	0	0.0%	99.4%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	29	0.6%	99.2%	0	0.0%	99.4%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.2%	99.4%	0	0.0%	99.4%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.3%	99.7%	0	0.0%	99.4%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	99.4%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	99.4%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	99.4%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.4%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.4%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.4%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.4%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	100.0
<b>Tot. Counts:</b>	4,472			247			4,472			1,048		

**Notes:**

Total Records Reported by this PSAP: 5520  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 5520

# Fractile 911 Call Response Time Distribution

Groton Emergency Dispatch Center

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4216	99.6%	99.6%	15	1.5%	1.5%	334	7.9%	7.9%	596	99.8%	99.8%
<= 0m 20s	18	0.4%	100.0	254	25.9%	27.4%	275	6.5%	14.4%	0	0.0%	99.8%
<= 0m 30s	1	0.0%	100.0	355	36.2%	63.7%	475	11.2%	25.6%	1	0.2%	100.0
<= 0m 40s	0	0.0%	100.0	161	16.4%	80.1%	572	13.5%	39.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	72	7.3%	87.4%	383	9.0%	48.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	53	5.4%	92.9%	268	6.3%	54.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	42	4.3%	97.1%	492	11.6%	66.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	16	1.6%	98.8%	498	11.8%	77.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	5	0.5%	99.3%	383	9.0%	86.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.3%	99.6%	205	4.8%	91.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.7%	111	2.6%	94.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	3	0.3%	100.0	69	1.6%	96.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	34	0.8%	96.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	32	0.8%	97.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	30	0.7%	98.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	25	0.6%	98.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.4%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.2%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	4,235			980			4,235			597		

**Notes:**

Total Records Reported by this PSAP: 4832  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 4832

# Fractile 911 Call Response Time Distribution

Guilford Emergency Communications

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1363	97.9%	97.9%	0	0.0%	0.0%	270	19.4%	19.4%	162	95.9%	95.9%
<= 0m 20s	25	1.8%	99.7%	138	29.9%	29.9%	151	10.8%	30.2%	3	1.8%	97.6%
<= 0m 30s	2	0.1%	99.9%	187	40.6%	70.5%	225	16.2%	46.4%	4	2.4%	100.0
<= 0m 40s	1	0.1%	99.9%	81	17.6%	88.1%	259	18.6%	65.0%	0	0.0%	100.0
<= 0m 50s	1	0.1%	100.0	28	6.1%	94.1%	129	9.3%	74.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	2.8%	97.0%	104	7.5%	81.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	2.4%	99.3%	150	10.8%	92.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.2%	99.6%	44	3.2%	95.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.8%	23	1.7%	97.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	100.0	13	0.9%	98.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	98.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.9%	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	2	0.1%	99.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	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>	1,392			461			1,392			169		

**Notes:**

Total Records Reported by this PSAP: 1561  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1561

# Fractile 911 Call Response Time Distribution

Hamden Central Communications

For Date Range From 7/1/808 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5376	97.8%	97.8%	0	0.0%	0.0%	608	11.1%	11.1%	836	99.1%	99.1%
<= 0m 20s	109	2.0%	99.8%	71	26.1%	26.1%	730	13.3%	24.3%	2	0.2%	99.3%
<= 0m 30s	12	0.2%	100.0	113	41.5%	67.6%	609	11.1%	35.4%	6	0.7%	100.0
<= 0m 40s	0	0.0%	100.0	45	16.5%	84.2%	578	10.5%	45.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	19	7.0%	91.2%	427	7.8%	53.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	14	5.1%	96.3%	370	6.7%	60.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	2.2%	98.5%	962	17.5%	77.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.4%	98.9%	603	11.0%	88.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.7%	99.6%	284	5.2%	94.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.6%	118	2.1%	96.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.6%	45	0.8%	97.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.6%	36	0.7%	97.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.4%	100.0	33	0.6%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.3%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.4%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.3%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.2%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.3%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	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	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	5,497			272			5,497			844		

**Notes:**

Total Records Reported by this PSAP: 6341  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 6341

# Fractile 911 Call Response Time Distribution

Hartford Emergency Communications Ctr.

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	27299	91.2%	91.2%	0	0.0%	0.0%	4220	14.1%	14.1%	6310	94.7%	94.7%
<= 0m 20s	2329	7.8%	98.9%	189	19.0%	19.0%	2945	9.8%	23.9%	120	1.8%	96.5%
<= 0m 30s	303	1.0%	100.0	307	30.9%	49.9%	2842	9.5%	33.4%	198	3.0%	99.5%
<= 0m 40s	11	0.0%	100.0	195	19.6%	69.6%	3129	10.5%	43.9%	0	0.0%	99.5%
<= 0m 50s	1	0.0%	100.0	100	10.1%	79.7%	2630	8.8%	52.7%	0	0.0%	99.5%
<= 1m 0s	1	0.0%	100.0	58	5.8%	85.5%	2299	7.7%	60.3%	1	0.0%	99.5%
<= 1m 30s	1	0.0%	100.0	71	7.2%	92.6%	5229	17.5%	77.8%	0	0.0%	99.5%
<= 2m 0s	0	0.0%	100.0	34	3.4%	96.1%	2621	8.8%	86.6%	2	0.0%	99.5%
<= 2m 30s	0	0.0%	100.0	20	2.0%	98.1%	1379	4.6%	91.2%	0	0.0%	99.5%
<= 3m 0s	0	0.0%	100.0	6	0.6%	98.7%	752	2.5%	93.7%	1	0.0%	99.5%
<= 3m 30s	0	0.0%	100.0	6	0.6%	99.3%	399	1.3%	95.0%	1	0.0%	99.5%
<= 4m 0s	0	0.0%	100.0	4	0.4%	99.7%	295	1.0%	96.0%	0	0.0%	99.5%
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.8%	196	0.7%	96.6%	0	0.0%	99.5%
<= 5m 0s	0	0.0%	100.0	2	0.2%	100.0	146	0.5%	97.1%	1	0.0%	99.6%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	251	0.8%	98.0%	4	0.1%	99.6%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	193	0.6%	98.6%	1	0.0%	99.6%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	148	0.5%	99.1%	1	0.0%	99.7%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	72	0.2%	99.3%	1	0.0%	99.7%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	58	0.2%	99.5%	1	0.0%	99.7%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	39	0.1%	99.7%	0	0.0%	99.7%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	26	0.1%	99.8%	1	0.0%	99.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	27	0.1%	99.8%	0	0.0%	99.7%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.0%	99.9%	0	0.0%	99.7%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	99.9%	2	0.0%	99.7%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	99.9%	0	0.0%	99.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.9%	0	0.0%	99.7%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	100.0	0	0.0%	99.7%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	1	0.0%	99.7%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.0%	100.0	17	0.3%	100.0
<b>Tot. Counts:</b>	29,945			993			29,942			6,663		

**Notes:**

Total Records Reported by this PSAP: 36608  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 36608

# Fractile 911 Call Response Time Distribution

Ledyard Emergency Communication Ctr.

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1770	98.2%	98.2%	0	0.0%	0.0%	260	14.4%	14.4%	386	98.2%	98.2%
<= 0m 20s	29	1.6%	99.8%	66	10.3%	10.3%	178	9.9%	24.3%	2	0.5%	98.7%
<= 0m 30s	3	0.2%	99.9%	187	29.1%	39.4%	182	10.1%	34.4%	5	1.3%	100.0
<= 0m 40s	1	0.1%	100.0	171	26.6%	66.0%	218	12.1%	46.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	77	12.0%	78.0%	215	11.9%	58.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	57	8.9%	86.9%	141	7.8%	66.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	56	8.7%	95.6%	259	14.4%	80.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	16	2.5%	98.1%	101	5.6%	86.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	10	1.6%	99.7%	50	2.8%	89.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.7%	37	2.1%	91.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	13	0.7%	91.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.8%	19	1.1%	92.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	13	0.7%	93.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	6	0.3%	93.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	12	0.7%	94.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	13	0.7%	95.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.2%	100.0	12	0.7%	95.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	96.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	96.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.6%	97.2%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	97.4%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	97.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	97.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	97.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	98.1%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	98.2%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.2%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	98.3%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	98.3%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	30	1.7%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,803			642			1,803			393		

**Notes:**

Total Records Reported by this PSAP: 2196  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 2196

# Fractile 911 Call Response Time Distribution

Litchfield County Dispatch

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4170	98.7%	98.7%	4	0.2%	0.2%	235	5.6%	5.6%	596	99.0%	99.0%
<= 0m 20s	49	1.2%	99.9%	451	22.9%	23.1%	313	7.4%	13.0%	3	0.5%	99.5%
<= 0m 30s	6	0.1%	100.0	717	36.4%	59.6%	482	11.4%	24.4%	3	0.5%	100.0
<= 0m 40s	0	0.0%	100.0	399	20.3%	79.8%	879	20.8%	45.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	170	8.6%	88.5%	535	12.7%	57.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	90	4.6%	93.0%	325	7.7%	65.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	90	4.6%	97.6%	608	14.4%	79.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	23	1.2%	98.8%	378	8.9%	88.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	14	0.7%	99.5%	209	4.9%	93.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	7	0.4%	99.8%	94	2.2%	96.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	40	0.9%	97.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.9%	26	0.6%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.9%	23	0.5%	98.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	20	0.5%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.9%	17	0.4%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.1%	100.0	14	0.3%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	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%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	4,225			1,968			4,225			602		

**Notes:**

Total Records Reported by this PSAP: 4827  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 4827

# Fractile 911 Call Response Time Distribution

Madison Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1109	99.2%	99.2%	0	0.0%	0.0%	71	6.4%	6.4%	113	99.1%	99.1%
<= 0m 20s	9	0.8%	100.0	10	15.9%	15.9%	79	7.1%	13.4%	0	0.0%	99.1%
<= 0m 30s	0	0.0%	100.0	18	28.6%	44.4%	83	7.4%	20.8%	1	0.9%	100.0
<= 0m 40s	0	0.0%	100.0	14	22.2%	66.7%	104	9.3%	30.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	12.7%	79.4%	67	6.0%	36.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	6.3%	85.7%	70	6.3%	42.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	7.9%	93.7%	174	15.6%	58.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	1.6%	95.2%	149	13.3%	71.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	1.6%	96.8%	112	10.0%	81.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	3.2%	100.0	70	6.3%	87.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	33	3.0%	90.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	32	2.9%	93.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	17	1.5%	94.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	15	1.3%	96.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.8%	97.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.7%	97.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.7%	98.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	99.0%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	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	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>	1,118			63			1,118			114		

**Notes:**

Total Records Reported by this PSAP: 1232  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1232

# Fractile 911 Call Response Time Distribution

Manchester Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5143	99.8%	99.8%	0	0.0%	0.0%	430	8.3%	8.3%	544	100.0%	100.0%
<= 0m 20s	10	0.2%	100.0	24	14.3%	14.3%	551	10.7%	19.0%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	62	36.9%	51.2%	563	10.9%	30.0%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	38	22.6%	73.8%	541	10.5%	40.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	17	10.1%	83.9%	444	8.6%	49.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	5.4%	89.3%	382	7.4%	56.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	15	8.9%	98.2%	948	18.4%	74.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.2%	99.4%	597	11.6%	86.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.4%	266	5.2%	91.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	169	3.3%	94.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	66	1.3%	96.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.6%	100.0	45	0.9%	97.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	35	0.7%	97.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	32	0.6%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	39	0.8%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.4%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	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	3	0.1%	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	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>	5,153			168			5,153			544		

**Notes:**

Total Records Reported by this PSAP: 5697  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 5697

# Fractile 911 Call Response Time Distribution

Meriden Fire and Emergency Services

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5139	98.8%	98.8%	16	1.3%	1.3%	550	10.6%	10.6%	726	88.9%	88.9%
<= 0m 20s	42	0.8%	99.6%	386	31.3%	32.6%	598	11.5%	22.1%	1	0.1%	89.0%
<= 0m 30s	6	0.1%	99.7%	431	35.0%	67.6%	668	12.8%	34.9%	2	0.2%	89.2%
<= 0m 40s	0	0.0%	99.7%	194	15.7%	83.3%	583	11.2%	46.1%	0	0.0%	89.2%
<= 0m 50s	0	0.0%	99.7%	86	7.0%	90.3%	365	7.0%	53.1%	0	0.0%	89.2%
<= 1m 0s	1	0.0%	99.8%	50	4.1%	94.3%	291	5.6%	58.7%	0	0.0%	89.2%
<= 1m 30s	0	0.0%	99.8%	41	3.3%	97.6%	603	11.6%	70.3%	0	0.0%	89.2%
<= 2m 0s	0	0.0%	99.8%	14	1.1%	98.8%	307	5.9%	76.2%	0	0.0%	89.2%
<= 2m 30s	0	0.0%	99.8%	2	0.2%	98.9%	217	4.2%	80.4%	0	0.0%	89.2%
<= 3m 0s	0	0.0%	99.8%	3	0.2%	99.2%	213	4.1%	84.5%	0	0.0%	89.2%
<= 3m 30s	0	0.0%	99.8%	0	0.0%	99.2%	198	3.8%	88.3%	0	0.0%	89.2%
<= 4m 0s	0	0.0%	99.8%	2	0.2%	99.4%	233	4.5%	92.8%	0	0.0%	89.2%
<= 4m 30s	0	0.0%	99.8%	0	0.0%	99.4%	106	2.0%	94.8%	0	0.0%	89.2%
<= 5m 0s	0	0.0%	99.8%	0	0.0%	99.4%	62	1.2%	96.0%	0	0.0%	89.2%
<= 6m 0s	0	0.0%	99.8%	0	0.0%	99.4%	77	1.5%	97.5%	0	0.0%	89.2%
<= 7m 0s	2	0.0%	99.8%	0	0.0%	99.4%	37	0.7%	98.2%	0	0.0%	89.2%
<= 8m 0s	0	0.0%	99.8%	0	0.0%	99.4%	22	0.4%	98.6%	0	0.0%	89.2%
<= 9m 0s	0	0.0%	99.8%	0	0.0%	99.4%	20	0.4%	99.0%	0	0.0%	89.2%
<= 10m 0s	1	0.0%	99.8%	0	0.0%	99.4%	16	0.3%	99.3%	0	0.0%	89.2%
<= 11m 0s	0	0.0%	99.8%	0	0.0%	99.4%	6	0.1%	99.4%	0	0.0%	89.2%
<= 12m 0s	0	0.0%	99.8%	0	0.0%	99.4%	3	0.1%	99.5%	0	0.0%	89.2%
<= 13m 0s	0	0.0%	99.8%	0	0.0%	99.4%	2	0.0%	99.5%	0	0.0%	89.2%
<= 14m 0s	0	0.0%	99.8%	0	0.0%	99.4%	2	0.0%	99.6%	1	0.1%	89.4%
<= 15m 0s	0	0.0%	99.8%	0	0.0%	99.4%	0	0.0%	99.6%	0	0.0%	89.4%
<= 16m 0s	1	0.0%	99.8%	0	0.0%	99.4%	1	0.0%	99.6%	1	0.1%	89.5%
<= 17m 0s	1	0.0%	99.8%	0	0.0%	99.4%	2	0.0%	99.6%	2	0.2%	89.7%
<= 18m 0s	0	0.0%	99.8%	0	0.0%	99.4%	0	0.0%	99.6%	0	0.0%	89.7%
<= 19m 0s	0	0.0%	99.8%	0	0.0%	99.4%	0	0.0%	99.6%	1	0.1%	89.8%
<= 20m 0s	0	0.0%	99.8%	0	0.0%	99.4%	1	0.0%	99.7%	0	0.0%	89.8%
>= 20m 0s	8	0.2%	100.0	8	0.6%	100.0	18	0.3%	100.0	83	10.2%	100.0
<b>Tot. Counts:</b>	5,201			1,233			5,201			817		

**Notes:**

Total Records Reported by this PSAP: 6018  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 6018

# Fractile 911 Call Response Time Distribution

Middlebury Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	438	93.0%	93.0%	0	0.0%	0.0%	29	6.2%	6.2%	51	96.2%	96.2%
<= 0m 20s	31	6.6%	99.6%	8	4.7%	4.7%	39	8.3%	14.4%	0	0.0%	96.2%
<= 0m 30s	2	0.4%	100.0	42	24.4%	29.1%	41	8.7%	23.1%	2	3.8%	100.0
<= 0m 40s	0	0.0%	100.0	41	23.8%	52.9%	44	9.3%	32.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	30	17.4%	70.3%	45	9.6%	42.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	25	14.5%	84.9%	42	8.9%	51.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	20	11.6%	96.5%	70	14.9%	65.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	2.3%	98.8%	42	8.9%	74.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	99.4%	40	8.5%	83.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	28	5.9%	89.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	20	4.2%	93.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.6%	100.0	7	1.5%	94.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	95.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.8%	96.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	96.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.6%	97.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.8%	97.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.1%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.3%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	98.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.6%	99.4%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	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	1	0.2%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	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>	471			172			471			53		

**Notes:**

Total Records Reported by this PSAP: 524  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 524

# Fractile 911 Call Response Time Distribution

Middletown Central Communications

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3670	94.0%	94.0%	1	0.4%	0.4%	195	5.0%	5.0%	624	92.9%	92.9%
<= 0m 20s	215	5.5%	99.5%	19	7.4%	7.8%	290	7.4%	12.4%	18	2.7%	95.5%
<= 0m 30s	21	0.5%	100.0	54	20.9%	28.7%	311	8.0%	20.4%	29	4.3%	99.9%
<= 0m 40s	0	0.0%	100.0	80	31.0%	59.7%	336	8.6%	29.0%	0	0.0%	99.9%
<= 0m 50s	0	0.0%	100.0	36	14.0%	73.6%	283	7.2%	36.2%	0	0.0%	99.9%
<= 1m 0s	0	0.0%	100.0	27	10.5%	84.1%	234	6.0%	42.2%	0	0.0%	99.9%
<= 1m 30s	0	0.0%	100.0	25	9.7%	93.8%	627	16.1%	58.3%	0	0.0%	99.9%
<= 2m 0s	0	0.0%	100.0	9	3.5%	97.3%	397	10.2%	68.4%	1	0.1%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	97.3%	331	8.5%	76.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.8%	98.1%	306	7.8%	84.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.4%	98.4%	196	5.0%	89.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	3	1.2%	99.6%	127	3.3%	93.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.6%	84	2.2%	95.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.6%	48	1.2%	96.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.6%	53	1.4%	97.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.4%	100.0	20	0.5%	98.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.6%	98.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.4%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.3%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	3,906			258			3,906			672		

**Notes:**

Total Records Reported by this PSAP: 4578  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 4578

# Fractile 911 Call Response Time Distribution

Milford Fire Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4039	98.2%	98.2%	0	0.0%	0.0%	285	6.9%	6.9%	620	96.1%	96.1%
<= 0m 20s	62	1.5%	99.7%	506	27.7%	27.7%	457	11.1%	18.0%	11	1.7%	97.8%
<= 0m 30s	14	0.3%	100.0	733	40.2%	67.9%	863	21.0%	39.0%	12	1.9%	99.7%
<= 0m 40s	0	0.0%	100.0	380	20.8%	88.7%	882	21.4%	60.4%	0	0.0%	99.7%
<= 0m 50s	0	0.0%	100.0	110	6.0%	94.7%	501	12.2%	72.6%	0	0.0%	99.7%
<= 1m 0s	0	0.0%	100.0	47	2.6%	97.3%	333	8.1%	80.7%	0	0.0%	99.7%
<= 1m 30s	0	0.0%	100.0	39	2.1%	99.5%	565	13.7%	94.4%	1	0.2%	99.8%
<= 2m 0s	0	0.0%	100.0	5	0.3%	99.7%	157	3.8%	98.3%	0	0.0%	99.8%
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.7%	41	1.0%	99.2%	0	0.0%	99.8%
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.8%	9	0.2%	99.5%	0	0.0%	99.8%
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.8%	5	0.1%	99.6%	0	0.0%	99.8%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	4	0.1%	99.7%	0	0.0%	99.8%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	1	0.0%	99.7%	0	0.0%	99.8%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.0%	99.7%	0	0.0%	99.8%
<= 6m 0s	0	0.0%	100.0	3	0.2%	100.0	6	0.1%	99.9%	0	0.0%	99.8%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.8%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.8%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.8%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.8%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	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	0	0.0%	99.8%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0
<b>Tot. Counts:</b>	4,115			1,825			4,115			645		

**Notes:**

Total Records Reported by this PSAP: 4760  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 4760

# Fractile 911 Call Response Time Distribution

Monroe Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1168	94.1%	94.1%	0	0.0%	0.0%	118	9.5%	9.5%	209	96.8%	96.8%
<= 0m 20s	69	5.6%	99.7%	99	22.5%	22.5%	126	10.2%	19.7%	4	1.9%	98.6%
<= 0m 30s	4	0.3%	100.0	152	34.5%	57.0%	145	11.7%	31.3%	3	1.4%	100.0
<= 0m 40s	0	0.0%	100.0	86	19.5%	76.6%	129	10.4%	41.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	35	8.0%	84.5%	107	8.6%	50.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	35	8.0%	92.5%	102	8.2%	58.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	23	5.2%	97.7%	206	16.6%	75.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.9%	98.6%	113	9.1%	84.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.7%	99.3%	76	6.1%	90.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.5%	43	3.5%	93.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.8%	32	2.6%	96.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	100.0	14	1.1%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	98.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.6%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	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>	1,241			440			1,241			216		

**Notes:**

Total Records Reported by this PSAP: 1457  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1457

# Fractile 911 Call Response Time Distribution

Montville Dispatch

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1383	95.8%	95.8%	15	2.9%	2.9%	147	10.2%	10.2%	165	96.5%	96.5%
<= 0m 20s	50	3.5%	99.2%	188	36.3%	39.2%	186	12.9%	23.1%	3	1.8%	98.2%
<= 0m 30s	7	0.5%	99.7%	178	34.4%	73.6%	326	22.6%	45.6%	3	1.8%	100.0
<= 0m 40s	0	0.0%	99.7%	88	17.0%	90.5%	319	22.1%	67.7%	0	0.0%	100.0
<= 0m 50s	1	0.1%	99.8%	24	4.6%	95.2%	161	11.1%	78.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.8%	7	1.4%	96.5%	89	6.2%	85.0%	0	0.0%	100.0
<= 1m 30s	1	0.1%	99.9%	13	2.5%	99.0%	127	8.8%	93.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	99.9%	2	0.4%	99.4%	42	2.9%	96.7%	0	0.0%	100.0
<= 2m 30s	2	0.1%	100.0	2	0.4%	99.8%	19	1.3%	98.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	11	0.8%	98.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	4	0.3%	99.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	4	0.3%	99.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	1	0.1%	99.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.8%	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	0.1%	100.0	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,444			518			1,444			171		

**Notes:**

Total Records Reported by this PSAP: 1615  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1615

# Fractile 911 Call Response Time Distribution

Naugatuck Police Department

For Date Range From 7/1/808 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1985	98.4%	98.4%	174	23.2%	23.2%	148	7.3%	7.3%	212	98.1%	98.1%
<= 0m 20s	28	1.4%	99.8%	369	49.2%	72.4%	247	12.2%	19.6%	2	0.9%	99.1%
<= 0m 30s	4	0.2%	100.0	125	16.7%	89.1%	286	14.2%	33.7%	2	0.9%	100.0
<= 0m 40s	1	0.0%	100.0	54	7.2%	96.3%	306	15.2%	48.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	12	1.6%	97.9%	253	12.5%	61.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	0.7%	98.5%	215	10.7%	72.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	1.1%	99.6%	297	14.7%	86.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.3%	99.9%	131	6.5%	93.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.9%	49	2.4%	95.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.9%	32	1.6%	97.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.9%	9	0.4%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	100.0	16	0.8%	98.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	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	3	0.1%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,018			750			2,018			216		

**Notes:**

Total Records Reported by this PSAP: 2234  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 2234

# Fractile 911 Call Response Time Distribution

New Britain Public Safety

For Date Range From 7/1/808 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandone		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	8946	94.3%	94.3%	3	0.9%	0.9%	871	9.2%	9.2%	1476	97.3%	97.3%
<= 0m 20s	492	5.2%	99.5%	34	10.7%	11.7%	808	8.5%	17.7%	10	0.7%	98.0%
<= 0m 30s	48	0.5%	100.0	105	33.1%	44.8%	828	8.7%	26.4%	30	2.0%	99.9%
<= 0m 40s	3	0.0%	100.0	62	19.6%	64.4%	864	9.1%	35.5%	1	0.1%	100.0
<= 0m 50s	0	0.0%	100.0	40	12.6%	77.0%	710	7.5%	43.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	15	4.7%	81.7%	672	7.1%	50.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	30	9.5%	91.2%	1630	17.2%	67.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	8	2.5%	93.7%	1020	10.7%	78.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	1.3%	95.0%	671	7.1%	85.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.9%	95.9%	424	4.5%	89.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	5	1.6%	97.5%	249	2.6%	92.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.3%	97.8%	189	2.0%	94.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	2	0.6%	98.4%	123	1.3%	95.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.3%	98.7%	91	1.0%	96.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	2	0.6%	99.4%	147	1.5%	98.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.3%	99.7%	57	0.6%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.3%	100.0	52	0.5%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.2%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	26	0.3%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
>= 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>	9,489			317			9,489			1,517		

**Notes:**

Total Records Reported by this PSAP: 11006  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 11006

# Fractile 911 Call Response Time Distribution

New Canaan Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	998	97.9%	97.9%	0	0.0%	0.0%	150	14.7%	14.7%	283	96.9%	96.9%
<= 0m 20s	21	2.1%	100.0	49	16.2%	16.2%	160	15.7%	30.4%	3	1.0%	97.9%
<= 0m 30s	0	0.0%	100.0	115	38.0%	54.1%	123	12.1%	42.5%	1	0.3%	98.3%
<= 0m 40s	0	0.0%	100.0	79	26.1%	80.2%	124	12.2%	54.7%	0	0.0%	98.3%
<= 0m 50s	0	0.0%	100.0	23	7.6%	87.8%	92	9.0%	63.7%	0	0.0%	98.3%
<= 1m 0s	0	0.0%	100.0	13	4.3%	92.1%	70	6.9%	70.6%	0	0.0%	98.3%
<= 1m 30s	0	0.0%	100.0	16	5.3%	97.4%	154	15.1%	85.7%	0	0.0%	98.3%
<= 2m 0s	0	0.0%	100.0	4	1.3%	98.7%	60	5.9%	91.6%	0	0.0%	98.3%
<= 2m 30s	0	0.0%	100.0	3	1.0%	99.7%	37	3.6%	95.2%	0	0.0%	98.3%
<= 3m 0s	0	0.0%	100.0	1	0.3%	100.0	19	1.9%	97.1%	0	0.0%	98.3%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.9%	97.9%	0	0.0%	98.3%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.9%	98.8%	0	0.0%	98.3%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	98.9%	0	0.0%	98.3%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	99.4%	0	0.0%	98.3%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.6%	0	0.0%	98.3%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	98.3%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	98.3%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.3%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.3%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	98.3%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	5	1.7%	100.0
<b>Tot. Counts:</b>	1,019			303			1,019			292		

**Notes:**

Total Records Reported by this PSAP: 1311  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1311

# Fractile 911 Call Response Time Distribution

New Fairfield Emergency Communications Ctr.

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	924	98.4%	98.4%	0	0.0%	0.0%	122	13.0%	13.0%	189	99.0%	99.0%
<= 0m 20s	14	1.5%	99.9%	26	18.7%	18.7%	137	14.6%	27.6%	1	0.5%	99.5%
<= 0m 30s	1	0.1%	100.0	55	39.6%	58.3%	129	13.7%	41.3%	1	0.5%	100.0
<= 0m 40s	0	0.0%	100.0	27	19.4%	77.7%	135	14.4%	55.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	15	10.8%	88.5%	100	10.6%	66.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	3.6%	92.1%	68	7.2%	73.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	6.5%	98.6%	123	13.1%	86.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.4%	100.0	40	4.3%	90.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	21	2.2%	93.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	23	2.4%	95.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.7%	96.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	13	1.4%	97.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	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>	939			139			939			191		

**Notes:**

Total Records Reported by this PSAP: 1130  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1130

# Fractile 911 Call Response Time Distribution

New Haven Fire Communications Center

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	27303	96.9%	96.9%	90	0.7%	0.7%	4209	14.9%	14.9%	4789	96.5%	96.5%
<= 0m 20s	756	2.7%	99.6%	4698	37.8%	38.5%	3964	14.1%	29.0%	62	1.2%	97.7%
<= 0m 30s	105	0.4%	100.0	4232	34.0%	72.5%	5747	20.4%	49.4%	65	1.3%	99.0%
<= 0m 40s	2	0.0%	100.0	1884	15.1%	87.6%	5040	17.9%	67.3%	1	0.0%	99.0%
<= 0m 50s	0	0.0%	100.0	687	5.5%	93.1%	2805	10.0%	77.3%	1	0.0%	99.1%
<= 1m 0s	2	0.0%	100.0	347	2.8%	95.9%	1852	6.6%	83.8%	0	0.0%	99.1%
<= 1m 30s	0	0.0%	100.0	358	2.9%	98.8%	2801	9.9%	93.8%	1	0.0%	99.1%
<= 2m 0s	0	0.0%	100.0	90	0.7%	99.5%	960	3.4%	97.2%	2	0.0%	99.1%
<= 2m 30s	0	0.0%	100.0	33	0.3%	99.8%	328	1.2%	98.4%	0	0.0%	99.1%
<= 3m 0s	0	0.0%	100.0	15	0.1%	99.9%	153	0.5%	98.9%	0	0.0%	99.1%
<= 3m 30s	0	0.0%	100.0	4	0.0%	99.9%	78	0.3%	99.2%	0	0.0%	99.1%
<= 4m 0s	0	0.0%	100.0	2	0.0%	100.0	65	0.2%	99.4%	1	0.0%	99.1%
<= 4m 30s	0	0.0%	100.0	2	0.0%	100.0	35	0.1%	99.5%	1	0.0%	99.2%
<= 5m 0s	0	0.0%	100.0	1	0.0%	100.0	34	0.1%	99.7%	2	0.0%	99.2%
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	37	0.1%	99.8%	0	0.0%	99.2%
<= 7m 0s	0	0.0%	100.0	1	0.0%	100.0	32	0.1%	99.9%	3	0.1%	99.3%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.0%	99.9%	3	0.1%	99.3%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	100.0	1	0.0%	99.3%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	99.3%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	1	0.0%	99.4%
<= 12m 0s	1	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.4%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.4%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	2	0.0%	99.4%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	1	0.0%	99.5%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.5%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.5%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.5%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	23	0.5%	100.0
<b>Tot. Counts:</b>	28,169			12,445			28,169			4,965		

**Notes:**

Total Records Reported by this PSAP: 33134  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 33134

# Fractile 911 Call Response Time Distribution

New London Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4010	98.6%	98.6%	0	0.0%	0.0%	371	9.1%	9.1%	467	97.1%	97.1%
<= 0m 20s	50	1.2%	99.9%	18	16.4%	16.4%	532	13.1%	22.2%	2	0.4%	97.5%
<= 0m 30s	3	0.1%	100.0	33	30.0%	46.4%	573	14.1%	36.3%	3	0.6%	98.1%
<= 0m 40s	1	0.0%	100.0	25	22.7%	69.1%	662	16.3%	52.6%	0	0.0%	98.1%
<= 0m 50s	0	0.0%	100.0	11	10.0%	79.1%	411	10.1%	62.7%	0	0.0%	98.1%
<= 1m 0s	1	0.0%	100.0	7	6.4%	85.5%	328	8.1%	70.8%	0	0.0%	98.1%
<= 1m 30s	0	0.0%	100.0	6	5.5%	90.9%	605	14.9%	85.7%	1	0.2%	98.3%
<= 2m 0s	0	0.0%	100.0	5	4.5%	95.5%	258	6.3%	92.0%	1	0.2%	98.5%
<= 2m 30s	0	0.0%	100.0	2	1.8%	97.3%	118	2.9%	94.9%	0	0.0%	98.5%
<= 3m 0s	0	0.0%	100.0	0	0.0%	97.3%	62	1.5%	96.4%	0	0.0%	98.5%
<= 3m 30s	0	0.0%	100.0	0	0.0%	97.3%	29	0.7%	97.1%	0	0.0%	98.5%
<= 4m 0s	0	0.0%	100.0	2	1.8%	99.1%	30	0.7%	97.9%	0	0.0%	98.5%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.1%	30	0.7%	98.6%	0	0.0%	98.5%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.1%	7	0.2%	98.8%	0	0.0%	98.5%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.1%	21	0.5%	99.3%	0	0.0%	98.5%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.1%	10	0.2%	99.6%	0	0.0%	98.5%
<= 8m 0s	0	0.0%	100.0	1	0.9%	100.0	8	0.2%	99.8%	0	0.0%	98.5%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	98.5%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	98.5%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	98.5%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	98.5%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.5%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	98.5%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.5%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	98.5%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.5%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.5%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.5%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.5%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	7	1.5%	100.0
<b>Tot. Counts:</b>	4,065			110			4,065			481		

**Notes:**

Total Records Reported by this PSAP: 4546  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 4546

# Fractile 911 Call Response Time Distribution

New Milford Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1935	99.6%	99.6%	0	0.0%	0.0%	175	9.0%	9.0%	263	99.6%	99.6%
<= 0m 20s	7	0.4%	99.9%	25	14.5%	14.5%	275	14.2%	23.2%	0	0.0%	99.6%
<= 0m 30s	1	0.1%	100.0	64	37.2%	51.7%	277	14.3%	37.4%	1	0.4%	100.0
<= 0m 40s	0	0.0%	100.0	56	32.6%	84.3%	328	16.9%	54.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	9	5.2%	89.5%	215	11.1%	65.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	2.9%	92.4%	188	9.7%	75.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	4.7%	97.1%	286	14.7%	89.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	2.3%	99.4%	102	5.2%	95.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.4%	41	2.1%	97.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	23	1.2%	98.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	9	0.5%	98.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	3	0.2%	98.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	4	0.2%	99.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.4%	3	0.2%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.6%	100.0	5	0.3%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	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	1	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,943			172			1,943			264		

**Notes:**

Total Records Reported by this PSAP: 2207  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 2207

# Fractile 911 Call Response Time Distribution

Newington Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2352	97.4%	97.4%	6	1.1%	1.1%	222	9.2%	9.2%	325	98.8%	98.8%
<= 0m 20s	60	2.5%	99.8%	114	20.7%	21.7%	288	11.9%	21.1%	1	0.3%	99.1%
<= 0m 30s	4	0.2%	100.0	180	32.6%	54.3%	342	14.2%	35.3%	3	0.9%	100.0
<= 0m 40s	0	0.0%	100.0	142	25.7%	80.1%	361	14.9%	50.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	52	9.4%	89.5%	307	12.7%	62.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	30	5.4%	94.9%	227	9.4%	72.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	15	2.7%	97.6%	383	15.9%	88.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.7%	98.4%	127	5.3%	93.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.5%	98.9%	47	1.9%	95.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	0.7%	99.6%	28	1.2%	96.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.6%	16	0.7%	97.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.8%	19	0.8%	98.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	11	0.5%	98.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.7%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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	2	0.1%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,416			552			2,416			329		

**Notes:**

Total Records Reported by this PSAP: 2745  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 2745

# Fractile 911 Call Response Time Distribution

Newtown Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1662	98.6%	98.6%	0	0.0%	0.0%	87	5.2%	5.2%	200	98.0%	98.0%
<= 0m 20s	18	1.1%	99.6%	38	20.7%	20.7%	151	9.0%	14.1%	0	0.0%	98.0%
<= 0m 30s	6	0.4%	100.0	62	33.7%	54.3%	159	9.4%	23.5%	4	2.0%	100.0
<= 0m 40s	0	0.0%	100.0	46	25.0%	79.3%	163	9.7%	33.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	11	6.0%	85.3%	139	8.2%	41.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	10	5.4%	90.8%	114	6.8%	48.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	6.0%	96.7%	228	13.5%	61.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	2.7%	99.5%	176	10.4%	72.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.5%	113	6.7%	78.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.5%	80	4.7%	83.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.5%	63	3.7%	87.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.5%	44	2.6%	90.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.5%	39	2.3%	92.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.5%	30	1.8%	94.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.5%	100.0	28	1.7%	95.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	26	1.5%	97.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.7%	97.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	98.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	98.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.1%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.3%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.5%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	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	0.1%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,686			184			1,686			204		

**Notes:**

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

# Fractile 911 Call Response Time Distribution

North Branford Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	910	95.3%	95.3%	0	0.0%	0.0%	89	9.3%	9.3%	144	91.7%	91.7%
<= 0m 20s	38	4.0%	99.3%	45	33.8%	33.8%	132	13.8%	23.1%	4	2.5%	94.3%
<= 0m 30s	7	0.7%	100.0	51	38.3%	72.2%	143	15.0%	38.1%	7	4.5%	98.7%
<= 0m 40s	0	0.0%	100.0	16	12.0%	84.2%	155	16.2%	54.3%	0	0.0%	98.7%
<= 0m 50s	0	0.0%	100.0	8	6.0%	90.2%	103	10.8%	65.1%	0	0.0%	98.7%
<= 1m 0s	0	0.0%	100.0	5	3.8%	94.0%	47	4.9%	70.1%	0	0.0%	98.7%
<= 1m 30s	0	0.0%	100.0	4	3.0%	97.0%	130	13.6%	83.7%	1	0.6%	99.4%
<= 2m 0s	0	0.0%	100.0	0	0.0%	97.0%	73	7.6%	91.3%	0	0.0%	99.4%
<= 2m 30s	0	0.0%	100.0	1	0.8%	97.7%	23	2.4%	93.7%	0	0.0%	99.4%
<= 3m 0s	0	0.0%	100.0	1	0.8%	98.5%	23	2.4%	96.1%	0	0.0%	99.4%
<= 3m 30s	0	0.0%	100.0	1	0.8%	99.2%	9	0.9%	97.1%	0	0.0%	99.4%
<= 4m 0s	0	0.0%	100.0	1	0.8%	100.0	4	0.4%	97.5%	0	0.0%	99.4%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	97.9%	0	0.0%	99.4%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.2%	0	0.0%	99.4%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.7%	99.0%	0	0.0%	99.4%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	99.6%	0	0.0%	99.4%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	99.4%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	99.4%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.4%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	99.4%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.6%	100.0
<b>Tot. Counts:</b>	955			133			955			157		

**Notes:**

Total Records Reported by this PSAP: 1112  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1112

# Fractile 911 Call Response Time Distribution

North Haven Emergency Communications

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1749	98.4%	98.4%	0	0.0%	0.0%	117	6.6%	6.6%	187	92.6%	92.6%
<= 0m 20s	27	1.5%	99.9%	3	7.0%	7.0%	202	11.4%	17.9%	1	0.5%	93.1%
<= 0m 30s	2	0.1%	100.0	12	27.9%	34.9%	267	15.0%	33.0%	2	1.0%	94.1%
<= 0m 40s	0	0.0%	100.0	8	18.6%	53.5%	318	17.9%	50.8%	0	0.0%	94.1%
<= 0m 50s	0	0.0%	100.0	4	9.3%	62.8%	207	11.6%	62.5%	0	0.0%	94.1%
<= 1m 0s	0	0.0%	100.0	4	9.3%	72.1%	177	10.0%	72.4%	0	0.0%	94.1%
<= 1m 30s	0	0.0%	100.0	5	11.6%	83.7%	249	14.0%	86.4%	0	0.0%	94.1%
<= 2m 0s	0	0.0%	100.0	4	9.3%	93.0%	96	5.4%	91.8%	0	0.0%	94.1%
<= 2m 30s	0	0.0%	100.0	3	7.0%	100.0	48	2.7%	94.5%	1	0.5%	94.6%
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	26	1.5%	96.0%	0	0.0%	94.6%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	11	0.6%	96.6%	0	0.0%	94.6%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	97.1%	0	0.0%	94.6%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	10	0.6%	97.7%	0	0.0%	94.6%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	98.0%	0	0.0%	94.6%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	98.5%	0	0.0%	94.6%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	99.0%	0	0.0%	94.6%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	99.4%	0	0.0%	94.6%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	94.6%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.8%	0	0.0%	94.6%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	94.6%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	94.6%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	94.6%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	94.6%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	94.6%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	94.6%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	94.6%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	94.6%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.6%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	94.6%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	9	4.5%	99.0%
<b>Tot. Counts:</b>	1,778			43			1,778			200		

**Notes:**

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

# Fractile 911 Call Response Time Distribution

Northwest CT Public Safety Comm. Center

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4425	99.6%	99.6%	24	1.5%	1.5%	512	11.5%	11.5%	611	97.8%	97.8%
<= 0m 20s	17	0.4%	100.0	528	33.1%	34.6%	372	8.4%	19.9%	1	0.2%	97.9%
<= 0m 30s	1	0.0%	100.0	572	35.8%	70.4%	407	9.2%	29.1%	1	0.2%	98.1%
<= 0m 40s	0	0.0%	100.0	243	15.2%	85.7%	594	13.4%	42.4%	0	0.0%	98.1%
<= 0m 50s	0	0.0%	100.0	108	6.8%	92.4%	387	8.7%	51.1%	0	0.0%	98.1%
<= 1m 0s	0	0.0%	100.0	51	3.2%	95.6%	305	6.9%	58.0%	0	0.0%	98.1%
<= 1m 30s	0	0.0%	100.0	51	3.2%	98.8%	768	17.3%	75.3%	0	0.0%	98.1%
<= 2m 0s	0	0.0%	100.0	10	0.6%	99.4%	584	13.1%	88.4%	0	0.0%	98.1%
<= 2m 30s	0	0.0%	100.0	7	0.4%	99.9%	296	6.7%	95.1%	0	0.0%	98.1%
<= 3m 0s	0	0.0%	100.0	2	0.1%	100.0	119	2.7%	97.8%	0	0.0%	98.1%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	44	1.0%	98.8%	0	0.0%	98.1%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.4%	99.2%	0	0.0%	98.1%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	10	0.2%	99.4%	0	0.0%	98.1%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.5%	0	0.0%	98.1%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.5%	0	0.0%	98.1%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.7%	0	0.0%	98.1%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	1	0.2%	98.2%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	98.2%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	98.2%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	100.0	0	0.0%	98.2%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	98.2%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.2%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.2%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.2%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.2%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.2%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.2%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.2%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.2%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	11	1.8%	100.0
<b>Tot. Counts:</b>	4,443			1,596			4,443			625		

**Notes:**

Total Records Reported by this PSAP: 5068  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 5068

# Fractile 911 Call Response Time Distribution

Norwalk Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7468	97.4%	97.4%	0	0.0%	0.0%	686	9.0%	9.0%	1449	99.7%	99.7%
<= 0m 20s	190	2.5%	99.9%	45	13.7%	13.7%	819	10.7%	19.6%	1	0.1%	99.7%
<= 0m 30s	6	0.1%	100.0	114	34.8%	48.5%	765	10.0%	29.6%	2	0.1%	99.9%
<= 0m 40s	0	0.0%	100.0	78	23.8%	72.3%	835	10.9%	40.5%	0	0.0%	99.9%
<= 0m 50s	0	0.0%	100.0	32	9.8%	82.0%	618	8.1%	48.6%	0	0.0%	99.9%
<= 1m 0s	0	0.0%	100.0	22	6.7%	88.7%	563	7.3%	55.9%	0	0.0%	99.9%
<= 1m 30s	0	0.0%	100.0	24	7.3%	96.0%	1341	17.5%	73.4%	0	0.0%	99.9%
<= 2m 0s	0	0.0%	100.0	3	0.9%	97.0%	799	10.4%	83.8%	0	0.0%	99.9%
<= 2m 30s	0	0.0%	100.0	6	1.8%	98.8%	432	5.6%	89.5%	0	0.0%	99.9%
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.8%	232	3.0%	92.5%	0	0.0%	99.9%
<= 3m 30s	0	0.0%	100.0	1	0.3%	99.1%	178	2.3%	94.8%	0	0.0%	99.9%
<= 4m 0s	0	0.0%	100.0	2	0.6%	99.7%	99	1.3%	96.1%	0	0.0%	99.9%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	65	0.8%	97.0%	0	0.0%	99.9%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.7%	49	0.6%	97.6%	0	0.0%	99.9%
<= 6m 0s	0	0.0%	100.0	1	0.3%	100.0	69	0.9%	98.5%	0	0.0%	99.9%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	38	0.5%	99.0%	0	0.0%	99.9%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.2%	99.2%	0	0.0%	99.9%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.3%	99.5%	0	0.0%	99.9%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.2%	99.7%	0	0.0%	99.9%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.8%	0	0.0%	99.9%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.9%	1	0.1%	99.9%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	1	0.1%	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	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	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>	7,664			328			7,664			1,454		

**Notes:**

Total Records Reported by this PSAP: 9118  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 9118

# Fractile 911 Call Response Time Distribution

Norwich Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4627	97.9%	97.9%	7	0.5%	0.5%	391	8.3%	8.3%	525	99.2%	99.2%
<= 0m 20s	92	1.9%	99.9%	741	55.7%	56.2%	513	10.9%	19.1%	2	0.4%	99.6%
<= 0m 30s	4	0.1%	100.0	334	25.1%	81.3%	604	12.8%	31.9%	2	0.4%	100.0
<= 0m 40s	1	0.0%	100.0	130	9.8%	91.1%	504	10.7%	42.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	39	2.9%	94.0%	463	9.8%	52.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	16	1.2%	95.2%	349	7.4%	59.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	33	2.5%	97.7%	829	17.5%	77.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	18	1.4%	99.0%	481	10.2%	87.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	5	0.4%	99.4%	285	6.0%	93.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	5	0.4%	99.8%	105	2.2%	95.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.8%	53	1.1%	96.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	34	0.7%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	24	0.5%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	19	0.4%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.1%	99.9%	33	0.7%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.9%	12	0.3%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.1%	100.0	9	0.2%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	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>	4,724			1,331			4,724			529		

**Notes:**

Total Records Reported by this PSAP: 5253  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 5253

# Fractile 911 Call Response Time Distribution

Old Saybrook Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	700	96.8%	96.8%	0	0.0%	0.0%	29	4.0%	4.0%	50	98.0%	98.0%
<= 0m 20s	21	2.9%	99.7%	0	0.0%	0.0%	49	6.8%	10.8%	1	2.0%	100.0
<= 0m 30s	2	0.3%	100.0	3	12.5%	12.5%	39	5.4%	16.2%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	3	12.5%	25.0%	43	5.9%	22.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	5	20.8%	45.8%	54	7.5%	29.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	20.8%	66.7%	66	9.1%	38.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	20.8%	87.5%	186	25.7%	64.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	8.3%	95.8%	106	14.7%	79.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	4.2%	100.0	58	8.0%	87.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	20	2.8%	89.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	18	2.5%	92.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	12	1.7%	94.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.8%	94.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	10	1.4%	96.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	12	1.7%	97.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.8%	98.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	1.0%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	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>	723			24			723			51		

**Notes:**

Total Records Reported by this PSAP: 774  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 774

# Fractile 911 Call Response Time Distribution

Orange Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1331	98.2%	98.2%	1	0.2%	0.2%	84	6.2%	6.2%	121	97.6%	97.6%
<= 0m 20s	23	1.7%	99.9%	31	7.0%	7.3%	138	10.2%	16.4%	1	0.8%	98.4%
<= 0m 30s	2	0.1%	100.0	135	30.6%	37.9%	161	11.9%	28.2%	2	1.6%	100.0
<= 0m 40s	0	0.0%	100.0	141	32.0%	69.8%	205	15.1%	43.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	54	12.2%	82.1%	168	12.4%	55.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	35	7.9%	90.0%	156	11.5%	67.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	30	6.8%	96.8%	228	16.8%	84.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	10	2.3%	99.1%	86	6.3%	90.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.9%	100.0	46	3.4%	93.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	25	1.8%	95.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	12	0.9%	96.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	15	1.1%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.7%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	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	1	0.1%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,356			441			1,356			124		

**Notes:**

Total Records Reported by this PSAP: 1480  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1480

# Fractile 911 Call Response Time Distribution

Plainville Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1295	97.8%	97.8%	0	0.0%	0.0%	168	12.7%	12.7%	276	96.5%	96.5%
<= 0m 20s	23	1.7%	99.5%	113	28.5%	28.5%	149	11.3%	23.9%	3	1.0%	97.6%
<= 0m 30s	6	0.5%	100.0	108	27.3%	55.8%	105	7.9%	31.9%	2	0.7%	98.3%
<= 0m 40s	0	0.0%	100.0	86	21.7%	77.5%	105	7.9%	39.8%	0	0.0%	98.3%
<= 0m 50s	0	0.0%	100.0	39	9.8%	87.4%	85	6.4%	46.2%	0	0.0%	98.3%
<= 1m 0s	0	0.0%	100.0	14	3.5%	90.9%	88	6.6%	52.9%	0	0.0%	98.3%
<= 1m 30s	0	0.0%	100.0	24	6.1%	97.0%	177	13.4%	66.2%	0	0.0%	98.3%
<= 2m 0s	0	0.0%	100.0	8	2.0%	99.0%	96	7.3%	73.5%	0	0.0%	98.3%
<= 2m 30s	0	0.0%	100.0	2	0.5%	99.5%	60	4.5%	78.0%	0	0.0%	98.3%
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.5%	57	4.3%	82.3%	0	0.0%	98.3%
<= 3m 30s	0	0.0%	100.0	1	0.3%	99.7%	45	3.4%	85.7%	0	0.0%	98.3%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	44	3.3%	89.0%	0	0.0%	98.3%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	50	3.8%	92.8%	0	0.0%	98.3%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.7%	21	1.6%	94.4%	0	0.0%	98.3%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.7%	28	2.1%	96.5%	0	0.0%	98.3%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.7%	14	1.1%	97.6%	0	0.0%	98.3%
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.7%	9	0.7%	98.3%	0	0.0%	98.3%
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.7%	10	0.8%	99.0%	0	0.0%	98.3%
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.7%	3	0.2%	99.2%	0	0.0%	98.3%
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.7%	2	0.2%	99.4%	0	0.0%	98.3%
<= 12m 0s	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	99.4%	0	0.0%	98.3%
<= 13m 0s	0	0.0%	100.0	0	0.0%	99.7%	3	0.2%	99.6%	0	0.0%	98.3%
<= 14m 0s	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	99.6%	0	0.0%	98.3%
<= 15m 0s	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	99.6%	0	0.0%	98.3%
<= 16m 0s	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	99.6%	0	0.0%	98.3%
<= 17m 0s	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	99.6%	0	0.0%	98.3%
<= 18m 0s	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	99.6%	0	0.0%	98.3%
<= 19m 0s	0	0.0%	100.0	0	0.0%	99.7%	1	0.1%	99.7%	0	0.0%	98.3%
<= 20m 0s	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	99.7%	0	0.0%	98.3%
>= 20m 0s	0	0.0%	100.0	1	0.3%	100.0	4	0.3%	100.0	5	1.7%	100.0
<b>Tot. Counts:</b>	1,324			396			1,324			286		

**Notes:**

Total Records Reported by this PSAP: 1610  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1610

# Fractile 911 Call Response Time Distribution

Plymouth Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	929	95.8%	95.8%	0	0.0%	0.0%	59	6.1%	6.1%	113	95.0%	95.0%
<= 0m 20s	36	3.7%	99.5%	26	15.0%	15.0%	65	6.7%	12.8%	2	1.7%	96.6%
<= 0m 30s	5	0.5%	100.0	65	37.6%	52.6%	93	9.6%	22.4%	4	3.4%	100.0
<= 0m 40s	0	0.0%	100.0	45	26.0%	78.6%	100	10.3%	32.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	9	5.2%	83.8%	97	10.0%	42.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	2.3%	86.1%	55	5.7%	48.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	13	7.5%	93.6%	153	15.8%	64.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	2.9%	96.5%	90	9.3%	73.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	1.7%	98.3%	72	7.4%	80.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.3%	45	4.6%	85.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	1.2%	99.4%	31	3.2%	88.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	26	2.7%	91.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	12	1.2%	92.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.4%	14	1.4%	94.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.4%	20	2.1%	96.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.4%	11	1.1%	97.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.6%	100.0	7	0.7%	97.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.9%	98.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.1%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	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	2	0.2%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	970			173			970			119		

**Notes:**

Total Records Reported by this PSAP: 1089  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1089

# Fractile 911 Call Response Time Distribution

Putnam Police & Fire Communications Center

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	547	92.7%	92.7%	0	0.0%	0.0%	84	14.2%	14.2%	99	90.8%	90.8%
<= 0m 20s	39	6.6%	99.3%	19	23.8%	23.8%	67	11.4%	25.6%	3	2.8%	93.6%
<= 0m 30s	4	0.7%	100.0	37	46.3%	70.0%	72	12.2%	37.8%	7	6.4%	100.0
<= 0m 40s	0	0.0%	100.0	11	13.8%	83.8%	97	16.4%	54.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	6	7.5%	91.3%	51	8.6%	62.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	3.8%	95.0%	50	8.5%	71.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	3	3.8%	98.8%	65	11.0%	82.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	98.8%	46	7.8%	90.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.8%	17	2.9%	93.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	1.3%	100.0	7	1.2%	94.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.7%	94.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	8	1.4%	96.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.5%	96.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.5%	97.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	11	1.9%	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	2	0.3%	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	1	0.2%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	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>	590			80			590			109		

**Notes:**

Total Records Reported by this PSAP: 699  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 699

# Fractile 911 Call Response Time Distribution

Quinebaug Valley Emergency Communications

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7544	98.6%	98.6%	10	0.3%	0.3%	614	8.0%	8.0%	941	99.3%	99.3%
<= 0m 20s	96	1.3%	99.8%	652	18.7%	19.0%	700	9.1%	17.2%	5	0.5%	99.8%
<= 0m 30s	13	0.2%	100.0	1262	36.2%	55.3%	1014	13.2%	30.4%	2	0.2%	100.0
<= 0m 40s	1	0.0%	100.0	858	24.6%	79.9%	1553	20.3%	50.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	314	9.0%	88.9%	1090	14.2%	64.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	162	4.7%	93.6%	650	8.5%	73.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	159	4.6%	98.1%	985	12.9%	86.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	34	1.0%	99.1%	429	5.6%	91.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	19	0.5%	99.7%	263	3.4%	95.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	6	0.2%	99.8%	111	1.5%	96.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	4	0.1%	99.9%	60	0.8%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.9%	45	0.6%	98.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	21	0.3%	98.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.0%	100.0	23	0.3%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.2%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.0%	100.0	16	0.2%	99.2%	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	9	0.1%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	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	2	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	7,654			3,482			7,654			948		

**Notes:**

Total Records Reported by this PSAP: 8602  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 8602

# Fractile 911 Call Response Time Distribution

Redding Emergency Comm. Center

For Date Range From 7/1/2008 To 9/30/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	614	98.1%	98.1%	28	39.4%	39.4%	248	39.6%	39.6%	91	98.9%	98.9%
<= 0m 20s	11	1.8%	99.8%	5	7.0%	46.5%	51	8.1%	47.8%	0	0.0%	98.9%
<= 0m 30s	0	0.0%	99.8%	16	22.5%	69.0%	43	6.9%	54.6%	1	1.1%	100.0
<= 0m 40s	0	0.0%	99.8%	9	12.7%	81.7%	57	9.1%	63.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.8%	6	8.5%	90.1%	55	8.8%	72.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.8%	2	2.8%	93.0%	52	8.3%	80.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	99.8%	4	5.6%	98.6%	71	11.3%	92.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	99.8%	1	1.4%	100.0	19	3.0%	95.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	99.8%	0	0.0%	100.0	8	1.3%	96.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	99.8%	0	0.0%	100.0	6	1.0%	97.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	99.8%	0	0.0%	100.0	2	0.3%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	97.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	99.8%	0	0.0%	100.0	4	0.6%	98.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	99.8%	0	0.0%	100.0	1	0.2%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	98.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	99.8%	0	0.0%	100.0	3	0.5%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.0%	0	0.0%	100.0
<= 10m 0s	0	0.0%	99.8%	0	0.0%	100.0	1	0.2%	99.2%	0	0.0%	100.0
<= 11m 0s	0	0.0%	99.8%	0	0.0%	100.0	1	0.2%	99.4%	0	0.0%	100.0
<= 12m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	100.0
<= 13m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	100.0
<= 14m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	100.0
<= 15m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	100.0
<= 16m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	100.0
<= 17m 0s	0	0.0%	99.8%	0	0.0%	100.0	1	0.2%	99.5%	0	0.0%	100.0
<= 18m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	100.0
<= 19m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	100.0
<= 20m 0s	0	0.0%	99.8%	0	0.0%	100.0	1	0.2%	99.7%	0	0.0%	100.0
>= 20m 0s	1	0.2%	100.0	0	0.0%	100.0	2	0.3%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	626			71			626			92		

**Notes:**

Total Records Reported by this PSAP: 718  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 718

# Fractile 911 Call Response Time Distribution

Ridgefield Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1462	98.7%	98.7%	7	1.5%	1.5%	176	11.9%	11.9%	306	99.7%	99.7%
<= 0m 20s	19	1.3%	99.9%	235	49.8%	51.3%	224	15.1%	27.0%	0	0.0%	99.7%
<= 0m 30s	1	0.1%	100.0	143	30.3%	81.6%	208	14.0%	41.0%	1	0.3%	100.0
<= 0m 40s	0	0.0%	100.0	52	11.0%	92.6%	246	16.6%	57.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	18	3.8%	96.4%	165	11.1%	68.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	0.6%	97.0%	114	7.7%	76.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	2.3%	99.4%	208	14.0%	90.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	99.4%	65	4.4%	94.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	99.8%	33	2.2%	97.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	8	0.5%	97.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	100.0	5	0.3%	98.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,482			472			1,482			307		

**Notes:**

Total Records Reported by this PSAP: 1789  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1789

# Fractile 911 Call Response Time Distribution

Rocky Hill Police Department

For Date Range From 7/1/2008 To 9/30/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1365	96.5%	96.5%	1	1.2%	1.2%	108	7.6%	7.6%	182	95.3%	95.3%
<= 0m 20s	41	2.9%	99.4%	25	30.5%	31.7%	153	10.8%	18.4%	6	3.1%	98.4%
<= 0m 30s	9	0.6%	100.0	22	26.8%	58.5%	158	11.2%	29.6%	3	1.6%	100.0
<= 0m 40s	0	0.0%	100.0	24	29.3%	87.8%	176	12.4%	42.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	6	7.3%	95.1%	134	9.5%	51.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	0	0.0%	95.1%	111	7.8%	59.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	4.9%	100.0	244	17.2%	76.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	183	12.9%	89.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	66	4.7%	94.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	27	1.9%	96.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	13	0.9%	97.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	97.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	8	0.6%	97.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.6%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.6%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	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	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>	1,415			82			1,415			191		

**Notes:**

Total Records Reported by this PSAP: 1606  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1606

# Fractile 911 Call Response Time Distribution

Seymour Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	875	95.8%	95.8%	0	0.0%	0.0%	49	5.4%	5.4%	84	98.8%	98.8%
<= 0m 20s	31	3.4%	99.2%	108	30.0%	30.0%	71	7.8%	13.1%	1	1.2%	100.0
<= 0m 30s	7	0.8%	100.0	154	42.8%	72.8%	94	10.3%	23.4%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	55	15.3%	88.1%	114	12.5%	35.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	22	6.1%	94.2%	107	11.7%	47.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	1.7%	95.8%	91	10.0%	57.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	2.5%	98.3%	163	17.9%	75.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.3%	98.6%	86	9.4%	84.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.8%	99.4%	54	5.9%	90.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.3%	99.7%	27	3.0%	93.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.3%	100.0	18	2.0%	95.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	10	1.1%	96.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	10	1.1%	97.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.7%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	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>	913			360			913			85		

**Notes:**

Total Records Reported by this PSAP: 998  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 998

# Fractile 911 Call Response Time Distribution

Shelton Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2507	97.7%	97.7%	10	1.1%	1.1%	255	9.9%	9.9%	415	98.6%	98.6%
<= 0m 20s	54	2.1%	99.8%	378	42.5%	43.6%	336	13.1%	23.0%	3	0.7%	99.3%
<= 0m 30s	3	0.1%	99.9%	283	31.8%	75.5%	414	16.1%	39.2%	3	0.7%	100.0
<= 0m 40s	1	0.0%	100.0	130	14.6%	90.1%	376	14.7%	53.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	34	3.8%	93.9%	224	8.7%	62.5%	0	0.0%	100.0
<= 1m 0s	1	0.0%	100.0	24	2.7%	96.6%	188	7.3%	69.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	24	2.7%	99.3%	421	16.4%	86.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.2%	99.6%	176	6.9%	93.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.2%	99.8%	73	2.8%	96.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.9%	30	1.2%	97.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	100.0	21	0.8%	98.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	98.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	14	0.5%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.3%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.3%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	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	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	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	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>	2,566			889			2,566			421		

**Notes:**

Total Records Reported by this PSAP: 2987  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 2987

# Fractile 911 Call Response Time Distribution

Simsbury Police Department

For Date Range From 7/1/2008 To 9/30/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1399	97.1%	97.1%	0	0.0%	0.0%	308	21.4%	21.4%	168	92.8%	92.8%
<= 0m 20s	28	1.9%	99.0%	6	21.4%	21.4%	139	9.6%	31.0%	4	2.2%	95.0%
<= 0m 30s	14	1.0%	100.0	8	28.6%	50.0%	141	9.8%	40.8%	9	5.0%	100.0
<= 0m 40s	0	0.0%	100.0	5	17.9%	67.9%	137	9.5%	50.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	3	10.7%	78.6%	125	8.7%	59.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	1	3.6%	82.1%	89	6.2%	65.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	17.9%	100.0	172	11.9%	77.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	81	5.6%	82.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	68	4.7%	87.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	28	1.9%	89.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	30	2.1%	91.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	16	1.1%	92.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	18	1.2%	93.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	17	1.2%	95.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	22	1.5%	96.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	19	1.3%	97.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.8%	98.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.6%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	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	2	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,441			28			1,441			181		

**Notes:**

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

# Fractile 911 Call Response Time Distribution

Southbury Public Safety

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1063	93.2%	93.2%	0	0.0%	0.0%	85	7.4%	7.4%	156	95.1%	95.1%
<= 0m 20s	62	5.4%	98.6%	0	0.0%	0.0%	120	10.5%	18.0%	1	0.6%	95.7%
<= 0m 30s	15	1.3%	99.9%	9	31.0%	31.0%	122	10.7%	28.7%	7	4.3%	100.0
<= 0m 40s	1	0.1%	100.0	12	41.4%	72.4%	104	9.1%	37.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	5	17.2%	89.7%	113	9.9%	47.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	10.3%	100.0	90	7.9%	55.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	0	0.0%	100.0	224	19.6%	75.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	124	10.9%	86.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	55	4.8%	90.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	21	1.8%	92.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	21	1.8%	94.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	95.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	95.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	96.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	13	1.1%	97.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	97.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	98.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	98.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.1%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.4%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.6%	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	3	0.3%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,141			29			1,141			164		

**Notes:**

Total Records Reported by this PSAP: 1305  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1305

# Fractile 911 Call Response Time Distribution

South Central Emergency Comm. Ctr.

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1725	98.0%	98.0%	1	0.8%	0.8%	38	2.2%	2.2%	52	100.0%	100.0%
<= 0m 20s	36	2.0%	100.0	12	9.2%	10.0%	40	2.3%	4.4%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	31	23.8%	33.8%	44	2.5%	6.9%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	34	26.2%	60.0%	95	5.4%	12.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	20	15.4%	75.4%	135	7.7%	20.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	10	7.7%	83.1%	138	7.8%	27.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	17	13.1%	96.2%	622	35.3%	63.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	3.1%	99.2%	405	23.0%	86.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.2%	124	7.0%	93.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.8%	100.0	48	2.7%	95.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	20	1.1%	97.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.6%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	97.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	98.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	98.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,761			130			1,761			52		

**Notes:**

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

# Fractile 911 Call Response Time Distribution

South Windsor Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1543	99.2%	99.2%	1	0.6%	0.6%	111	7.1%	7.1%	223	99.6%	99.6%
<= 0m 20s	11	0.7%	99.9%	31	19.5%	20.1%	166	10.7%	17.8%	1	0.4%	100.0
<= 0m 30s	1	0.1%	100.0	52	32.7%	52.8%	143	9.2%	27.0%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	37	23.3%	76.1%	204	13.1%	40.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	17	10.7%	86.8%	147	9.5%	49.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	5.7%	92.5%	126	8.1%	57.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	5.0%	97.5%	241	15.5%	73.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.3%	98.7%	113	7.3%	80.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	99.4%	81	5.2%	85.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	41	2.6%	88.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	29	1.9%	90.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	33	2.1%	92.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	17	1.1%	93.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.4%	15	1.0%	94.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.6%	100.0	26	1.7%	96.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	23	1.5%	97.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	18	1.2%	98.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	99.0%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	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>	1,555			159			1,555			224		

**Notes:**

Total Records Reported by this PSAP: 1779  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1779

# Fractile 911 Call Response Time Distribution

Southington Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2670	99.6%	99.6%	2	0.3%	0.3%	232	8.7%	8.7%	367	99.5%	99.5%
<= 0m 20s	10	0.4%	99.9%	237	31.9%	32.2%	289	10.8%	19.4%	1	0.3%	99.7%
<= 0m 30s	2	0.1%	100.0	227	30.6%	62.8%	281	10.5%	29.9%	1	0.3%	100.0
<= 0m 40s	0	0.0%	100.0	146	19.7%	82.5%	319	11.9%	41.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	49	6.6%	89.1%	202	7.5%	49.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	35	4.7%	93.8%	193	7.2%	56.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	31	4.2%	98.0%	389	14.5%	71.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	9	1.2%	99.2%	268	10.0%	81.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.4%	99.6%	175	6.5%	87.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.7%	87	3.2%	90.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	67	2.5%	93.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	48	1.8%	95.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	28	1.0%	96.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.1%	99.9%	18	0.7%	96.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.1%	100.0	31	1.2%	97.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.5%	98.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.6%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.4%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	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>	2,682			742			2,682			369		

**Notes:**

Total Records Reported by this PSAP: 3051  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 3051

# Fractile 911 Call Response Time Distribution

Stamford Emergency Communications

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	12089	94.9%	94.9%	4	0.6%	0.6%	2323	18.2%	18.2%	3758	95.6%	95.6%
<= 0m 20s	553	4.3%	99.2%	168	25.6%	26.2%	1557	12.2%	30.5%	42	1.1%	96.7%
<= 0m 30s	87	0.7%	99.9%	212	32.3%	58.5%	1326	10.4%	40.9%	122	3.1%	99.8%
<= 0m 40s	6	0.0%	100.0	93	14.2%	72.7%	1358	10.7%	51.5%	2	0.1%	99.8%
<= 0m 50s	1	0.0%	100.0	48	7.3%	80.0%	989	7.8%	59.3%	1	0.0%	99.8%
<= 1m 0s	1	0.0%	100.0	25	3.8%	83.8%	952	7.5%	66.8%	0	0.0%	99.8%
<= 1m 30s	1	0.0%	100.0	64	9.8%	93.6%	1869	14.7%	81.4%	0	0.0%	99.8%
<= 2m 0s	0	0.0%	100.0	21	3.2%	96.8%	888	7.0%	88.4%	1	0.0%	99.9%
<= 2m 30s	0	0.0%	100.0	8	1.2%	98.0%	499	3.9%	92.3%	0	0.0%	99.9%
<= 3m 0s	0	0.0%	100.0	6	0.9%	98.9%	267	2.1%	94.4%	0	0.0%	99.9%
<= 3m 30s	0	0.0%	100.0	6	0.9%	99.8%	155	1.2%	95.6%	0	0.0%	99.9%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	129	1.0%	96.7%	1	0.0%	99.9%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	79	0.6%	97.3%	0	0.0%	99.9%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	72	0.6%	97.8%	0	0.0%	99.9%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	91	0.7%	98.6%	1	0.0%	99.9%
<= 7m 0s	0	0.0%	100.0	1	0.2%	100.0	59	0.5%	99.0%	0	0.0%	99.9%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	35	0.3%	99.3%	0	0.0%	99.9%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.2%	99.5%	0	0.0%	99.9%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.1%	99.6%	0	0.0%	99.9%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.1%	99.7%	0	0.0%	99.9%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	99.8%	0	0.0%	99.9%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.9%	0	0.0%	99.9%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	99.9%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	99.9%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.9%	1	0.0%	99.9%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	99.9%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	1	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	100.0	1	0.0%	100.0
<b>Tot. Counts:</b>	12,738			656			12,738			3,931		

**Notes:**

Total Records Reported by this PSAP: 16669  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 16669

# Fractile 911 Call Response Time Distribution

Stonington Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1448	97.8%	97.8%	0	0.0%	0.0%	136	9.2%	9.2%	190	97.9%	97.9%
<= 0m 20s	28	1.9%	99.7%	68	28.8%	28.8%	167	11.3%	20.5%	1	0.5%	98.5%
<= 0m 30s	3	0.2%	99.9%	94	39.8%	68.6%	182	12.3%	32.8%	3	1.5%	100.0
<= 0m 40s	0	0.0%	99.9%	43	18.2%	86.9%	228	15.4%	48.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.9%	14	5.9%	92.8%	164	11.1%	59.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.9%	7	3.0%	95.8%	106	7.2%	66.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	99.9%	7	3.0%	98.7%	232	15.7%	82.1%	0	0.0%	100.0
<= 2m 0s	1	0.1%	100.0	1	0.4%	99.2%	95	6.4%	88.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.4%	99.6%	49	3.3%	91.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.4%	100.0	31	2.1%	93.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	19	1.3%	95.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	18	1.2%	96.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	11	0.7%	97.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	97.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	15	1.0%	98.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	99.1%	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	1	0.1%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,480			236			1,480			194		

**Notes:**

Total Records Reported by this PSAP: 1674  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1674

# Fractile 911 Call Response Time Distribution

Stratford Emergency Communications Center

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5254	98.1%	98.1%	0	0.0%	0.0%	588	11.0%	11.0%	744	91.7%	91.7%
<= 0m 20s	74	1.4%	99.5%	138	32.3%	32.3%	690	12.9%	23.9%	11	1.4%	93.1%
<= 0m 30s	21	0.4%	99.9%	152	35.6%	67.9%	638	11.9%	35.8%	19	2.3%	95.4%
<= 0m 40s	2	0.0%	99.9%	61	14.3%	82.2%	567	10.6%	46.4%	0	0.0%	95.4%
<= 0m 50s	0	0.0%	99.9%	31	7.3%	89.5%	401	7.5%	53.9%	0	0.0%	95.4%
<= 1m 0s	0	0.0%	99.9%	11	2.6%	92.0%	373	7.0%	60.8%	0	0.0%	95.4%
<= 1m 30s	0	0.0%	99.9%	16	3.7%	95.8%	772	14.4%	75.2%	0	0.0%	95.4%
<= 2m 0s	0	0.0%	99.9%	5	1.2%	97.0%	488	9.1%	84.4%	1	0.1%	95.6%
<= 2m 30s	0	0.0%	99.9%	6	1.4%	98.4%	328	6.1%	90.5%	0	0.0%	95.6%
<= 3m 0s	0	0.0%	99.9%	1	0.2%	98.6%	183	3.4%	93.9%	0	0.0%	95.6%
<= 3m 30s	0	0.0%	99.9%	0	0.0%	98.6%	94	1.8%	95.6%	0	0.0%	95.6%
<= 4m 0s	0	0.0%	99.9%	0	0.0%	98.6%	65	1.2%	96.9%	0	0.0%	95.6%
<= 4m 30s	0	0.0%	99.9%	0	0.0%	98.6%	38	0.7%	97.6%	0	0.0%	95.6%
<= 5m 0s	0	0.0%	99.9%	1	0.2%	98.8%	24	0.4%	98.0%	0	0.0%	95.6%
<= 6m 0s	0	0.0%	99.9%	0	0.0%	98.8%	43	0.8%	98.8%	0	0.0%	95.6%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	98.8%	19	0.4%	99.2%	0	0.0%	95.6%
<= 8m 0s	0	0.0%	99.9%	1	0.2%	99.1%	14	0.3%	99.4%	0	0.0%	95.6%
<= 9m 0s	0	0.0%	99.9%	0	0.0%	99.1%	12	0.2%	99.7%	0	0.0%	95.6%
<= 10m 0s	0	0.0%	99.9%	0	0.0%	99.1%	3	0.1%	99.7%	0	0.0%	95.6%
<= 11m 0s	0	0.0%	99.9%	0	0.0%	99.1%	2	0.0%	99.8%	0	0.0%	95.6%
<= 12m 0s	0	0.0%	99.9%	0	0.0%	99.1%	2	0.0%	99.8%	0	0.0%	95.6%
<= 13m 0s	0	0.0%	99.9%	0	0.0%	99.1%	2	0.0%	99.8%	0	0.0%	95.6%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	99.1%	0	0.0%	99.8%	0	0.0%	95.6%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	99.1%	0	0.0%	99.8%	0	0.0%	95.6%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	99.1%	0	0.0%	99.8%	0	0.0%	95.6%
<= 17m 0s	0	0.0%	99.9%	0	0.0%	99.1%	0	0.0%	99.8%	0	0.0%	95.6%
<= 18m 0s	0	0.0%	99.9%	0	0.0%	99.1%	0	0.0%	99.8%	0	0.0%	95.6%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	99.1%	0	0.0%	99.8%	0	0.0%	95.6%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	99.1%	0	0.0%	99.8%	0	0.0%	95.6%
>= 20m 0s	4	0.1%	100.0	0	0.0%	99.1%	0	0.0%	99.8%	8	1.0%	96.5%
<b>Tot. Counts:</b>	5,355			423			5,346			783		

**Notes:**

Total Records Reported by this PSAP: 6166  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 6166

# Fractile 911 Call Response Time Distribution

Suffield Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	779	93.4%	93.4%	0	0.0%	0.0%	52	6.2%	6.2%	87	92.6%	92.6%
<= 0m 20s	50	6.0%	99.4%	20	14.9%	14.9%	72	8.6%	14.9%	1	1.1%	93.6%
<= 0m 30s	5	0.6%	100.0	42	31.3%	46.3%	121	14.5%	29.4%	6	6.4%	100.0
<= 0m 40s	0	0.0%	100.0	33	24.6%	70.9%	143	17.1%	46.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	14	10.4%	81.3%	110	13.2%	59.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	5.2%	86.6%	63	7.6%	67.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	13	9.7%	96.3%	147	17.6%	84.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	96.3%	49	5.9%	90.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.7%	97.0%	15	1.8%	92.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	1.5%	98.5%	15	1.8%	94.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.5%	11	1.3%	95.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.7%	99.3%	8	1.0%	96.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.3%	7	0.8%	97.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.3%	3	0.4%	97.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.3%	4	0.5%	98.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.7%	100.0	2	0.2%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	98.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.2%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	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%	99.8%	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>	834			134			834			94		

**Notes:**

Total Records Reported by this PSAP: 928  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 928

# Fractile 911 Call Response Time Distribution

Thomaston Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	431	95.1%	95.1%	0	0.0%	0.0%	16	3.5%	3.5%	29	96.7%	96.7%
<= 0m 20s	17	3.8%	98.9%	4	6.2%	6.2%	41	9.1%	12.6%	0	0.0%	96.7%
<= 0m 30s	4	0.9%	99.8%	21	32.3%	38.5%	48	10.6%	23.2%	1	3.3%	100.0
<= 0m 40s	1	0.2%	100.0	20	30.8%	69.2%	50	11.0%	34.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	10	15.4%	84.6%	64	14.1%	48.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	7.7%	92.3%	41	9.1%	57.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	2	3.1%	95.4%	110	24.3%	81.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	3.1%	98.5%	36	7.9%	89.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	1.5%	100.0	14	3.1%	92.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	15	3.3%	96.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.9%	96.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	4	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%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.7%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	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>	453			65			453			30		

**Notes:**

Total Records Reported by this PSAP: 483  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 483

# Fractile 911 Call Response Time Distribution

Tolland County Mutual Aid Dispatch Center

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7497	97.4%	97.4%	28	0.8%	0.8%	634	8.2%	8.2%	764	97.0%	97.0%
<= 0m 20s	185	2.4%	99.8%	1077	31.3%	32.1%	860	11.2%	19.4%	11	1.4%	98.4%
<= 0m 30s	16	0.2%	100.0	1279	37.2%	69.3%	1480	19.2%	38.6%	13	1.6%	100.0
<= 0m 40s	1	0.0%	100.0	626	18.2%	87.5%	1697	22.0%	60.7%	0	0.0%	100.0
<= 0m 50s	1	0.0%	100.0	196	5.7%	93.2%	1019	13.2%	73.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	96	2.8%	96.0%	600	7.8%	81.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	96	2.8%	98.8%	855	11.1%	92.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	22	0.6%	99.4%	249	3.2%	96.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	9	0.3%	99.7%	96	1.2%	97.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	0.1%	99.8%	70	0.9%	98.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	4	0.1%	99.9%	41	0.5%	98.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.9%	16	0.2%	98.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	19	0.2%	99.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.0%	99.9%	7	0.1%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	2	0.1%	100.0	21	0.3%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.2%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.2%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	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	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>	7,700			3,440			7,700			788		

**Notes:**

Total Records Reported by this PSAP: 8488  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 8488

# Fractile 911 Call Response Time Distribution

Torrington Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3094	99.3%	99.3%	1	0.1%	0.1%	165	5.3%	5.3%	250	100.0%	100.0%
<= 0m 20s	18	0.6%	99.9%	499	47.8%	47.9%	198	6.4%	11.7%	0	0.0%	100.0%
<= 0m 30s	3	0.1%	100.0%	319	30.6%	78.4%	247	7.9%	19.6%	0	0.0%	100.0%
<= 0m 40s	0	0.0%	100.0%	129	12.4%	90.8%	286	9.2%	28.8%	0	0.0%	100.0%
<= 0m 50s	0	0.0%	100.0%	50	4.8%	95.6%	221	7.1%	35.9%	0	0.0%	100.0%
<= 1m 0s	0	0.0%	100.0%	16	1.5%	97.1%	219	7.0%	42.9%	0	0.0%	100.0%
<= 1m 30s	0	0.0%	100.0%	21	2.0%	99.1%	668	21.4%	64.3%	0	0.0%	100.0%
<= 2m 0s	0	0.0%	100.0%	5	0.5%	99.6%	467	15.0%	79.3%	0	0.0%	100.0%
<= 2m 30s	0	0.0%	100.0%	2	0.2%	99.8%	239	7.7%	87.0%	0	0.0%	100.0%
<= 3m 0s	0	0.0%	100.0%	1	0.1%	99.9%	126	4.0%	91.0%	0	0.0%	100.0%
<= 3m 30s	0	0.0%	100.0%	0	0.0%	99.9%	79	2.5%	93.6%	0	0.0%	100.0%
<= 4m 0s	0	0.0%	100.0%	1	0.1%	100.0%	63	2.0%	95.6%	0	0.0%	100.0%
<= 4m 30s	0	0.0%	100.0%	0	0.0%	100.0%	31	1.0%	96.6%	0	0.0%	100.0%
<= 5m 0s	0	0.0%	100.0%	0	0.0%	100.0%	21	0.7%	97.3%	0	0.0%	100.0%
<= 6m 0s	0	0.0%	100.0%	0	0.0%	100.0%	26	0.8%	98.1%	0	0.0%	100.0%
<= 7m 0s	0	0.0%	100.0%	0	0.0%	100.0%	24	0.8%	98.9%	0	0.0%	100.0%
<= 8m 0s	0	0.0%	100.0%	0	0.0%	100.0%	15	0.5%	99.4%	0	0.0%	100.0%
<= 9m 0s	0	0.0%	100.0%	0	0.0%	100.0%	7	0.2%	99.6%	0	0.0%	100.0%
<= 10m 0s	0	0.0%	100.0%	0	0.0%	100.0%	3	0.1%	99.7%	0	0.0%	100.0%
<= 11m 0s	0	0.0%	100.0%	0	0.0%	100.0%	2	0.1%	99.7%	0	0.0%	100.0%
<= 12m 0s	0	0.0%	100.0%	0	0.0%	100.0%	2	0.1%	99.8%	0	0.0%	100.0%
<= 13m 0s	0	0.0%	100.0%	0	0.0%	100.0%	1	0.0%	99.8%	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%	2	0.1%	99.9%	0	0.0%	100.0%
<= 16m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	99.9%	0	0.0%	100.0%
<= 17m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	99.9%	0	0.0%	100.0%
<= 18m 0s	0	0.0%	100.0%	0	0.0%	100.0%	1	0.0%	100.0%	0	0.0%	100.0%
<= 19m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 20m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
>= 20m 0s	0	0.0%	100.0%	0	0.0%	100.0%	1	0.0%	100.0%	0	0.0%	100.0%
<b>Tot. Counts:</b>	3,115			1,044			3,115			250		

**Notes:**

Total Records Reported by this PSAP: 3365  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 3365

# Fractile 911 Call Response Time Distribution

Trumbull Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2152	99.3%	99.3%	0	0.0%	0.0%	156	7.2%	7.2%	361	100.0%	100.0%
<= 0m 20s	15	0.7%	100.0	19	11.9%	11.9%	192	8.9%	16.1%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	61	38.4%	50.3%	214	9.9%	25.9%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	39	24.5%	74.8%	235	10.8%	36.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	18	11.3%	86.2%	154	7.1%	43.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	3.8%	89.9%	136	6.3%	50.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	14	8.8%	98.7%	311	14.4%	64.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.3%	100.0	288	13.3%	77.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	198	9.1%	86.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	121	5.6%	92.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	68	3.1%	95.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.9%	96.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	16	0.7%	97.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.7%	98.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.7%	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	7	0.3%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	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>	2,167			159			2,167			361		

**Notes:**

Total Records Reported by this PSAP: 2528  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 2528

# Fractile 911 Call Response Time Distribution

UCONN Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1895	98.8%	98.8%	0	0.0%	0.0%	474	24.7%	24.7%	172	96.1%	96.1%
<= 0m 20s	17	0.9%	99.7%	12	8.3%	8.3%	542	28.3%	53.0%	3	1.7%	97.8%
<= 0m 30s	1	0.1%	99.7%	55	37.9%	46.2%	233	12.1%	65.1%	2	1.1%	98.9%
<= 0m 40s	0	0.0%	99.7%	41	28.3%	74.5%	169	8.8%	73.9%	0	0.0%	98.9%
<= 0m 50s	0	0.0%	99.7%	15	10.3%	84.8%	105	5.5%	79.4%	0	0.0%	98.9%
<= 1m 0s	0	0.0%	99.7%	6	4.1%	89.0%	82	4.3%	83.7%	0	0.0%	98.9%
<= 1m 30s	0	0.0%	99.7%	11	7.6%	96.6%	112	5.8%	89.5%	0	0.0%	98.9%
<= 2m 0s	0	0.0%	99.7%	2	1.4%	97.9%	46	2.4%	91.9%	0	0.0%	98.9%
<= 2m 30s	0	0.0%	99.7%	1	0.7%	98.6%	30	1.6%	93.5%	0	0.0%	98.9%
<= 3m 0s	0	0.0%	99.7%	1	0.7%	99.3%	21	1.1%	94.6%	0	0.0%	98.9%
<= 3m 30s	0	0.0%	99.7%	1	0.7%	100.0	22	1.1%	95.7%	0	0.0%	98.9%
<= 4m 0s	0	0.0%	99.7%	0	0.0%	100.0	13	0.7%	96.4%	0	0.0%	98.9%
<= 4m 30s	0	0.0%	99.7%	0	0.0%	100.0	7	0.4%	96.8%	0	0.0%	98.9%
<= 5m 0s	0	0.0%	99.7%	0	0.0%	100.0	5	0.3%	97.0%	0	0.0%	98.9%
<= 6m 0s	0	0.0%	99.7%	0	0.0%	100.0	12	0.6%	97.7%	0	0.0%	98.9%
<= 7m 0s	0	0.0%	99.7%	0	0.0%	100.0	11	0.6%	98.2%	0	0.0%	98.9%
<= 8m 0s	0	0.0%	99.7%	0	0.0%	100.0	8	0.4%	98.6%	0	0.0%	98.9%
<= 9m 0s	0	0.0%	99.7%	0	0.0%	100.0	4	0.2%	98.9%	0	0.0%	98.9%
<= 10m 0s	0	0.0%	99.7%	0	0.0%	100.0	8	0.4%	99.3%	0	0.0%	98.9%
<= 11m 0s	0	0.0%	99.7%	0	0.0%	100.0	4	0.2%	99.5%	0	0.0%	98.9%
<= 12m 0s	0	0.0%	99.7%	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	98.9%
<= 13m 0s	0	0.0%	99.7%	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	98.9%
<= 14m 0s	0	0.0%	99.7%	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	98.9%
<= 15m 0s	0	0.0%	99.7%	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	98.9%
<= 16m 0s	0	0.0%	99.7%	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	98.9%
<= 17m 0s	0	0.0%	99.7%	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	98.9%
<= 18m 0s	0	0.0%	99.7%	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	98.9%
<= 19m 0s	0	0.0%	99.7%	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	98.9%
<= 20m 0s	0	0.0%	99.7%	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	98.9%
>= 20m 0s	5	0.3%	100.0	0	0.0%	100.0	9	0.5%	100.0	2	1.1%	100.0
<b>Tot. Counts:</b>	1,918			145			1,918			179		

**Notes:**

Total Records Reported by this PSAP: 2097  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 2097

# Fractile 911 Call Response Time Distribution

Valley Shore Emergency Communications, Inc.

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	8223	98.1%	98.1%	22	0.4%	0.4%	714	8.5%	8.5%	944	98.3%	98.3%
<= 0m 20s	130	1.6%	99.7%	1113	22.4%	22.8%	918	11.0%	19.5%	8	0.8%	99.2%
<= 0m 30s	28	0.3%	100.0	2230	44.9%	67.7%	1309	15.6%	35.1%	8	0.8%	100.0
<= 0m 40s	0	0.0%	100.0	1036	20.8%	88.5%	1980	23.6%	58.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	306	6.2%	94.7%	1160	13.8%	72.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	108	2.2%	96.8%	749	8.9%	81.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	116	2.3%	99.2%	969	11.6%	93.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	27	0.5%	99.7%	318	3.8%	96.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	6	0.1%	99.8%	109	1.3%	98.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.0%	99.9%	58	0.7%	98.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	5	0.1%	100.0	29	0.3%	99.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.0%	100.0	11	0.1%	99.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	18	0.2%	99.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.1%	99.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	8,381			4,972			8,381			960		

**Notes:**

Total Records Reported by this PSAP: 9341  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 9341

# Fractile 911 Call Response Time Distribution

Vernon Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2387	98.0%	98.0%	5	0.6%	0.6%	202	8.3%	8.3%	261	97.8%	97.8%
<= 0m 20s	42	1.7%	99.7%	221	26.0%	26.6%	262	10.8%	19.0%	0	0.0%	97.8%
<= 0m 30s	6	0.2%	100.0	315	37.1%	63.7%	376	15.4%	34.5%	6	2.2%	100.0
<= 0m 40s	0	0.0%	100.0	173	20.4%	84.1%	405	16.6%	51.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	64	7.5%	91.6%	292	12.0%	63.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	24	2.8%	94.5%	213	8.7%	71.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	30	3.5%	98.0%	342	14.0%	85.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	11	1.3%	99.3%	140	5.7%	91.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.2%	99.5%	71	2.9%	94.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.5%	41	1.7%	96.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.5%	22	0.9%	97.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.2%	99.8%	17	0.7%	97.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	11	0.5%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	9	0.4%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	15	0.6%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	5	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.0%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.0%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.5%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.5%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.0%	99.6%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.6%	0	0.0%	100.0
<= 16m 0s	1	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.6%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.0%	99.6%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.6%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.6%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.6%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	2	0.2%	100.0	9	0.4%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,436			849			2,436			267		

**Notes:**

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

# Fractile 911 Call Response Time Distribution

Wallingford Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2725	99.6%	99.6%	0	0.0%	0.0%	224	8.2%	8.2%	313	98.4%	98.4%
<= 0m 20s	9	0.3%	99.9%	51	33.3%	33.3%	326	11.9%	20.1%	0	0.0%	98.4%
<= 0m 30s	0	0.0%	99.9%	52	34.0%	67.3%	323	11.8%	31.9%	2	0.6%	99.1%
<= 0m 40s	0	0.0%	99.9%	25	16.3%	83.7%	331	12.1%	44.0%	0	0.0%	99.1%
<= 0m 50s	0	0.0%	99.9%	12	7.8%	91.5%	312	11.4%	55.4%	0	0.0%	99.1%
<= 1m 0s	0	0.0%	99.9%	5	3.3%	94.8%	231	8.4%	63.9%	0	0.0%	99.1%
<= 1m 30s	0	0.0%	99.9%	4	2.6%	97.4%	541	19.8%	83.6%	0	0.0%	99.1%
<= 2m 0s	0	0.0%	99.9%	1	0.7%	98.0%	231	8.4%	92.1%	0	0.0%	99.1%
<= 2m 30s	0	0.0%	99.9%	0	0.0%	98.0%	103	3.8%	95.8%	0	0.0%	99.1%
<= 3m 0s	0	0.0%	99.9%	0	0.0%	98.0%	47	1.7%	97.6%	0	0.0%	99.1%
<= 3m 30s	0	0.0%	99.9%	2	1.3%	99.3%	11	0.4%	98.0%	0	0.0%	99.1%
<= 4m 0s	0	0.0%	99.9%	1	0.7%	100.0	16	0.6%	98.5%	0	0.0%	99.1%
<= 4m 30s	0	0.0%	99.9%	0	0.0%	100.0	14	0.5%	99.0%	0	0.0%	99.1%
<= 5m 0s	0	0.0%	99.9%	0	0.0%	100.0	5	0.2%	99.2%	0	0.0%	99.1%
<= 6m 0s	2	0.1%	100.0	0	0.0%	100.0	6	0.2%	99.5%	0	0.0%	99.1%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.6%	0	0.0%	99.1%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	99.1%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	99.1%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.1%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	1	0.3%	99.4%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	99.4%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.4%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	2	0.6%	100.0
<b>Tot. Counts:</b>	2,736			153			2,736			318		

**Notes:**

Total Records Reported by this PSAP: 3054  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 3054

# Fractile 911 Call Response Time Distribution

Waterbury Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	13822	89.4%	89.4%	1	0.3%	0.3%	1169	7.6%	7.6%	2201	89.7%	89.7%
<= 0m 20s	1353	8.7%	98.1%	75	21.2%	21.5%	1317	8.5%	16.1%	84	3.4%	93.1%
<= 0m 30s	234	1.5%	99.6%	102	28.9%	50.4%	1363	8.8%	24.9%	166	6.8%	99.9%
<= 0m 40s	35	0.2%	99.9%	62	17.6%	68.0%	1363	8.8%	33.7%	2	0.1%	100.0
<= 0m 50s	11	0.1%	99.9%	39	11.0%	79.0%	1045	6.8%	40.5%	0	0.0%	100.0
<= 1m 0s	5	0.0%	100.0	20	5.7%	84.7%	950	6.1%	46.6%	0	0.0%	100.0
<= 1m 30s	3	0.0%	100.0	27	7.6%	92.4%	2452	15.9%	62.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	14	4.0%	96.3%	1758	11.4%	73.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	7	2.0%	98.3%	1096	7.1%	80.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.3%	98.6%	703	4.5%	85.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.6%	99.2%	613	4.0%	89.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.2%	457	3.0%	92.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	2	0.6%	99.7%	311	2.0%	94.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.7%	224	1.4%	95.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.3%	100.0	251	1.6%	97.5%	0	0.0%	100.0
<= 7m 0s	1	0.0%	100.0	0	0.0%	100.0	119	0.8%	98.2%	1	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	80	0.5%	98.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	56	0.4%	99.1%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	42	0.3%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	32	0.2%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.1%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.1%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	15,464			353			15,464			2,454		

**Notes:**

Total Records Reported by this PSAP: 17918  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 17918

# Fractile 911 Call Response Time Distribution

Waterford Emergency Communications Center

For Date Range From 7/1/2008 To 9/30/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2183	99.0%	99.0%	0	0.0%	0.0%	185	8.4%	8.4%	324	98.8%	98.8%
<= 0m 20s	22	1.0%	100.0	81	19.2%	19.2%	251	11.4%	19.8%	3	0.9%	99.7%
<= 0m 30s	1	0.0%	100.0	210	49.8%	69.0%	341	15.5%	35.2%	1	0.3%	100.0
<= 0m 40s	0	0.0%	100.0	82	19.4%	88.4%	363	16.5%	51.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	27	6.4%	94.8%	265	12.0%	63.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	1.4%	96.2%	205	9.3%	73.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	2.4%	98.6%	307	13.9%	86.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.7%	99.3%	113	5.1%	92.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.5%	44	2.0%	94.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.8%	34	1.5%	95.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	14	0.6%	96.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	100.0	22	1.0%	97.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	17	0.8%	98.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.6%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.7%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	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	5	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	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,206			422			2,206			328		

**Notes:**

Total Records Reported by this PSAP: 2534  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 2534

# Fractile 911 Call Response Time Distribution

Watertown Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1527	99.4%	99.4%	0	0.0%	0.0%	147	9.6%	9.6%	255	99.2%	99.2%
<= 0m 20s	7	0.5%	99.9%	47	20.5%	20.5%	176	11.5%	21.0%	1	0.4%	99.6%
<= 0m 30s	2	0.1%	100.0	96	41.9%	62.4%	205	13.3%	34.4%	1	0.4%	100.0
<= 0m 40s	0	0.0%	100.0	44	19.2%	81.7%	211	13.7%	48.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	17	7.4%	89.1%	174	11.3%	59.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	4.8%	93.9%	149	9.7%	69.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	4.4%	98.3%	216	14.1%	83.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.9%	99.1%	91	5.9%	89.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.1%	51	3.3%	92.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.1%	23	1.5%	93.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.9%	100.0	24	1.6%	95.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.8%	96.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	16	1.0%	97.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.8%	98.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.7%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	1,536			229			1,536			257		

**Notes:**

Total Records Reported by this PSAP: 1793  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1793

# Fractile 911 Call Response Time Distribution

West Hartford Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4594	99.2%	99.2%	4	0.7%	0.7%	509	11.0%	11.0%	585	99.0%	99.0%
<= 0m 20s	33	0.7%	99.9%	48	7.9%	8.6%	635	13.7%	24.7%	3	0.5%	99.5%
<= 0m 30s	3	0.1%	100.0	109	18.0%	26.5%	620	13.4%	38.1%	3	0.5%	100.0
<= 0m 40s	0	0.0%	100.0	121	19.9%	46.5%	607	13.1%	51.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	94	15.5%	61.9%	422	9.1%	60.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	65	10.7%	72.7%	341	7.4%	67.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	129	21.3%	93.9%	588	12.7%	80.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	23	3.8%	97.7%	255	5.5%	85.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	8	1.3%	99.0%	140	3.0%	88.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.5%	99.5%	77	1.7%	90.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.7%	76	1.6%	92.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.8%	65	1.4%	93.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	62	1.3%	95.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	73	1.6%	96.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	77	1.7%	98.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	33	0.7%	98.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.5%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	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	3	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	4,630			607			4,630			591		

**Notes:**

Total Records Reported by this PSAP: 5221  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 5221

# Fractile 911 Call Response Time Distribution

West Haven E.R.S. 911 Center

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6788	99.4%	99.4%	45	7.5%	7.5%	692	10.1%	10.1%	827	99.9%	99.9%
<= 0m 20s	42	0.6%	100.0	225	37.3%	44.7%	933	13.7%	23.8%	1	0.1%	100.0
<= 0m 30s	0	0.0%	100.0	184	30.5%	75.2%	1014	14.8%	38.6%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	89	14.7%	89.9%	979	14.3%	53.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	26	4.3%	94.2%	721	10.6%	63.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	10	1.7%	95.9%	563	8.2%	71.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	15	2.5%	98.3%	1009	14.8%	86.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	1.0%	99.3%	459	6.7%	93.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.5%	99.8%	175	2.6%	95.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	100.0	99	1.4%	97.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	57	0.8%	98.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	30	0.4%	98.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	31	0.5%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.2%	99.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.2%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.2%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	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>	6,830			604			6,830			828		

**Notes:**

Total Records Reported by this PSAP: 7658  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 7658

# Fractile 911 Call Response Time Distribution

Weston Communications

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	562	96.9%	96.9%	0	0.0%	0.0%	93	16.0%	16.0%	98	98.0%	98.0%
<= 0m 20s	17	2.9%	99.8%	16	34.0%	34.0%	105	18.1%	34.1%	1	1.0%	99.0%
<= 0m 30s	1	0.2%	100.0	12	25.5%	59.6%	86	14.8%	49.0%	1	1.0%	100.0
<= 0m 40s	0	0.0%	100.0	9	19.1%	78.7%	92	15.9%	64.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	3	6.4%	85.1%	56	9.7%	74.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	8.5%	93.6%	47	8.1%	82.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	1	2.1%	95.7%	51	8.8%	91.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	95.7%	22	3.8%	95.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	2.1%	97.9%	7	1.2%	96.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	97.9%	5	0.9%	97.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	97.9%	3	0.5%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	97.9%	2	0.3%	98.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	97.9%	2	0.3%	98.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	97.9%	1	0.2%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	97.9%	2	0.3%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	97.9%	1	0.2%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	2.1%	100.0	0	0.0%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	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%	99.7%	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	0.2%	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>	580			47			580			100		

**Notes:**

Total Records Reported by this PSAP: 680  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 680

# Fractile 911 Call Response Time Distribution

Westport Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2105	98.5%	98.5%	1	0.3%	0.3%	215	10.1%	10.1%	410	99.0%	99.0%
<= 0m 20s	32	1.5%	100.0	75	22.7%	23.0%	292	13.7%	23.7%	0	0.0%	99.0%
<= 0m 30s	0	0.0%	100.0	165	49.8%	72.8%	282	13.2%	36.9%	4	1.0%	100.0
<= 0m 40s	1	0.0%	100.0	51	15.4%	88.2%	352	16.5%	53.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	17	5.1%	93.4%	252	11.8%	65.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	10	3.0%	96.4%	180	8.4%	73.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	2.4%	98.8%	293	13.7%	87.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.9%	99.7%	121	5.7%	92.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.7%	55	2.6%	95.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.7%	23	1.1%	96.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.3%	100.0	12	0.6%	97.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.6%	97.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	10	0.5%	98.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.6%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	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	4	0.2%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,138			331			2,138			414		

**Notes:**

Total Records Reported by this PSAP: 2552  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 2552

# Fractile 911 Call Response Time Distribution

Wethersfield Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2199	98.4%	98.4%	0	0.0%	0.0%	195	8.7%	8.7%	330	99.7%	99.7%
<= 0m 20s	30	1.3%	99.8%	140	21.9%	21.9%	287	12.8%	21.6%	1	0.3%	100.0
<= 0m 30s	5	0.2%	100.0	179	28.0%	49.8%	377	16.9%	38.5%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	135	21.1%	70.9%	369	16.5%	55.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	74	11.6%	82.5%	256	11.5%	66.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	45	7.0%	89.5%	176	7.9%	74.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	53	8.3%	97.8%	341	15.3%	89.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	9	1.4%	99.2%	116	5.2%	94.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	5	0.8%	100.0	35	1.6%	96.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	23	1.0%	97.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	13	0.6%	97.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	98.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.5%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	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	1	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	2,234			640			2,234			331		

**Notes:**

Total Records Reported by this PSAP: 2565  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 2565

# Fractile 911 Call Response Time Distribution

Willimantic Switchboard Fire Chiefs Assoc.

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3568	99.0%	99.0%	3	0.4%	0.4%	478	13.3%	13.3%	555	98.6%	98.6%
<= 0m 20s	33	0.9%	99.9%	175	21.6%	22.0%	482	13.4%	26.6%	6	1.1%	99.6%
<= 0m 30s	4	0.1%	100.0	316	39.1%	61.1%	507	14.1%	40.7%	2	0.4%	100.0
<= 0m 40s	0	0.0%	100.0	175	21.6%	82.7%	578	16.0%	56.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	70	8.7%	91.3%	426	11.8%	68.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	30	3.7%	95.1%	286	7.9%	76.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	31	3.8%	98.9%	460	12.8%	89.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	7	0.9%	99.8%	162	4.5%	93.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.1%	99.9%	85	2.4%	96.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.9%	38	1.1%	97.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	100.0	24	0.7%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	22	0.6%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	17	0.5%	98.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.3%	99.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.4%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	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>	3,605			809			3,605			563		

**Notes:**

Total Records Reported by this PSAP: 4168  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 4168

# Fractile 911 Call Response Time Distribution

Wilton Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1269	98.1%	98.1%	0	0.0%	0.0%	126	9.7%	9.7%	224	99.1%	99.1%
<= 0m 20s	22	1.7%	99.8%	21	13.9%	13.9%	173	13.4%	23.1%	0	0.0%	99.1%
<= 0m 30s	2	0.2%	100.0	56	37.1%	51.0%	178	13.8%	36.9%	2	0.9%	100.0
<= 0m 40s	0	0.0%	100.0	36	23.8%	74.8%	172	13.3%	50.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	15	9.9%	84.8%	133	10.3%	60.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	6.0%	90.7%	96	7.4%	67.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	4.6%	95.4%	174	13.5%	81.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	2.6%	98.0%	75	5.8%	87.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.7%	98.7%	50	3.9%	91.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	1.3%	100.0	25	1.9%	93.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	15	1.2%	94.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	19	1.5%	95.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	96.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.7%	96.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	15	1.2%	98.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	98.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.6%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	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>	1,293			151			1,293			226		

**Notes:**

Total Records Reported by this PSAP: 1882  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1882

# Fractile 911 Call Response Time Distribution

Windsor Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2119	98.3%	98.3%	0	0.0%	0.0%	155	7.2%	7.2%	317	99.1%	99.1%
<= 0m 20s	34	1.6%	99.9%	51	23.7%	23.7%	236	11.0%	18.1%	0	0.0%	99.1%
<= 0m 30s	2	0.1%	100.0	77	35.8%	59.5%	242	11.2%	29.4%	3	0.9%	100.0
<= 0m 40s	0	0.0%	100.0	45	20.9%	80.5%	286	13.3%	42.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	23	10.7%	91.2%	207	9.6%	52.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	3.3%	94.4%	189	8.8%	61.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	3.7%	98.1%	349	16.2%	77.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.4%	99.5%	211	9.8%	87.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.5%	96	4.5%	91.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.5%	54	2.5%	94.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.5%	40	1.9%	95.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.5%	100.0	19	0.9%	96.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	19	0.9%	97.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.5%	98.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.5%	98.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.4%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	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	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>	2,155			215			2,155			320		

**Notes:**

Total Records Reported by this PSAP: 2475  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 2475

# Fractile 911 Call Response Time Distribution

Windsor Locks Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	898	98.2%	98.2%	1	0.5%	0.5%	71	7.8%	7.8%	102	99.0%	99.0%
<= 0m 20s	15	1.6%	99.9%	3	1.5%	2.0%	105	11.5%	19.3%	1	1.0%	100.0
<= 0m 30s	1	0.1%	100.0	18	9.0%	11.0%	125	13.7%	32.9%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	25	12.5%	23.5%	104	11.4%	44.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	41	20.5%	44.0%	87	9.5%	53.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	37	18.5%	62.5%	90	9.8%	63.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	60	30.0%	92.5%	198	21.7%	85.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	11	5.5%	98.0%	74	8.1%	93.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.0%	99.0%	23	2.5%	96.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.5%	99.5%	11	1.2%	97.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.5%	5	0.5%	97.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.5%	4	0.4%	98.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.5%	4	0.4%	98.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.5%	100.0	4	0.4%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.7%	99.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	914			200			914			103		

**Notes:**

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

# Fractile 911 Call Response Time Distribution

Winsted Police Department

For Date Range From 7/1/2008 To 9/30/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	618	97.3%	97.3%	0	0.0%	0.0%	39	6.1%	6.1%	54	96.4%	96.4%
<= 0m 20s	14	2.2%	99.5%	0	0.0%	0.0%	36	5.7%	11.8%	1	1.8%	98.2%
<= 0m 30s	3	0.5%	100.0	9	25.7%	25.7%	52	8.2%	20.0%	1	1.8%	100.0
<= 0m 40s	0	0.0%	100.0	5	14.3%	40.0%	68	10.7%	30.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	4	11.4%	51.4%	57	9.0%	39.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	25.7%	77.1%	29	4.6%	44.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	3	8.6%	85.7%	93	14.6%	58.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	2.9%	88.6%	50	7.9%	66.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	5.7%	94.3%	31	4.9%	71.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	2.9%	97.1%	31	4.9%	76.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	97.1%	22	3.5%	80.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	97.1%	25	3.9%	83.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	97.1%	20	3.1%	87.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	2.9%	100.0	23	3.6%	90.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	21	3.3%	94.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	14	2.2%	96.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	1.4%	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	2	0.3%	98.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	99.2%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.4%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.5%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	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>	635			35			635			56		

**Notes:**

Total Records Reported by this PSAP: 691  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 691

# Fractile 911 Call Response Time Distribution

Wolcott Police Department

For Date Range From 7/1/2008 To 9/30/2008

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	914	95.8%	95.8%	0	0.0%	0.0%	125	13.1%	13.1%	149	96.8%	96.8%
<= 0m 20s	38	4.0%	99.8%	28	10.9%	10.9%	133	13.9%	27.0%	2	1.3%	98.1%
<= 0m 30s	2	0.2%	100.0	92	35.7%	46.5%	113	11.8%	38.9%	3	1.9%	100.0
<= 0m 40s	0	0.0%	100.0	76	29.5%	76.0%	150	15.7%	54.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	27	10.5%	86.4%	102	10.7%	65.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	16	6.2%	92.6%	59	6.2%	71.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	13	5.0%	97.7%	159	16.7%	88.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.2%	98.8%	45	4.7%	92.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.8%	99.6%	22	2.3%	95.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.6%	9	0.9%	96.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.4%	100.0	6	0.6%	96.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	97.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.7%	98.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<b>Tot. Counts:</b>	954			258			954			154		

**Notes:**

Total Records Reported by this PSAP: 1108  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 1108

# Fractile 911 Call Response Time Distribution

Woodbridge Police Department

For Date Range From 7/1/2008 To 9/30/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	804	96.8%	96.8%	0	0.0%	0.0%	46	5.5%	5.5%	85	98.8%	98.8%
<= 0m 20s	27	3.2%	100.0	29	20.9%	20.9%	65	7.8%	13.4%	0	0.0%	98.8%
<= 0m 30s	0	0.0%	100.0	62	44.6%	65.5%	74	8.9%	22.3%	1	1.2%	100.0
<= 0m 40s	0	0.0%	100.0	28	20.1%	85.6%	110	13.2%	35.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	11	7.9%	93.5%	79	9.5%	45.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	2.2%	95.7%	96	11.6%	56.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	2.9%	98.6%	177	21.3%	77.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.7%	99.3%	84	10.1%	88.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.3%	42	5.1%	93.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.3%	12	1.4%	94.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.3%	6	0.7%	95.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.7%	100.0	7	0.8%	96.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.7%	96.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.7%	97.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	1.0%	98.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.6%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	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>	831			139			831			86		

**Notes:**

Total Records Reported by this PSAP: 917  
 Number of Records not Processed due to Bad Data: 0  
 Total Records Analyzed: 917