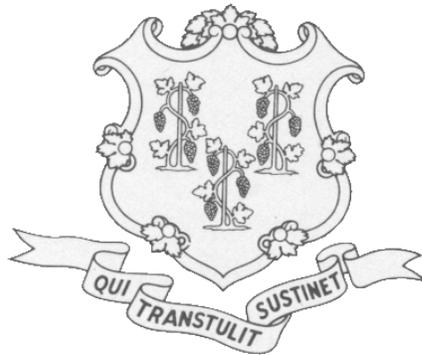


**Department of Public Safety
Office of Statewide Emergency Telecommunications**

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



July - September 2009

E9-1-1 TOTAL CALL COUNT REPORT 3rd QUARTER 2009

Executive Summary

All 107 PSAPs submitted an E9-1-1 Total Call Report for the third quarter of 2009

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.

- Putnam Police Department answered 89.6 % of 9-1-1 calls in ten seconds of receipt.
- Waterbury Police Department answered 89.5% of 9-1-1 calls in ten seconds of receipt.

The statewide average for the answering of 9-1-1 calls received in ten seconds by all PSAPs in the third quarter of 2009 is 95.8%.

Fractile 911 Call Response Time Distribution

-- ALL PSAPs - SUMMARY --

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	465001	95.8%	95.8%	6777	4.6%	4.6%	65141	13.4%	13.4%	74783	94.5%	94.5%
<= 0m 20s	17452	3.6%	99.4%	64433	43.4%	47.9%	69519	14.3%	27.7%	1334	1.7%	96.2%
<= 0m 30s	2669	0.5%	99.9%	42747	28.8%	76.7%	80251	16.5%	44.3%	2568	3.2%	99.4%
<= 0m 40s	138	0.0%	100.0	18253	12.3%	89.0%	68511	14.1%	58.4%	29	0.0%	99.5%
<= 0m 50s	43	0.0%	100.0	7030	4.7%	93.7%	42486	8.8%	67.1%	8	0.0%	99.5%
<= 1m 0s	28	0.0%	100.0	3497	2.4%	96.1%	30511	6.3%	73.4%	11	0.0%	99.5%
<= 1m 30s	29	0.0%	100.0	3939	2.7%	98.7%	56852	11.7%	85.1%	11	0.0%	99.5%
<= 2m 0s	4	0.0%	100.0	1029	0.7%	99.4%	27905	5.7%	90.9%	5	0.0%	99.5%
<= 2m 30s	6	0.0%	100.0	363	0.2%	99.7%	14655	3.0%	93.9%	4	0.0%	99.5%
<= 3m 0s	3	0.0%	100.0	179	0.1%	99.8%	8560	1.8%	95.7%	2	0.0%	99.5%
<= 3m 30s	0	0.0%	100.0	80	0.1%	99.9%	5311	1.1%	96.8%	1	0.0%	99.5%
<= 4m 0s	0	0.0%	100.0	57	0.0%	99.9%	3817	0.8%	97.5%	1	0.0%	99.5%
<= 4m 30s	0	0.0%	100.0	32	0.0%	99.9%	2619	0.5%	98.1%	1	0.0%	99.5%
<= 5m 0s	8	0.0%	100.0	23	0.0%	99.9%	1945	0.4%	98.5%	3	0.0%	99.5%
<= 6m 0s	0	0.0%	100.0	26	0.0%	100.0	2438	0.5%	99.0%	6	0.0%	99.5%
<= 7m 0s	6	0.0%	100.0	18	0.0%	100.0	1532	0.3%	99.3%	4	0.0%	99.6%
<= 8m 0s	0	0.0%	100.0	9	0.0%	100.0	1012	0.2%	99.5%	2	0.0%	99.6%
<= 9m 0s	2	0.0%	100.0	2	0.0%	100.0	701	0.1%	99.6%	3	0.0%	99.6%
<= 10m 0s	1	0.0%	100.0	3	0.0%	100.0	501	0.1%	99.8%	4	0.0%	99.6%
<= 11m 0s	0	0.0%	100.0	2	0.0%	100.0	330	0.1%	99.8%	8	0.0%	99.6%
<= 12m 0s	0	0.0%	100.0	2	0.0%	100.0	222	0.0%	99.9%	3	0.0%	99.6%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	134	0.0%	99.9%	3	0.0%	99.6%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	72	0.0%	99.9%	1	0.0%	99.6%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	63	0.0%	99.9%	5	0.0%	99.6%
<= 16m 0s	0	0.0%	100.0	2	0.0%	100.0	44	0.0%	99.9%	4	0.0%	99.6%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	39	0.0%	99.9%	1	0.0%	99.6%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	22	0.0%	99.9%	2	0.0%	99.6%
<= 19m 0s	2	0.0%	100.0	0	0.0%	100.0	23	0.0%	99.9%	1	0.0%	99.6%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.0%	100.0	3	0.0%	99.6%
>= 20m 0s	78	0.0%	100.0	31	0.0%	100.0	232	0.0%	100.0	253	0.3%	99.9%
Tot. Counts:	485,470			148,534			485,464			79,064		

Notes:

Fractile 911 Call Response Time Distribution

Ansonia Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1520	96.1%	96.1%	0	0.0%	0.0%	107	6.8%	6.8%	179	95.7%	95.7%
<= 0m 20s	57	3.6%	99.7%	77	14.6%	14.6%	166	10.5%	17.3%	4	2.1%	97.9%
<= 0m 30s	5	0.3%	100.0	118	22.4%	37.1%	214	13.5%	30.8%	4	2.1%	100.0
<= 0m 40s	0	0.0%	100.0	154	29.3%	66.3%	225	14.2%	45.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	76	14.4%	80.8%	234	14.8%	59.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	51	9.7%	90.5%	163	10.3%	70.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	36	6.8%	97.3%	251	15.9%	86.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	11	2.1%	99.4%	113	7.1%	93.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	99.8%	51	3.2%	96.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	18	1.1%	97.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	17	1.1%	98.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	5	0.3%	98.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	10	0.6%	99.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.1%	99.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	3	0.2%	99.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,582			526			1,582			187		

Notes:

Total Records Reported by this PSAP: 1769
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1769

Fractile 911 Call Response Time Distribution

Avon Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1182	96.7%	96.7%	1	0.2%	0.2%	95	7.8%	7.8%	183	96.8%	96.8%
<= 0m 20s	33	2.7%	99.4%	49	10.7%	10.9%	142	11.6%	19.4%	0	0.0%	96.8%
<= 0m 30s	7	0.6%	100.0	87	19.0%	29.9%	161	13.2%	32.6%	6	3.2%	100.0
<= 0m 40s	0	0.0%	100.0	70	15.3%	45.2%	172	14.1%	46.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	75	16.4%	61.6%	130	10.6%	57.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	79	17.2%	78.8%	139	11.4%	68.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	77	16.8%	95.6%	230	18.8%	87.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	14	3.1%	98.7%	72	5.9%	93.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.9%	99.6%	31	2.5%	95.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.6%	11	0.9%	96.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.6%	11	0.9%	97.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.6%	8	0.7%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.6%	4	0.3%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.6%	1	0.1%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	99.8%	9	0.7%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.1%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.8%	1	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	1	0.2%	100.0	4	0.3%	100.0	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,222			458			1,222			189		

Notes:

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

Fractile 911 Call Response Time Distribution

Berlin Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1316	95.6%	95.6%	1	0.2%	0.2%	66	4.8%	4.8%	181	95.3%	95.3%
<= 0m 20s	54	3.9%	99.6%	95	18.3%	18.5%	121	8.8%	13.6%	0	0.0%	95.3%
<= 0m 30s	4	0.3%	99.9%	165	31.9%	50.4%	139	10.1%	23.7%	9	4.7%	100.0
<= 0m 40s	2	0.1%	100.0	127	24.5%	74.9%	140	10.2%	33.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	56	10.8%	85.7%	127	9.2%	43.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	26	5.0%	90.7%	101	7.3%	50.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	32	6.2%	96.9%	219	15.9%	66.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	10	1.9%	98.8%	121	8.8%	75.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	99.2%	94	6.8%	82.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.2%	71	5.2%	87.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.4%	53	3.9%	91.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	43	3.1%	94.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	99.6%	22	1.6%	95.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.6%	18	1.3%	97.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	99.8%	9	0.7%	97.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	15	1.1%	98.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.2%	100.0	8	0.6%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	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	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	1	0.1%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	1,376			518			1,376			190		

Notes:

Total Records Reported by this PSAP: 1566
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1566

Fractile 911 Call Response Time Distribution

Bethel Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1313	99.6%	99.6%	0	0.0%	0.0%	105	8.0%	8.0%	241	99.2%	99.2%
<= 0m 20s	4	0.3%	99.9%	76	36.5%	36.5%	114	8.6%	16.6%	0	0.0%	99.2%
<= 0m 30s	1	0.1%	100.0	72	34.6%	71.2%	160	12.1%	28.8%	2	0.8%	100.0
<= 0m 40s	0	0.0%	100.0	32	15.4%	86.5%	212	16.1%	44.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	11	5.3%	91.8%	159	12.1%	56.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	3.4%	95.2%	113	8.6%	65.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	1.9%	97.1%	231	17.5%	83.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.0%	98.1%	103	7.8%	90.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	1.4%	99.5%	39	3.0%	93.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.5%	22	1.7%	95.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.5%	13	1.0%	96.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.5%	11	0.8%	97.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.5%	100.0	9	0.7%	98.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.8%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,318			208			1,318			243		

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

Bloomfield Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2630	97.8%	97.8%	303	28.4%	28.4%	365	13.6%	13.6%	480	98.2%	98.2%
<= 0m 20s	52	1.9%	99.8%	66	6.2%	34.6%	511	19.0%	32.6%	4	0.8%	99.0%
<= 0m 30s	6	0.2%	100.0	97	9.1%	43.7%	239	8.9%	41.5%	5	1.0%	100.0
<= 0m 40s	0	0.0%	100.0	122	11.4%	55.2%	230	8.6%	50.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	115	10.8%	65.9%	194	7.2%	57.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	99	9.3%	75.2%	170	6.3%	63.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	165	15.5%	90.7%	447	16.6%	80.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	67	6.3%	97.0%	241	9.0%	89.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	23	2.2%	99.2%	111	4.1%	93.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	6	0.6%	99.7%	54	2.0%	95.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.8%	29	1.1%	96.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.9%	33	1.2%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	17	0.6%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.1%	100.0	11	0.4%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.4%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,688			1,066			2,688			489		

Notes:

Total Records Reported by this PSAP: 3177
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 3177

Fractile 911 Call Response Time Distribution

Branford Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2288	99.7%	99.7%	0	0.0%	0.0%	161	7.0%	7.0%	238	99.6%	99.6%
<= 0m 20s	6	0.3%	100.0	46	21.6%	21.6%	179	7.8%	14.8%	1	0.4%	100.0
<= 0m 30s	1	0.0%	100.0	86	40.4%	62.0%	200	8.7%	23.5%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	34	16.0%	77.9%	241	10.5%	34.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	18	8.5%	86.4%	227	9.9%	43.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	2.3%	88.7%	185	8.1%	52.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	18	8.5%	97.2%	442	19.3%	71.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.9%	98.1%	267	11.6%	82.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.5%	98.6%	123	5.4%	88.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.5%	99.1%	77	3.4%	91.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.5%	99.5%	49	2.1%	93.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.5%	36	1.6%	95.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.5%	25	1.1%	96.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.5%	16	0.7%	97.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.5%	100.0	23	1.0%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.5%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.5%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.3%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,295			213			2,295			239		

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

Bridgeport Fire Headquarters

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	26782	96.4%	96.4%	2393	12.4%	12.4%	5119	18.4%	18.4%	3730	98.6%	98.6%
<= 0m 20s	954	3.4%	99.9%	10300	53.5%	65.9%	6780	24.4%	42.8%	24	0.6%	99.3%
<= 0m 30s	36	0.1%	100.0	4244	22.0%	87.9%	6695	24.1%	66.9%	21	0.6%	99.8%
<= 0m 40s	2	0.0%	100.0	1468	7.6%	95.5%	4225	15.2%	82.2%	0	0.0%	99.8%
<= 0m 50s	1	0.0%	100.0	443	2.3%	97.8%	1932	7.0%	89.1%	0	0.0%	99.8%
<= 1m 0s	0	0.0%	100.0	190	1.0%	98.8%	1011	3.6%	92.8%	0	0.0%	99.8%
<= 1m 30s	0	0.0%	100.0	184	1.0%	99.8%	1310	4.7%	97.5%	0	0.0%	99.8%
<= 2m 0s	0	0.0%	100.0	31	0.2%	99.9%	412	1.5%	99.0%	0	0.0%	99.8%
<= 2m 30s	0	0.0%	100.0	8	0.0%	100.0	158	0.6%	99.5%	0	0.0%	99.8%
<= 3m 0s	0	0.0%	100.0	2	0.0%	100.0	63	0.2%	99.7%	0	0.0%	99.8%
<= 3m 30s	0	0.0%	100.0	1	0.0%	100.0	32	0.1%	99.9%	0	0.0%	99.8%
<= 4m 0s	0	0.0%	100.0	1	0.0%	100.0	13	0.0%	99.9%	1	0.0%	99.8%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	99.9%	0	0.0%	99.8%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	100.0	0	0.0%	99.8%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.0%	100.0	0	0.0%	99.8%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	1	0.0%	99.9%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	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	1	0.0%	100.0	0	0.0%	99.9%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	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	1	0.0%	99.9%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	100.0
Tot. Counts:	27,775			19,265			27,775			3,782		

Notes:

Total Records Reported by this PSAP: 31557
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 31557

Fractile 911 Call Response Time Distribution

Bristol Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5205	99.6%	99.6%	0	0.0%	0.0%	373	7.1%	7.1%	687	99.4%	99.4%
<= 0m 20s	21	0.4%	100.0	19	15.8%	15.8%	515	9.9%	17.0%	1	0.1%	99.6%
<= 0m 30s	1	0.0%	100.0	32	26.7%	42.5%	488	9.3%	26.3%	0	0.0%	99.6%
<= 0m 40s	0	0.0%	100.0	29	24.2%	66.7%	498	9.5%	35.9%	0	0.0%	99.6%
<= 0m 50s	0	0.0%	100.0	13	10.8%	77.5%	402	7.7%	43.5%	0	0.0%	99.6%
<= 1m 0s	0	0.0%	100.0	15	12.5%	90.0%	346	6.6%	50.2%	0	0.0%	99.6%
<= 1m 30s	0	0.0%	100.0	5	4.2%	94.2%	842	16.1%	66.3%	1	0.1%	99.7%
<= 2m 0s	0	0.0%	100.0	4	3.3%	97.5%	452	8.6%	74.9%	0	0.0%	99.7%
<= 2m 30s	0	0.0%	100.0	1	0.8%	98.3%	326	6.2%	81.2%	0	0.0%	99.7%
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.3%	304	5.8%	87.0%	0	0.0%	99.7%
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.3%	196	3.7%	90.7%	0	0.0%	99.7%
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.3%	132	2.5%	93.2%	0	0.0%	99.7%
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.3%	84	1.6%	94.9%	0	0.0%	99.7%
<= 5m 0s	0	0.0%	100.0	0	0.0%	98.3%	55	1.1%	95.9%	0	0.0%	99.7%
<= 6m 0s	0	0.0%	100.0	1	0.8%	99.2%	75	1.4%	97.3%	0	0.0%	99.7%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.2%	47	0.9%	98.2%	0	0.0%	99.7%
<= 8m 0s	0	0.0%	100.0	1	0.8%	100.0	30	0.6%	98.8%	0	0.0%	99.7%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.3%	99.1%	0	0.0%	99.7%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.4%	99.5%	0	0.0%	99.7%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.2%	99.8%	0	0.0%	99.7%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	99.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	1	0.1%	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	1	0.0%	99.9%	0	0.0%	99.9%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.9%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	1	0.1%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	5,227			120			5,227			691		

Notes:

Total Records Reported by this PSAP: 5918
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 5918

Fractile 911 Call Response Time Distribution

Brookfield Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1050	99.8%	99.8%	0	0.0%	0.0%	49	4.7%	4.7%	97	100.0	100.0
<= 0m 20s	0	0.0%	99.8%	30	20.4%	20.4%	99	9.4%	14.1%	0	0.0%	100.0
<= 0m 30s	2	0.2%	100.0	70	47.6%	68.0%	136	12.9%	27.0%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	21	14.3%	82.3%	178	16.9%	43.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	10	6.8%	89.1%	137	13.0%	56.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	4.1%	93.2%	105	10.0%	66.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	4.1%	97.3%	190	18.1%	85.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.4%	98.6%	77	7.3%	92.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.6%	25	2.4%	94.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.7%	99.3%	15	1.4%	96.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.7%	100.0	16	1.5%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	98.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,052			147			1,052			97		

Notes:

Total Records Reported by this PSAP: 1149
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1149

Fractile 911 Call Response Time Distribution

Canton Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	642	95.5%	95.5%	0	0.0%	0.0%	69	10.3%	10.3%	101	87.8%	87.8%
<= 0m 20s	24	3.6%	99.1%	6	3.8%	3.8%	69	10.3%	20.5%	3	2.6%	90.4%
<= 0m 30s	6	0.9%	100.0	17	10.8%	14.6%	64	9.5%	30.1%	11	9.6%	100.0
<= 0m 40s	0	0.0%	100.0	21	13.3%	27.8%	58	8.6%	38.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	26	16.5%	44.3%	50	7.4%	46.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	27	17.1%	61.4%	46	6.8%	53.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	42	26.6%	88.0%	134	19.9%	72.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	9	5.7%	93.7%	88	13.1%	86.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	7	4.4%	98.1%	31	4.6%	90.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	1.9%	100.0	17	2.5%	93.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	11	1.6%	94.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	11	1.6%	96.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	9	1.3%	97.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	98.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.7%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	672			158			672			115		

Notes:

Total Records Reported by this PSAP: 787
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 787

Fractile 911 Call Response Time Distribution

Cheshire Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1972	99.5%	99.5%	0	0.0%	0.0%	522	26.4%	26.4%	237	100.0	100.0
<= 0m 20s	9	0.5%	100.0	28	5.7%	5.7%	188	9.5%	35.8%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	119	24.4%	30.2%	204	10.3%	46.1%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	161	33.1%	63.2%	231	11.7%	57.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	101	20.7%	84.0%	175	8.8%	66.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	38	7.8%	91.8%	166	8.4%	75.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	32	6.6%	98.4%	275	13.9%	88.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.6%	99.0%	92	4.6%	93.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	99.4%	40	2.0%	95.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.6%	100.0	23	1.2%	96.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	14	0.7%	97.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	97.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	11	0.6%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,981			487			1,981			237		

Notes:

Total Records Reported by this PSAP: 2218
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2218

Fractile 911 Call Response Time Distribution

Clinton Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	973	98.6%	98.6%	1	0.8%	0.8%	49	5.0%	5.0%	96	100.0%	100.0%
<= 0m 20s	13	1.3%	99.9%	7	5.7%	6.6%	64	6.5%	11.4%	0	0.0%	100.0%
<= 0m 30s	1	0.1%	100.0%	45	36.9%	43.4%	86	8.7%	20.2%	0	0.0%	100.0%
<= 0m 40s	0	0.0%	100.0%	37	30.3%	73.8%	95	9.6%	29.8%	0	0.0%	100.0%
<= 0m 50s	0	0.0%	100.0%	14	11.5%	85.2%	92	9.3%	39.1%	0	0.0%	100.0%
<= 1m 0s	0	0.0%	100.0%	6	4.9%	90.2%	82	8.3%	47.4%	0	0.0%	100.0%
<= 1m 30s	0	0.0%	100.0%	6	4.9%	95.1%	166	16.8%	64.2%	0	0.0%	100.0%
<= 2m 0s	0	0.0%	100.0%	4	3.3%	98.4%	106	10.7%	75.0%	0	0.0%	100.0%
<= 2m 30s	0	0.0%	100.0%	0	0.0%	98.4%	65	6.6%	81.6%	0	0.0%	100.0%
<= 3m 0s	0	0.0%	100.0%	1	0.8%	99.2%	44	4.5%	86.0%	0	0.0%	100.0%
<= 3m 30s	0	0.0%	100.0%	0	0.0%	99.2%	29	2.9%	89.0%	0	0.0%	100.0%
<= 4m 0s	0	0.0%	100.0%	0	0.0%	99.2%	26	2.6%	91.6%	0	0.0%	100.0%
<= 4m 30s	0	0.0%	100.0%	1	0.8%	100.0%	18	1.8%	93.4%	0	0.0%	100.0%
<= 5m 0s	0	0.0%	100.0%	0	0.0%	100.0%	23	2.3%	95.7%	0	0.0%	100.0%
<= 6m 0s	0	0.0%	100.0%	0	0.0%	100.0%	16	1.6%	97.4%	0	0.0%	100.0%
<= 7m 0s	0	0.0%	100.0%	0	0.0%	100.0%	8	0.8%	98.2%	0	0.0%	100.0%
<= 8m 0s	0	0.0%	100.0%	0	0.0%	100.0%	6	0.6%	98.8%	0	0.0%	100.0%
<= 9m 0s	0	0.0%	100.0%	0	0.0%	100.0%	5	0.5%	99.3%	0	0.0%	100.0%
<= 10m 0s	0	0.0%	100.0%	0	0.0%	100.0%	3	0.3%	99.6%	0	0.0%	100.0%
<= 11m 0s	0	0.0%	100.0%	0	0.0%	100.0%	1	0.1%	99.7%	0	0.0%	100.0%
<= 12m 0s	0	0.0%	100.0%	0	0.0%	100.0%	1	0.1%	99.8%	0	0.0%	100.0%
<= 13m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	99.8%	0	0.0%	100.0%
<= 14m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	99.8%	0	0.0%	100.0%
<= 15m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	99.8%	0	0.0%	100.0%
<= 16m 0s	0	0.0%	100.0%	0	0.0%	100.0%	1	0.1%	99.9%	0	0.0%	100.0%
<= 17m 0s	0	0.0%	100.0%	0	0.0%	100.0%	1	0.1%	100.0%	0	0.0%	100.0%
<= 18m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 19m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 20m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
>= 20m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
Tot. Counts:	987			122			987			96		

Notes:

Total Records Reported by this PSAP: 1083
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1083

Fractile 911 Call Response Time Distribution

Colchester Emergency Comm. Center

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3880	98.9%	98.9%	10	0.8%	0.8%	262	6.7%	6.7%	477	99.2%	99.2%
<= 0m 20s	39	1.0%	99.9%	336	28.2%	29.1%	456	11.6%	18.3%	2	0.4%	99.6%
<= 0m 30s	3	0.1%	100.0	425	35.7%	64.8%	617	15.7%	34.0%	2	0.4%	100.0
<= 0m 40s	0	0.0%	100.0	245	20.6%	85.4%	650	16.6%	50.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	78	6.6%	91.9%	423	10.8%	61.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	45	3.8%	95.7%	266	6.8%	68.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	35	2.9%	98.7%	594	15.1%	83.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	9	0.8%	99.4%	288	7.3%	90.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.2%	99.6%	156	4.0%	94.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.7%	60	1.5%	96.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.7%	35	0.9%	97.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	36	0.9%	98.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	17	0.4%	98.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.1%	99.8%	8	0.2%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	13	0.3%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	2	0.2%	100.0	9	0.2%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.3%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.7%	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	2	0.1%	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	2	0.1%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	3,922			1,190			3,922			481		

Notes:

Total Records Reported by this PSAP: 4403
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4403

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop A

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	14968	96.1%	96.1%	472	6.5%	6.5%	2996	19.2%	19.2%	2543	96.0%	96.0%
<= 0m 20s	514	3.3%	99.4%	4050	56.0%	62.5%	3116	20.0%	39.3%	42	1.6%	97.5%
<= 0m 30s	87	0.6%	100.0	1962	27.1%	89.6%	3709	23.8%	63.1%	63	2.4%	99.9%
<= 0m 40s	0	0.0%	100.0	473	6.5%	96.2%	2780	17.9%	80.9%	1	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	132	1.8%	98.0%	1180	7.6%	88.5%	0	0.0%	100.0
<= 1m 0s	1	0.0%	100.0	59	0.8%	98.8%	588	3.8%	92.3%	1	0.0%	100.0
<= 1m 30s	1	0.0%	100.0	45	0.6%	99.4%	702	4.5%	96.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	24	0.3%	99.8%	212	1.4%	98.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.1%	99.8%	100	0.6%	98.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	5	0.1%	99.9%	54	0.3%	99.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	4	0.1%	99.9%	34	0.2%	99.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.0%	99.9%	21	0.1%	99.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	2	0.0%	100.0	11	0.1%	99.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.1%	99.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	13	0.1%	99.7%	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	1	0.0%	100.0	8	0.1%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	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	4	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	15,571			7,235			15,571			2,650		

Notes:

Total Records Reported by this PSAP: 18221
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 18221

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop B

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1185	98.4%	98.4%	0	0.0%	0.0%	38	3.2%	3.2%	62	95.4%	95.4%
<= 0m 20s	14	1.2%	99.6%	117	33.2%	33.2%	68	5.6%	8.8%	0	0.0%	95.4%
<= 0m 30s	4	0.3%	99.9%	137	38.9%	72.2%	165	13.7%	22.5%	3	4.6%	100.0
<= 0m 40s	0	0.0%	99.9%	47	13.4%	85.5%	220	18.3%	40.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.9%	11	3.1%	88.6%	150	12.5%	53.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.9%	13	3.7%	92.3%	107	8.9%	62.1%	0	0.0%	100.0
<= 1m 30s	1	0.1%	100.0	16	4.5%	96.9%	189	15.7%	77.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.9%	97.7%	94	7.8%	85.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.6%	98.3%	53	4.4%	90.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.6%	98.9%	23	1.9%	91.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.6%	99.4%	20	1.7%	93.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	9	0.7%	94.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	12	1.0%	95.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.3%	99.7%	8	0.7%	96.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.7%	15	1.2%	97.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.3%	100.0	8	0.7%	97.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	98.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	98.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	99.3%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.3%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.4%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.7%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	100.0	0	0.0%	100.0
Tot. Counts:	1,204			352			1,204			65		

Notes:

Total Records Reported by this PSAP: 1269
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1269

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop E

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	10768	98.2%	98.2%	8	0.2%	0.2%	1068	9.7%	9.7%	1075	97.9%	97.9%
<= 0m 20s	177	1.6%	99.8%	1360	40.8%	41.0%	1337	12.2%	21.9%	11	1.0%	98.9%
<= 0m 30s	19	0.2%	100.0	1230	36.9%	77.9%	2635	24.0%	46.0%	12	1.1%	100.0
<= 0m 40s	3	0.0%	100.0	393	11.8%	89.7%	2170	19.8%	65.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	142	4.3%	94.0%	1192	10.9%	76.6%	0	0.0%	100.0
<= 1m 0s	1	0.0%	100.0	85	2.5%	96.5%	783	7.1%	83.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	71	2.1%	98.7%	1029	9.4%	93.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	23	0.7%	99.3%	395	3.6%	96.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	11	0.3%	99.7%	117	1.1%	97.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	0.1%	99.8%	73	0.7%	98.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.1%	99.9%	40	0.4%	98.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	3	0.1%	99.9%	32	0.3%	99.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	15	0.1%	99.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.0%	100.0	19	0.2%	99.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	23	0.2%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	100.0	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	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	10,968			3,334			10,968			1,098		

Notes:

Total Records Reported by this PSAP: 12066
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 12066

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop G

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	50868	92.6%	92.6%	67	0.3%	0.3%	13274	24.2%	24.2%	11324	92.9%	92.9%
<= 0m 20s	3451	6.3%	98.9%	16066	67.5%	67.8%	8328	15.2%	39.3%	337	2.8%	95.7%
<= 0m 30s	579	1.1%	99.9%	5698	24.0%	91.8%	15560	28.3%	67.7%	515	4.2%	99.9%
<= 0m 40s	19	0.0%	100.0	1289	5.4%	97.2%	9247	16.8%	84.5%	6	0.0%	100.0
<= 0m 50s	8	0.0%	100.0	349	1.5%	98.7%	3576	6.5%	91.0%	1	0.0%	100.0
<= 1m 0s	6	0.0%	100.0	124	0.5%	99.2%	1706	3.1%	94.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	130	0.5%	99.7%	2019	3.7%	97.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	37	0.2%	99.9%	595	1.1%	98.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	10	0.0%	99.9%	260	0.5%	99.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	7	0.0%	100.0	115	0.2%	99.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	3	0.0%	100.0	59	0.1%	99.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	47	0.1%	99.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.0%	100.0	26	0.0%	99.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	29	0.1%	99.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	21	0.0%	99.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.0%	100.0	12	0.0%	99.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.0%	100.0	15	0.0%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.0%	100.0	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	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	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	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
Tot. Counts:	54,931			23,784			54,931			12,183		

Notes:

Total Records Reported by this PSAP: 67114
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 67114

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop H

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	34602	90.0%	90.0%	2859	16.5%	16.5%	8865	23.1%	23.1%	7556	86.6%	86.6%
<= 0m 20s	3152	8.2%	98.2%	10309	59.5%	76.0%	11624	30.2%	53.3%	375	4.3%	90.9%
<= 0m 30s	606	1.6%	99.8%	2949	17.0%	93.0%	8098	21.1%	74.4%	725	8.3%	99.2%
<= 0m 40s	37	0.1%	99.9%	752	4.3%	97.3%	4507	11.7%	86.1%	13	0.1%	99.3%
<= 0m 50s	17	0.0%	99.9%	216	1.2%	98.6%	1972	5.1%	91.2%	4	0.0%	99.4%
<= 1m 0s	5	0.0%	100.0	85	0.5%	99.1%	1138	3.0%	94.2%	1	0.0%	99.4%
<= 1m 30s	10	0.0%	100.0	95	0.5%	99.6%	1338	3.5%	97.7%	6	0.1%	99.5%
<= 2m 0s	2	0.0%	100.0	29	0.2%	99.8%	407	1.1%	98.7%	1	0.0%	99.5%
<= 2m 30s	1	0.0%	100.0	12	0.1%	99.9%	170	0.4%	99.2%	1	0.0%	99.5%
<= 3m 0s	0	0.0%	100.0	4	0.0%	99.9%	76	0.2%	99.4%	1	0.0%	99.5%
<= 3m 30s	0	0.0%	100.0	6	0.0%	99.9%	64	0.2%	99.5%	0	0.0%	99.5%
<= 4m 0s	0	0.0%	100.0	2	0.0%	99.9%	34	0.1%	99.6%	0	0.0%	99.5%
<= 4m 30s	0	0.0%	100.0	1	0.0%	99.9%	26	0.1%	99.7%	0	0.0%	99.5%
<= 5m 0s	0	0.0%	100.0	2	0.0%	100.0	14	0.0%	99.7%	0	0.0%	99.5%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	27	0.1%	99.8%	0	0.0%	99.5%
<= 7m 0s	0	0.0%	100.0	4	0.0%	100.0	24	0.1%	99.9%	1	0.0%	99.5%
<= 8m 0s	0	0.0%	100.0	1	0.0%	100.0	12	0.0%	99.9%	0	0.0%	99.5%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	99.9%	0	0.0%	99.5%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	99.9%	1	0.0%	99.5%
<= 11m 0s	0	0.0%	100.0	1	0.0%	100.0	4	0.0%	99.9%	2	0.0%	99.6%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	100.0	0	0.0%	99.6%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	100.0	1	0.0%	99.6%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	99.6%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	1	0.0%	99.6%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.6%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.6%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.6%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%
>= 20m 0s	2	0.0%	100.0	2	0.0%	100.0	5	0.0%	100.0	35	0.4%	100.0
Tot. Counts:	38,434			17,329			38,434			8,726		

Notes:

Total Records Reported by this PSAP: 47160
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 47160

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop I

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	21616	93.9%	93.9%	204	2.0%	2.0%	3555	15.4%	15.4%	3692	91.7%	91.7%
<= 0m 20s	1155	5.0%	98.9%	5737	55.9%	57.9%	5543	24.1%	39.5%	106	2.6%	94.4%
<= 0m 30s	242	1.1%	99.9%	3085	30.1%	87.9%	6474	28.1%	67.6%	219	5.4%	99.8%
<= 0m 40s	8	0.0%	100.0	786	7.7%	95.6%	3650	15.9%	83.5%	2	0.0%	99.9%
<= 0m 50s	1	0.0%	100.0	263	2.6%	98.1%	1517	6.6%	90.1%	2	0.0%	99.9%
<= 1m 0s	1	0.0%	100.0	88	0.9%	99.0%	760	3.3%	93.4%	1	0.0%	99.9%
<= 1m 30s	2	0.0%	100.0	72	0.7%	99.7%	938	4.1%	97.4%	0	0.0%	99.9%
<= 2m 0s	0	0.0%	100.0	19	0.2%	99.9%	272	1.2%	98.6%	1	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	7	0.1%	100.0	114	0.5%	99.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.0%	100.0	68	0.3%	99.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.0%	100.0	38	0.2%	99.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.0%	100.0	22	0.1%	99.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	12	0.1%	99.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.0%	99.8%	1	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.0%	99.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.0%	99.9%	1	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.0%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	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	6	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	23,025			10,266			23,025			4,025		

Notes:

Total Records Reported by this PSAP: 27050
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 27050

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop L

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1912	98.1%	98.1%	0	0.0%	0.0%	69	3.5%	3.5%	123	98.4%	98.4%
<= 0m 20s	26	1.3%	99.4%	70	20.4%	20.4%	141	7.2%	10.8%	1	0.8%	99.2%
<= 0m 30s	10	0.5%	99.9%	128	37.3%	57.7%	283	14.5%	25.3%	1	0.8%	100.0
<= 0m 40s	1	0.1%	99.9%	68	19.8%	77.6%	332	17.0%	42.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.9%	24	7.0%	84.5%	217	11.1%	53.4%	0	0.0%	100.0
<= 1m 0s	1	0.1%	100.0	13	3.8%	88.3%	177	9.1%	62.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	19	5.5%	93.9%	272	13.9%	76.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	10	2.9%	96.8%	145	7.4%	83.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.9%	97.7%	86	4.4%	88.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.3%	98.0%	56	2.9%	91.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.3%	98.3%	47	2.4%	93.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	3	0.9%	99.1%	19	1.0%	94.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.3%	99.4%	20	1.0%	95.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.3%	99.7%	15	0.8%	96.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.7%	19	1.0%	97.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.3%	100.0	9	0.5%	97.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.8%	98.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	98.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.1%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.2%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	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	1	0.1%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	1,950			343			1,950			125		

Notes:

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

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop W

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	454	99.6%	99.6%	0	0.0%	0.0%	69	15.1%	15.1%	89	98.9%	98.9%
<= 0m 20s	2	0.4%	100.0	26	23.9%	23.9%	90	19.7%	34.9%	1	1.1%	100.0
<= 0m 30s	0	0.0%	100.0	40	36.7%	60.6%	74	16.2%	51.1%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	20	18.3%	78.9%	80	17.5%	68.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	12	11.0%	89.9%	43	9.4%	78.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	4.6%	94.5%	25	5.5%	83.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	3.7%	98.2%	36	7.9%	91.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.9%	99.1%	18	3.9%	95.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.9%	100.0	5	1.1%	96.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	96.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	5	1.1%	98.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	98.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	456			109			456			90		

Notes:

Total Records Reported by this PSAP: 546
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 546

Fractile 911 Call Response Time Distribution

Cromwell Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1022	98.8%	98.8%	1	0.2%	0.2%	36	3.5%	3.5%	87	100.0	100.0
<= 0m 20s	10	1.0%	99.8%	261	48.3%	48.5%	99	9.6%	13.1%	0	0.0%	100.0
<= 0m 30s	2	0.2%	100.0	174	32.2%	80.7%	153	14.8%	27.9%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	56	10.4%	91.1%	131	12.7%	40.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	15	2.8%	93.9%	110	10.6%	51.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	2.4%	96.3%	99	9.6%	60.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	2.0%	98.3%	172	16.6%	77.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	0.9%	99.3%	101	9.8%	87.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	99.6%	48	4.6%	91.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.8%	30	2.9%	94.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	100.0	18	1.7%	96.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	10	1.0%	97.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	97.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	98.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.7%	98.9%	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	1	0.1%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	1,034			540			1,034			87		

Notes:

Total Records Reported by this PSAP: 1121
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1121

Fractile 911 Call Response Time Distribution

Danbury Fire Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7043	98.0%	98.0%	1	0.0%	0.0%	586	8.2%	8.2%	876	96.3%	96.3%
<= 0m 20s	131	1.8%	99.8%	465	15.6%	15.6%	682	9.5%	17.6%	3	0.3%	96.6%
<= 0m 30s	13	0.2%	100.0	1207	40.5%	56.1%	880	12.2%	29.9%	7	0.8%	97.4%
<= 0m 40s	1	0.0%	100.0	709	23.8%	79.9%	1287	17.9%	47.8%	0	0.0%	97.4%
<= 0m 50s	0	0.0%	100.0	286	9.6%	89.4%	932	13.0%	60.7%	0	0.0%	97.4%
<= 1m 0s	0	0.0%	100.0	137	4.6%	94.0%	744	10.3%	71.1%	1	0.1%	97.5%
<= 1m 30s	1	0.0%	100.0	131	4.4%	98.4%	1142	15.9%	87.0%	0	0.0%	97.5%
<= 2m 0s	0	0.0%	100.0	27	0.9%	99.3%	443	6.2%	93.1%	1	0.1%	97.6%
<= 2m 30s	0	0.0%	100.0	11	0.4%	99.7%	166	2.3%	95.4%	0	0.0%	97.6%
<= 3m 0s	0	0.0%	100.0	6	0.2%	99.9%	88	1.2%	96.7%	0	0.0%	97.6%
<= 3m 30s	0	0.0%	100.0	1	0.0%	99.9%	60	0.8%	97.5%	0	0.0%	97.6%
<= 4m 0s	0	0.0%	100.0	1	0.0%	100.0	45	0.6%	98.1%	0	0.0%	97.6%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	24	0.3%	98.5%	0	0.0%	97.6%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.3%	98.8%	0	0.0%	97.6%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	24	0.3%	99.1%	0	0.0%	97.6%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.3%	99.4%	0	0.0%	97.6%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.2%	99.6%	0	0.0%	97.6%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.7%	0	0.0%	97.6%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.2%	99.8%	0	0.0%	97.6%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	97.6%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	97.6%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	97.6%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	97.6%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	97.6%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	97.6%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	97.6%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.6%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.6%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.6%
>= 20m 0s	0	0.0%	100.0	1	0.0%	100.0	2	0.0%	100.0	5	0.5%	98.1%
Tot. Counts:	7,189			2,983			7,189			893		

Notes:

Total Records Reported by this PSAP: 8100
 Number of Records not Processed due to Bad Data: 1
 Total Records Analyzed: 8099

Fractile 911 Call Response Time Distribution

Darien Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1128	95.3%	95.3%	0	0.0%	0.0%	164	13.9%	13.9%	220	98.7%	98.7%
<= 0m 20s	51	4.3%	99.6%	51	23.9%	23.9%	207	17.5%	31.3%	0	0.0%	98.7%
<= 0m 30s	4	0.3%	99.9%	64	30.0%	54.0%	177	14.9%	46.3%	3	1.3%	100.0
<= 0m 40s	1	0.1%	100.0	35	16.4%	70.4%	180	15.2%	61.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	19	8.9%	79.3%	103	8.7%	70.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	15	7.0%	86.4%	92	7.8%	78.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	19	8.9%	95.3%	136	11.5%	89.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	2.3%	97.7%	49	4.1%	93.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	1.9%	99.5%	25	2.1%	95.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.5%	100.0	14	1.2%	96.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	13	1.1%	98.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	98.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	98.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	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	2	0.2%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,184			213			1,184			223		

Notes:

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

Fractile 911 Call Response Time Distribution

Derby Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1283	96.2%	96.2%	2	0.5%	0.5%	89	6.7%	6.7%	135	92.5%	92.5%
<= 0m 20s	40	3.0%	99.2%	117	29.0%	29.5%	144	10.8%	17.5%	6	4.1%	96.6%
<= 0m 30s	9	0.7%	99.9%	137	34.0%	63.5%	167	12.5%	30.0%	3	2.1%	98.6%
<= 0m 40s	2	0.1%	100.0	66	16.4%	79.9%	191	14.3%	44.3%	0	0.0%	98.6%
<= 0m 50s	0	0.0%	100.0	37	9.2%	89.1%	169	12.7%	57.0%	0	0.0%	98.6%
<= 1m 0s	0	0.0%	100.0	20	5.0%	94.0%	160	12.0%	69.0%	0	0.0%	98.6%
<= 1m 30s	0	0.0%	100.0	18	4.5%	98.5%	241	18.1%	87.0%	0	0.0%	98.6%
<= 2m 0s	0	0.0%	100.0	3	0.7%	99.3%	95	7.1%	94.2%	0	0.0%	98.6%
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.3%	31	2.3%	96.5%	0	0.0%	98.6%
<= 3m 0s	0	0.0%	100.0	2	0.5%	99.8%	19	1.4%	97.9%	0	0.0%	98.6%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	13	1.0%	98.9%	0	0.0%	98.6%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	7	0.5%	99.4%	0	0.0%	98.6%
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	3	0.2%	99.6%	0	0.0%	98.6%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	98.6%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	98.6%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.6%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.6%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.6%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	1	0.7%	99.3%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.7%	100.0
Tot. Counts:	1,334			403			1,334			146		

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

East Hartford Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5038	99.3%	99.3%	0	0.0%	0.0%	362	7.1%	7.1%	665	99.0%	99.0%
<= 0m 20s	31	0.6%	99.9%	17	8.7%	8.7%	418	8.2%	15.4%	0	0.0%	99.0%
<= 0m 30s	0	0.0%	99.9%	74	37.8%	46.4%	445	8.8%	24.1%	1	0.1%	99.1%
<= 0m 40s	0	0.0%	99.9%	44	22.4%	68.9%	422	8.3%	32.5%	0	0.0%	99.1%
<= 0m 50s	0	0.0%	99.9%	24	12.2%	81.1%	299	5.9%	38.4%	0	0.0%	99.1%
<= 1m 0s	0	0.0%	99.9%	9	4.6%	85.7%	246	4.8%	43.2%	0	0.0%	99.1%
<= 1m 30s	0	0.0%	99.9%	18	9.2%	94.9%	662	13.0%	56.3%	0	0.0%	99.1%
<= 2m 0s	0	0.0%	99.9%	6	3.1%	98.0%	616	12.1%	68.4%	0	0.0%	99.1%
<= 2m 30s	0	0.0%	99.9%	3	1.5%	99.5%	543	10.7%	79.1%	1	0.1%	99.3%
<= 3m 0s	0	0.0%	99.9%	0	0.0%	99.5%	335	6.6%	85.7%	0	0.0%	99.3%
<= 3m 30s	0	0.0%	99.9%	0	0.0%	99.5%	186	3.7%	89.4%	0	0.0%	99.3%
<= 4m 0s	0	0.0%	99.9%	0	0.0%	99.5%	136	2.7%	92.1%	0	0.0%	99.3%
<= 4m 30s	0	0.0%	99.9%	1	0.5%	100.0	95	1.9%	93.9%	0	0.0%	99.3%
<= 5m 0s	0	0.0%	99.9%	0	0.0%	100.0	61	1.2%	95.1%	0	0.0%	99.3%
<= 6m 0s	0	0.0%	99.9%	0	0.0%	100.0	81	1.6%	96.7%	0	0.0%	99.3%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	100.0	57	1.1%	97.9%	0	0.0%	99.3%
<= 8m 0s	0	0.0%	99.9%	0	0.0%	100.0	24	0.5%	98.3%	0	0.0%	99.3%
<= 9m 0s	0	0.0%	99.9%	0	0.0%	100.0	33	0.7%	99.0%	0	0.0%	99.3%
<= 10m 0s	0	0.0%	99.9%	0	0.0%	100.0	19	0.4%	99.3%	0	0.0%	99.3%
<= 11m 0s	0	0.0%	99.9%	0	0.0%	100.0	10	0.2%	99.5%	0	0.0%	99.3%
<= 12m 0s	0	0.0%	99.9%	0	0.0%	100.0	7	0.1%	99.7%	0	0.0%	99.3%
<= 13m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.0%	99.7%	0	0.0%	99.3%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	99.3%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	99.3%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	99.3%
<= 17m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.3%
<= 18m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.3%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	99.3%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.3%
>= 20m 0s	3	0.1%	100.0	0	0.0%	100.0	1	0.0%	99.9%	1	0.1%	99.4%
Tot. Counts:	5,072			196			5,070			668		

Notes:

Total Records Reported by this PSAP: 5745
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 5745

Fractile 911 Call Response Time Distribution

East Haven Fire Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2596	97.8%	97.8%	5	0.5%	0.5%	224	8.4%	8.4%	372	99.5%	99.5%
<= 0m 20s	47	1.8%	99.6%	419	38.2%	38.7%	318	12.0%	20.4%	0	0.0%	99.5%
<= 0m 30s	11	0.4%	100.0	459	41.9%	80.6%	535	20.2%	40.6%	2	0.5%	100.0
<= 0m 40s	0	0.0%	100.0	140	12.8%	93.3%	471	17.7%	58.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	37	3.4%	96.7%	263	9.9%	68.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	15	1.4%	98.1%	216	8.1%	76.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	15	1.4%	99.5%	391	14.7%	91.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.4%	99.8%	132	5.0%	96.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.1%	99.9%	37	1.4%	97.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	100.0	22	0.8%	98.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	98.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	99.1%	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	5	0.2%	99.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	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	2	0.1%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,654			1,096			2,654			374		

Notes:

Total Records Reported by this PSAP: 3028
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 3028

Fractile 911 Call Response Time Distribution

East Lyme Public Safety

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	922	96.8%	96.8%	0	0.0%	0.0%	67	7.0%	7.0%	114	95.0%	95.0%
<= 0m 20s	23	2.4%	99.3%	24	9.0%	9.0%	93	9.8%	16.8%	2	1.7%	96.7%
<= 0m 30s	5	0.5%	99.8%	58	21.6%	30.6%	111	11.7%	28.5%	4	3.3%	100.0
<= 0m 40s	1	0.1%	99.9%	61	22.8%	53.4%	161	16.9%	45.4%	0	0.0%	100.0
<= 0m 50s	1	0.1%	100.0	36	13.4%	66.8%	133	14.0%	59.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	28	10.4%	77.2%	105	11.0%	70.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	43	16.0%	93.3%	159	16.7%	87.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	10	3.7%	97.0%	56	5.9%	93.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	5	1.9%	98.9%	20	2.1%	95.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.4%	99.3%	8	0.8%	95.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.3%	7	0.7%	96.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.3%	6	0.6%	97.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	2	0.7%	100.0	2	0.2%	97.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.9%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	98.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	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	1	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	952			268			952			120		

Notes:

Total Records Reported by this PSAP: 1072
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1072

Fractile 911 Call Response Time Distribution

East Windsor Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1089	97.5%	97.5%	0	0.0%	0.0%	71	6.4%	6.4%	121	93.1%	93.1%
<= 0m 20s	22	2.0%	99.5%	141	29.7%	29.7%	73	6.5%	12.9%	0	0.0%	93.1%
<= 0m 30s	6	0.5%	100.0	183	38.5%	68.2%	117	10.5%	23.4%	9	6.9%	100.0
<= 0m 40s	0	0.0%	100.0	83	17.5%	85.7%	174	15.6%	38.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	32	6.7%	92.4%	149	13.3%	52.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	14	2.9%	95.4%	132	11.8%	64.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	15	3.2%	98.5%	205	18.4%	82.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.4%	98.9%	93	8.3%	90.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	99.4%	27	2.4%	93.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	16	1.4%	94.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.6%	21	1.9%	96.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.8%	4	0.4%	96.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	6	0.5%	97.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	8	0.7%	98.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	4	0.4%	98.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.2%	100.0	7	0.6%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,117			475			1,117			130		

Notes:

Total Records Reported by this PSAP: 1247
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1247

Fractile 911 Call Response Time Distribution

Easton Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	422	98.8%	98.8%	0	0.0%	0.0%	48	11.2%	11.2%	53	100.0%	100.0%
<= 0m 20s	4	0.9%	99.8%	6	9.8%	9.8%	34	8.0%	19.2%	0	0.0%	100.0%
<= 0m 30s	1	0.2%	100.0%	11	18.0%	27.9%	47	11.0%	30.2%	0	0.0%	100.0%
<= 0m 40s	0	0.0%	100.0%	16	26.2%	54.1%	57	13.3%	43.6%	0	0.0%	100.0%
<= 0m 50s	0	0.0%	100.0%	7	11.5%	65.6%	41	9.6%	53.2%	0	0.0%	100.0%
<= 1m 0s	0	0.0%	100.0%	8	13.1%	78.7%	42	9.8%	63.0%	0	0.0%	100.0%
<= 1m 30s	0	0.0%	100.0%	7	11.5%	90.2%	84	19.7%	82.7%	0	0.0%	100.0%
<= 2m 0s	0	0.0%	100.0%	4	6.6%	96.7%	27	6.3%	89.0%	0	0.0%	100.0%
<= 2m 30s	0	0.0%	100.0%	1	1.6%	98.4%	14	3.3%	92.3%	0	0.0%	100.0%
<= 3m 0s	0	0.0%	100.0%	1	1.6%	100.0%	10	2.3%	94.6%	0	0.0%	100.0%
<= 3m 30s	0	0.0%	100.0%	0	0.0%	100.0%	3	0.7%	95.3%	0	0.0%	100.0%
<= 4m 0s	0	0.0%	100.0%	0	0.0%	100.0%	3	0.7%	96.0%	0	0.0%	100.0%
<= 4m 30s	0	0.0%	100.0%	0	0.0%	100.0%	2	0.5%	96.5%	0	0.0%	100.0%
<= 5m 0s	0	0.0%	100.0%	0	0.0%	100.0%	4	0.9%	97.4%	0	0.0%	100.0%
<= 6m 0s	0	0.0%	100.0%	0	0.0%	100.0%	5	1.2%	98.6%	0	0.0%	100.0%
<= 7m 0s	0	0.0%	100.0%	0	0.0%	100.0%	3	0.7%	99.3%	0	0.0%	100.0%
<= 8m 0s	0	0.0%	100.0%	0	0.0%	100.0%	1	0.2%	99.5%	0	0.0%	100.0%
<= 9m 0s	0	0.0%	100.0%	0	0.0%	100.0%	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%	99.8%	0	0.0%	100.0%
<= 11m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	99.8%	0	0.0%	100.0%
<= 12m 0s	0	0.0%	100.0%	0	0.0%	100.0%	1	0.2%	100.0%	0	0.0%	100.0%
<= 13m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 14m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 15m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 16m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 17m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 18m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 19m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<= 20m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
>= 20m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
Tot. Counts:	427			61			427			53		

Notes:

Total Records Reported by this PSAP: 480
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 480

Fractile 911 Call Response Time Distribution

Enfield Public Safety Communications Center

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2872	98.0%	98.0%	0	0.0%	0.0%	194	6.6%	6.6%	275	98.6%	98.6%
<= 0m 20s	55	1.9%	99.8%	4	2.7%	2.7%	247	8.4%	15.0%	0	0.0%	98.6%
<= 0m 30s	5	0.2%	100.0	48	32.9%	35.6%	270	9.2%	24.2%	4	1.4%	100.0
<= 0m 40s	0	0.0%	100.0	30	20.5%	56.2%	272	9.3%	33.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	28	19.2%	75.3%	266	9.1%	42.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	12	8.2%	83.6%	197	6.7%	49.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	14	9.6%	93.2%	508	17.3%	66.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	3.4%	96.6%	328	11.2%	77.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.4%	97.9%	184	6.3%	84.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	97.9%	138	4.7%	88.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	97.9%	78	2.7%	91.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.7%	98.6%	77	2.6%	94.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.7%	99.3%	62	2.1%	96.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.7%	100.0	42	1.4%	97.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	28	1.0%	98.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.4%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.4%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.2%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,932			146			2,932			279		

Notes:

Total Records Reported by this PSAP: 3211
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 3211

Fractile 911 Call Response Time Distribution

Fairfield Emergency Communications

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4325	98.5%	98.5%	1	0.3%	0.3%	816	18.6%	18.6%	489	98.2%	98.2%
<= 0m 20s	56	1.3%	99.7%	113	33.0%	33.3%	324	7.4%	26.0%	2	0.4%	98.6%
<= 0m 30s	11	0.3%	100.0	119	34.8%	68.1%	321	7.3%	33.3%	7	1.4%	100.0
<= 0m 40s	0	0.0%	100.0	61	17.8%	86.0%	418	9.5%	42.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	19	5.6%	91.5%	361	8.2%	51.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	3.2%	94.7%	312	7.1%	58.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	15	4.4%	99.1%	720	16.4%	74.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.3%	99.4%	445	10.1%	84.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.3%	99.7%	235	5.4%	90.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.7%	128	2.9%	92.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	102	2.3%	95.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	50	1.1%	96.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	36	0.8%	97.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.7%	30	0.7%	97.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.7%	47	1.1%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.7%	16	0.4%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.7%	14	0.3%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.7%	5	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.7%	6	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.7%	2	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	99.7%	1	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	99.7%	2	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	1	0.3%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	4,392			342			4,392			498		

Notes:

Total Records Reported by this PSAP: 4890
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4890

Fractile 911 Call Response Time Distribution

Farmington Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2263	97.2%	97.2%	0	0.0%	0.0%	178	7.6%	7.6%	360	99.2%	99.2%
<= 0m 20s	53	2.3%	99.4%	85	18.4%	18.4%	260	11.2%	18.8%	0	0.0%	99.2%
<= 0m 30s	13	0.6%	100.0	210	45.4%	63.7%	280	12.0%	30.8%	3	0.8%	100.0
<= 0m 40s	0	0.0%	100.0	99	21.4%	85.1%	351	15.1%	45.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	33	7.1%	92.2%	236	10.1%	56.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	10	2.2%	94.4%	150	6.4%	62.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	16	3.5%	97.8%	295	12.7%	75.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	1.1%	98.9%	202	8.7%	83.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	99.4%	130	5.6%	89.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	57	2.4%	91.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	37	1.6%	93.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	33	1.4%	94.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	29	1.2%	96.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.4%	15	0.6%	96.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	2	0.4%	99.8%	30	1.3%	98.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	13	0.6%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.8%	9	0.4%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.8%	8	0.3%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.8%	8	0.3%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	1	0.2%	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	2	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	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	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,329			463			2,329			363		

Notes:

Total Records Reported by this PSAP: 2692
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2692

Fractile 911 Call Response Time Distribution

Glastonbury Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1638	99.2%	99.2%	0	0.0%	0.0%	113	6.8%	6.8%	207	98.6%	98.6%
<= 0m 20s	12	0.7%	99.9%	24	15.1%	15.1%	128	7.8%	14.6%	0	0.0%	98.6%
<= 0m 30s	1	0.1%	100.0	73	45.9%	61.0%	179	10.8%	25.4%	3	1.4%	100.0
<= 0m 40s	0	0.0%	100.0	24	15.1%	76.1%	229	13.9%	39.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	16	10.1%	86.2%	132	8.0%	47.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	4.4%	90.6%	153	9.3%	56.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	5.0%	95.6%	305	18.5%	75.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	3.8%	99.4%	197	11.9%	87.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.4%	75	4.5%	91.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	32	1.9%	93.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	30	1.8%	95.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.6%	100.0	14	0.8%	96.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	96.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.7%	97.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.7%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	98.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.6%	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%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,651			159			1,651			210		

Notes:

Total Records Reported by this PSAP: 1861
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1861

Fractile 911 Call Response Time Distribution

Granby Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1017	96.7%	96.7%	0	0.0%	0.0%	72	6.8%	6.8%	171	94.5%	94.5%
<= 0m 20s	30	2.9%	99.5%	78	14.9%	14.9%	81	7.7%	14.5%	2	1.1%	95.6%
<= 0m 30s	5	0.5%	100.0	128	24.4%	39.2%	108	10.3%	24.8%	8	4.4%	100.0
<= 0m 40s	0	0.0%	100.0	114	21.7%	61.0%	148	14.1%	38.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	71	13.5%	74.5%	127	12.1%	51.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	53	10.1%	84.6%	111	10.6%	61.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	63	12.0%	96.6%	227	21.6%	83.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	10	1.9%	98.5%	80	7.6%	90.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.6%	99.0%	30	2.9%	93.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.4%	99.4%	15	1.4%	95.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	13	1.2%	96.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	8	0.8%	97.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	4	0.4%	97.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.4%	9	0.9%	98.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	2	0.4%	99.8%	9	0.9%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.2%	100.0	4	0.4%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	100.0	0	0.0%	100.0
Tot. Counts:	1,052			525			1,052			181		

Notes:

Total Records Reported by this PSAP: 1233
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1233

Fractile 911 Call Response Time Distribution

Greenwich Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4544	99.6%	99.6%	0	0.0%	0.0%	579	12.7%	12.7%	1100	99.6%	99.6%
<= 0m 20s	14	0.3%	99.9%	17	9.3%	9.3%	554	12.1%	24.8%	0	0.0%	99.6%
<= 0m 30s	3	0.1%	99.9%	55	30.1%	39.3%	541	11.9%	36.7%	0	0.0%	99.6%
<= 0m 40s	2	0.0%	100.0	50	27.3%	66.7%	586	12.8%	49.5%	0	0.0%	99.6%
<= 0m 50s	0	0.0%	100.0	22	12.0%	78.7%	454	9.9%	59.5%	0	0.0%	99.6%
<= 1m 0s	0	0.0%	100.0	17	9.3%	88.0%	312	6.8%	66.3%	0	0.0%	99.6%
<= 1m 30s	1	0.0%	100.0	10	5.5%	93.4%	697	15.3%	81.6%	0	0.0%	99.6%
<= 2m 0s	0	0.0%	100.0	6	3.3%	96.7%	296	6.5%	88.1%	0	0.0%	99.6%
<= 2m 30s	0	0.0%	100.0	2	1.1%	97.8%	166	3.6%	91.7%	0	0.0%	99.6%
<= 3m 0s	0	0.0%	100.0	0	0.0%	97.8%	95	2.1%	93.8%	0	0.0%	99.6%
<= 3m 30s	0	0.0%	100.0	0	0.0%	97.8%	76	1.7%	95.4%	0	0.0%	99.6%
<= 4m 0s	0	0.0%	100.0	2	1.1%	98.9%	43	0.9%	96.4%	0	0.0%	99.6%
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.9%	23	0.5%	96.9%	0	0.0%	99.6%
<= 5m 0s	0	0.0%	100.0	1	0.5%	99.5%	29	0.6%	97.5%	0	0.0%	99.6%
<= 6m 0s	0	0.0%	100.0	1	0.5%	100.0	33	0.7%	98.2%	0	0.0%	99.6%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	31	0.7%	98.9%	0	0.0%	99.6%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	99.1%	0	0.0%	99.6%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.3%	99.4%	0	0.0%	99.6%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.6%	0	0.0%	99.6%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	1	0.1%	99.7%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.8%	0	0.0%	99.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	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%	1	0.1%	99.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.8%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	2	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	1	0.0%	100.0	2	0.2%	100.0
Tot. Counts:	4,564			183			4,564			1,104		

Notes:

Total Records Reported by this PSAP: 5668
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 5668

Fractile 911 Call Response Time Distribution

Groton Emergency Dispatch Center

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4202	99.7%	99.7%	19	1.7%	1.7%	251	6.0%	6.0%	515	99.2%	99.2%
<= 0m 20s	11	0.3%	100.0	305	26.7%	28.3%	249	5.9%	11.9%	1	0.2%	99.4%
<= 0m 30s	0	0.0%	100.0	388	33.9%	62.2%	404	9.6%	21.5%	3	0.6%	100.0
<= 0m 40s	1	0.0%	100.0	213	18.6%	80.9%	568	13.5%	34.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	100	8.7%	89.6%	404	9.6%	44.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	45	3.9%	93.5%	315	7.5%	52.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	45	3.9%	97.5%	585	13.9%	65.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	12	1.0%	98.5%	465	11.0%	76.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	6	0.5%	99.0%	361	8.6%	85.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	0.3%	99.4%	237	5.6%	91.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	3	0.3%	99.7%	102	2.4%	93.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.2%	99.8%	82	1.9%	95.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	34	0.8%	96.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	2	0.2%	100.0	31	0.7%	97.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	44	1.0%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	31	0.7%	98.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.4%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.4%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	4,214			1,144			4,214			519		

Notes:

Total Records Reported by this PSAP: 4733
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4733

Fractile 911 Call Response Time Distribution

Guilford Emergency Communications

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1283	95.9%	95.9%	0	0.0%	0.0%	244	18.2%	18.2%	168	94.9%	94.9%
<= 0m 20s	51	3.8%	99.7%	129	28.6%	28.6%	135	10.1%	28.3%	4	2.3%	97.2%
<= 0m 30s	4	0.3%	100.0	174	38.6%	67.2%	205	15.3%	43.6%	5	2.8%	100.0
<= 0m 40s	0	0.0%	100.0	92	20.4%	87.6%	268	20.0%	63.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	29	6.4%	94.0%	165	12.3%	76.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	1.1%	95.1%	98	7.3%	83.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	13	2.9%	98.0%	142	10.6%	93.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	1.3%	99.3%	43	3.2%	97.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.7%	100.0	17	1.3%	98.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.7%	99.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	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
Tot. Counts:	1,338			451			1,338			177		

Notes:

Total Records Reported by this PSAP: 1515
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1515

Fractile 911 Call Response Time Distribution

Hamden Central Communications

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5324	98.3%	98.3%	0	0.0%	0.0%	584	10.8%	10.8%	694	99.1%	99.1%
<= 0m 20s	91	1.7%	99.9%	60	21.6%	21.6%	692	12.8%	23.6%	2	0.3%	99.4%
<= 0m 30s	2	0.0%	100.0	100	36.0%	57.6%	566	10.4%	34.0%	4	0.6%	100.0
<= 0m 40s	1	0.0%	100.0	57	20.5%	78.1%	544	10.0%	44.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	17	6.1%	84.2%	395	7.3%	51.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	4.7%	88.8%	351	6.5%	57.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	17	6.1%	95.0%	989	18.3%	76.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	1.8%	96.8%	635	11.7%	87.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.4%	97.1%	289	5.3%	93.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	1.4%	98.6%	133	2.5%	95.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.4%	98.9%	64	1.2%	96.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.9%	42	0.8%	97.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	2	0.7%	99.6%	30	0.6%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.6%	23	0.4%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.4%	100.0	23	0.4%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.4%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.3%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	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	1	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	5,418			278			5,418			700		

Notes:

Total Records Reported by this PSAP: 6118
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 6118

Fractile 911 Call Response Time Distribution

Hartford Emergency Communications Ctr.

For Date Range From 8/1/2009 To 9/30/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	19180	94.1%	94.1%	2	0.3%	0.3%	2714	13.3%	13.3%	3717	96.9%	96.9%
<= 0m 20s	1080	5.3%	99.4%	120	15.7%	16.0%	2129	10.5%	23.8%	47	1.2%	98.1%
<= 0m 30s	104	0.5%	99.9%	255	33.5%	49.5%	1950	9.6%	33.3%	61	1.6%	99.7%
<= 0m 40s	7	0.0%	99.9%	169	22.2%	71.7%	2112	10.4%	43.7%	0	0.0%	99.7%
<= 0m 50s	2	0.0%	100.0	66	8.7%	80.3%	1828	9.0%	52.7%	0	0.0%	99.7%
<= 1m 0s	1	0.0%	100.0	47	6.2%	86.5%	1591	7.8%	60.5%	2	0.1%	99.8%
<= 1m 30s	2	0.0%	100.0	64	8.4%	94.9%	3504	17.2%	77.7%	0	0.0%	99.8%
<= 2m 0s	0	0.0%	100.0	20	2.6%	97.5%	1815	8.9%	86.6%	0	0.0%	99.8%
<= 2m 30s	5	0.0%	100.0	6	0.8%	98.3%	946	4.6%	91.2%	0	0.0%	99.8%
<= 3m 0s	2	0.0%	100.0	5	0.7%	99.0%	522	2.6%	93.8%	0	0.0%	99.8%
<= 3m 30s	0	0.0%	100.0	2	0.3%	99.2%	300	1.5%	95.3%	0	0.0%	99.8%
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.3%	200	1.0%	96.3%	0	0.0%	99.8%
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.5%	140	0.7%	97.0%	0	0.0%	99.8%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.5%	109	0.5%	97.5%	0	0.0%	99.8%
<= 6m 0s	0	0.0%	100.0	1	0.1%	99.6%	163	0.8%	98.3%	0	0.0%	99.8%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.6%	111	0.5%	98.8%	0	0.0%	99.8%
<= 8m 0s	0	0.0%	100.0	1	0.1%	99.7%	69	0.3%	99.2%	0	0.0%	99.8%
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.7%	62	0.3%	99.5%	0	0.0%	99.8%
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.7%	37	0.2%	99.7%	0	0.0%	99.8%
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.7%	21	0.1%	99.8%	1	0.0%	99.8%
<= 12m 0s	0	0.0%	100.0	2	0.3%	100.0	20	0.1%	99.9%	0	0.0%	99.8%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	99.9%	0	0.0%	99.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.8%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.9%	1	0.0%	99.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	99.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	99.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	1	0.0%	99.9%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	100.0	0	0.0%	99.9%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	1	0.0%	99.9%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	100.0	4	0.1%	100.0
Tot. Counts:	20,383			762			20,372			3,835		

Notes:

Total Records Reported by this PSAP: 24218
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 24218

Fractile 911 Call Response Time Distribution

Litchfield County Dispatch

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3867	98.9%	98.9%	6	0.3%	0.3%	220	5.6%	5.6%	502	97.3%	97.3%
<= 0m 20s	35	0.9%	99.8%	520	28.1%	28.5%	259	6.6%	12.2%	6	1.2%	98.4%
<= 0m 30s	8	0.2%	100.0	649	35.1%	63.6%	589	15.1%	27.3%	6	1.2%	99.6%
<= 0m 40s	0	0.0%	100.0	349	18.9%	82.5%	816	20.9%	48.2%	1	0.2%	99.8%
<= 0m 50s	0	0.0%	100.0	132	7.1%	89.6%	425	10.9%	59.0%	0	0.0%	99.8%
<= 1m 0s	0	0.0%	100.0	69	3.7%	93.3%	254	6.5%	65.5%	0	0.0%	99.8%
<= 1m 30s	0	0.0%	100.0	80	4.3%	97.7%	344	8.8%	74.3%	0	0.0%	99.8%
<= 2m 0s	0	0.0%	100.0	25	1.4%	99.0%	226	5.8%	80.1%	0	0.0%	99.8%
<= 2m 30s	0	0.0%	100.0	10	0.5%	99.6%	122	3.1%	83.2%	0	0.0%	99.8%
<= 3m 0s	0	0.0%	100.0	4	0.2%	99.8%	67	1.7%	84.9%	0	0.0%	99.8%
<= 3m 30s	0	0.0%	100.0	3	0.2%	99.9%	71	1.8%	86.8%	0	0.0%	99.8%
<= 4m 0s	0	0.0%	100.0	1	0.1%	100.0	89	2.3%	89.0%	0	0.0%	99.8%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	113	2.9%	91.9%	0	0.0%	99.8%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	107	2.7%	94.7%	0	0.0%	99.8%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	90	2.3%	97.0%	0	0.0%	99.8%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	38	1.0%	97.9%	0	0.0%	99.8%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.4%	98.4%	0	0.0%	99.8%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.4%	98.8%	0	0.0%	99.8%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.3%	99.1%	0	0.0%	99.8%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.4%	99.5%	0	0.0%	99.8%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.6%	0	0.0%	99.8%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.8%	0	0.0%	99.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	99.8%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	99.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	99.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	99.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	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	0	0.0%	99.8%
Tot. Counts:	3,910			1,848			3,911			515		

Notes:

Total Records Reported by this PSAP: 4427
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4427

Fractile 911 Call Response Time Distribution

Madison Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1116	99.4%	99.4%	1	1.4%	1.4%	53	4.7%	4.7%	132	100.0	100.0
<= 0m 20s	7	0.6%	100.0	1	1.4%	2.7%	106	9.4%	14.2%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	21	28.8%	31.5%	96	8.5%	22.7%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	24	32.9%	64.4%	113	10.1%	32.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	12	16.4%	80.8%	90	8.0%	40.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	1	1.4%	82.2%	70	6.2%	47.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	12.3%	94.5%	231	20.6%	67.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	1.4%	95.9%	155	13.8%	81.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	1.4%	97.3%	69	6.1%	87.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	1.4%	98.6%	50	4.5%	92.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.6%	18	1.6%	93.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.6%	16	1.4%	95.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.6%	5	0.4%	95.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	98.6%	9	0.8%	96.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	98.6%	11	1.0%	97.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	98.6%	8	0.7%	98.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	1.4%	100.0	3	0.3%	98.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.7%	98.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,123			73			1,123			132		

Notes:

Total Records Reported by this PSAP: 1255
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1255

Fractile 911 Call Response Time Distribution

Manchester Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4965	99.7%	99.7%	3	1.8%	1.8%	444	8.9%	8.9%	542	100.0	100.0
<= 0m 20s	15	0.3%	100.0	15	9.0%	10.8%	526	10.6%	19.5%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	64	38.3%	49.1%	556	11.2%	30.6%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	44	26.3%	75.4%	567	11.4%	42.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	17	10.2%	85.6%	491	9.9%	51.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	6.6%	92.2%	378	7.6%	59.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	4.2%	96.4%	970	19.5%	79.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.8%	98.2%	505	10.1%	89.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	98.8%	205	4.1%	93.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.8%	104	2.1%	95.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.8%	67	1.3%	96.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.8%	40	0.8%	97.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.8%	30	0.6%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.6%	99.4%	20	0.4%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.6%	100.0	37	0.7%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.2%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.2%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	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	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	4,980			167			4,980			542		

Notes:

Total Records Reported by this PSAP: 5522
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 5522

Fractile 911 Call Response Time Distribution

Meriden Fire and Emergency Services

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5153	99.0%	99.0%	14	1.2%	1.2%	583	11.2%	11.2%	769	85.3%	85.3%
<= 0m 20s	39	0.7%	99.7%	347	28.6%	29.8%	610	11.7%	22.9%	1	0.1%	85.4%
<= 0m 30s	2	0.0%	99.8%	435	35.9%	65.6%	636	12.2%	35.1%	2	0.2%	85.6%
<= 0m 40s	0	0.0%	99.8%	231	19.0%	84.7%	527	10.1%	45.2%	0	0.0%	85.6%
<= 0m 50s	0	0.0%	99.8%	82	6.8%	91.4%	349	6.7%	51.9%	0	0.0%	85.6%
<= 1m 0s	0	0.0%	99.8%	39	3.2%	94.6%	258	5.0%	56.9%	0	0.0%	85.6%
<= 1m 30s	0	0.0%	99.8%	35	2.9%	97.5%	579	11.1%	68.0%	0	0.0%	85.6%
<= 2m 0s	0	0.0%	99.8%	9	0.7%	98.3%	345	6.6%	74.6%	0	0.0%	85.6%
<= 2m 30s	0	0.0%	99.8%	7	0.6%	98.8%	225	4.3%	79.0%	0	0.0%	85.6%
<= 3m 0s	0	0.0%	99.8%	3	0.2%	99.1%	221	4.2%	83.2%	0	0.0%	85.6%
<= 3m 30s	0	0.0%	99.8%	1	0.1%	99.2%	220	4.2%	87.4%	0	0.0%	85.6%
<= 4m 0s	0	0.0%	99.8%	1	0.1%	99.3%	229	4.4%	91.8%	0	0.0%	85.6%
<= 4m 30s	0	0.0%	99.8%	1	0.1%	99.3%	111	2.1%	94.0%	0	0.0%	85.6%
<= 5m 0s	0	0.0%	99.8%	1	0.1%	99.4%	81	1.6%	95.5%	1	0.1%	85.7%
<= 6m 0s	0	0.0%	99.8%	0	0.0%	99.4%	93	1.8%	97.3%	1	0.1%	85.8%
<= 7m 0s	0	0.0%	99.8%	0	0.0%	99.4%	45	0.9%	98.2%	1	0.1%	85.9%
<= 8m 0s	0	0.0%	99.8%	0	0.0%	99.4%	13	0.2%	98.4%	0	0.0%	85.9%
<= 9m 0s	0	0.0%	99.8%	0	0.0%	99.4%	16	0.3%	98.7%	0	0.0%	85.9%
<= 10m 0s	1	0.0%	99.8%	0	0.0%	99.4%	12	0.2%	99.0%	0	0.0%	85.9%
<= 11m 0s	0	0.0%	99.8%	0	0.0%	99.4%	7	0.1%	99.1%	2	0.2%	86.1%
<= 12m 0s	0	0.0%	99.8%	0	0.0%	99.4%	3	0.1%	99.2%	2	0.2%	86.4%
<= 13m 0s	0	0.0%	99.8%	0	0.0%	99.4%	4	0.1%	99.2%	0	0.0%	86.4%
<= 14m 0s	0	0.0%	99.8%	0	0.0%	99.4%	3	0.1%	99.3%	0	0.0%	86.4%
<= 15m 0s	0	0.0%	99.8%	0	0.0%	99.4%	0	0.0%	99.3%	0	0.0%	86.4%
<= 16m 0s	0	0.0%	99.8%	0	0.0%	99.4%	2	0.0%	99.3%	0	0.0%	86.4%
<= 17m 0s	0	0.0%	99.8%	0	0.0%	99.4%	1	0.0%	99.3%	0	0.0%	86.4%
<= 18m 0s	0	0.0%	99.8%	0	0.0%	99.4%	1	0.0%	99.4%	0	0.0%	86.4%
<= 19m 0s	2	0.0%	99.8%	0	0.0%	99.4%	1	0.0%	99.4%	0	0.0%	86.4%
<= 20m 0s	0	0.0%	99.8%	0	0.0%	99.4%	3	0.1%	99.4%	1	0.1%	86.5%
>= 20m 0s	10	0.2%	100.0	6	0.5%	99.9%	27	0.5%	100.0	87	9.6%	96.1%
Tot. Counts:	5,207			1,212			5,205			867		

Notes:

Total Records Reported by this PSAP: 6109
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 6109

Fractile 911 Call Response Time Distribution

Middlebury Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	462	95.1%	95.1%	0	0.0%	0.0%	23	4.7%	4.7%	39	88.6%	88.6%
<= 0m 20s	22	4.5%	99.6%	2	1.2%	1.2%	29	6.0%	10.7%	1	2.3%	90.9%
<= 0m 30s	2	0.4%	100.0	35	20.5%	21.6%	34	7.0%	17.7%	4	9.1%	100.0
<= 0m 40s	0	0.0%	100.0	44	25.7%	47.4%	46	9.5%	27.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	33	19.3%	66.7%	48	9.9%	37.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	27	15.8%	82.5%	38	7.8%	44.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	25	14.6%	97.1%	101	20.8%	65.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	2.3%	99.4%	53	10.9%	76.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.4%	41	8.4%	85.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	29	6.0%	90.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	12	2.5%	93.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.6%	100.0	8	1.6%	95.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.8%	95.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.8%	96.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.8%	97.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.6%	98.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.0%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.0%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	99.4%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.6%	100.0	0	0.0%	100.0
Tot. Counts:	486			171			486			44		

Notes:

Total Records Reported by this PSAP: 530
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 530

Fractile 911 Call Response Time Distribution

Middletown Central Communications

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4325	92.2%	92.2%	0	0.0%	0.0%	282	6.0%	6.0%	685	92.6%	92.6%
<= 0m 20s	274	5.8%	98.0%	34	8.9%	8.9%	385	8.2%	14.2%	7	0.9%	93.5%
<= 0m 30s	29	0.6%	98.7%	96	25.2%	34.1%	373	8.0%	22.2%	29	3.9%	97.4%
<= 0m 40s	1	0.0%	98.7%	85	22.3%	56.4%	352	7.5%	29.7%	0	0.0%	97.4%
<= 0m 50s	1	0.0%	98.7%	51	13.4%	69.8%	318	6.8%	36.5%	0	0.0%	97.4%
<= 1m 0s	0	0.0%	98.7%	31	8.1%	78.0%	272	5.8%	42.3%	0	0.0%	97.4%
<= 1m 30s	0	0.0%	98.7%	35	9.2%	87.1%	658	14.0%	56.3%	0	0.0%	97.4%
<= 2m 0s	0	0.0%	98.7%	15	3.9%	91.1%	530	11.3%	67.6%	0	0.0%	97.4%
<= 2m 30s	0	0.0%	98.7%	7	1.8%	92.9%	519	11.1%	78.6%	0	0.0%	97.4%
<= 3m 0s	0	0.0%	98.7%	4	1.0%	94.0%	376	8.0%	86.7%	0	0.0%	97.4%
<= 3m 30s	0	0.0%	98.7%	0	0.0%	94.0%	214	4.6%	91.2%	0	0.0%	97.4%
<= 4m 0s	0	0.0%	98.7%	1	0.3%	94.2%	143	3.0%	94.3%	0	0.0%	97.4%
<= 4m 30s	0	0.0%	98.7%	0	0.0%	94.2%	60	1.3%	95.5%	0	0.0%	97.4%
<= 5m 0s	6	0.1%	98.8%	0	0.0%	94.2%	42	0.9%	96.4%	0	0.0%	97.4%
<= 6m 0s	0	0.0%	98.8%	0	0.0%	94.2%	37	0.8%	97.2%	0	0.0%	97.4%
<= 7m 0s	6	0.1%	99.0%	0	0.0%	94.2%	24	0.5%	97.7%	0	0.0%	97.4%
<= 8m 0s	0	0.0%	99.0%	0	0.0%	94.2%	19	0.4%	98.1%	0	0.0%	97.4%
<= 9m 0s	0	0.0%	99.0%	0	0.0%	94.2%	13	0.3%	98.4%	1	0.1%	97.6%
<= 10m 0s	0	0.0%	99.0%	1	0.3%	94.5%	10	0.2%	98.6%	0	0.0%	97.6%
<= 11m 0s	0	0.0%	99.0%	0	0.0%	94.5%	4	0.1%	98.7%	1	0.1%	97.7%
<= 12m 0s	0	0.0%	99.0%	0	0.0%	94.5%	1	0.0%	98.7%	0	0.0%	97.7%
<= 13m 0s	0	0.0%	99.0%	0	0.0%	94.5%	3	0.1%	98.8%	0	0.0%	97.7%
<= 14m 0s	0	0.0%	99.0%	0	0.0%	94.5%	2	0.0%	98.8%	0	0.0%	97.7%
<= 15m 0s	0	0.0%	99.0%	0	0.0%	94.5%	0	0.0%	98.8%	1	0.1%	97.8%
<= 16m 0s	0	0.0%	99.0%	0	0.0%	94.5%	2	0.0%	98.9%	1	0.1%	98.0%
<= 17m 0s	0	0.0%	99.0%	0	0.0%	94.5%	1	0.0%	98.9%	0	0.0%	98.0%
<= 18m 0s	0	0.0%	99.0%	0	0.0%	94.5%	0	0.0%	98.9%	0	0.0%	98.0%
<= 19m 0s	0	0.0%	99.0%	0	0.0%	94.5%	0	0.0%	98.9%	0	0.0%	98.0%
<= 20m 0s	0	0.0%	99.0%	0	0.0%	94.5%	0	0.0%	98.9%	0	0.0%	98.0%
>= 20m 0s	49	1.0%	100.0	21	5.5%	100.0	49	1.0%	100.0	14	1.9%	99.9%
Tot. Counts:	4,691			381			4,689			739		

Notes:

Total Records Reported by this PSAP: 5431
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 5431

Fractile 911 Call Response Time Distribution

Milford Fire Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3940	97.8%	97.8%	7	0.4%	0.4%	301	7.5%	7.5%	544	96.6%	96.6%
<= 0m 20s	74	1.8%	99.6%	425	24.5%	24.9%	424	10.5%	18.0%	6	1.1%	97.7%
<= 0m 30s	15	0.4%	100.0	701	40.4%	65.3%	773	19.2%	37.2%	13	2.3%	100.0
<= 0m 40s	0	0.0%	100.0	369	21.3%	86.6%	811	20.1%	57.3%	0	0.0%	100.0
<= 0m 50s	1	0.0%	100.0	106	6.1%	92.7%	538	13.3%	70.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	72	4.2%	96.9%	343	8.5%	79.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	42	2.4%	99.3%	556	13.8%	93.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	0.3%	99.6%	175	4.3%	97.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.2%	99.8%	62	1.5%	98.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	0.2%	100.0	24	0.6%	99.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	12	0.3%	99.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	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	1	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	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
Tot. Counts:	4,030			1,734			4,030			563		

Notes:

Total Records Reported by this PSAP: 4593
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4593

Fractile 911 Call Response Time Distribution

Monroe Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1123	94.5%	94.5%	0	0.0%	0.0%	107	9.0%	9.0%	209	97.7%	97.7%
<= 0m 20s	59	5.0%	99.5%	112	24.6%	24.6%	137	11.5%	20.5%	1	0.5%	98.1%
<= 0m 30s	5	0.4%	99.9%	156	34.3%	58.9%	139	11.7%	32.2%	4	1.9%	100.0
<= 0m 40s	1	0.1%	100.0	88	19.3%	78.2%	138	11.6%	43.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	47	10.3%	88.6%	124	10.4%	54.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	19	4.2%	92.7%	96	8.1%	62.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	21	4.6%	97.4%	175	14.7%	77.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.9%	98.2%	80	6.7%	83.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	5	1.1%	99.3%	67	5.6%	89.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.6%	37	3.1%	92.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.6%	22	1.9%	94.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.8%	10	0.8%	95.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	20	1.7%	97.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	9	0.8%	97.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	6	0.5%	98.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.7%	98.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	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	1	0.1%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,188			455			1,188			214		

Notes:

Total Records Reported by this PSAP: 1402
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1402

Fractile 911 Call Response Time Distribution

Montville Dispatch

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1274	95.1%	95.1%	11	2.2%	2.2%	138	10.3%	10.3%	193	95.5%	95.5%
<= 0m 20s	56	4.2%	99.3%	169	34.5%	36.7%	195	14.6%	24.9%	2	1.0%	96.5%
<= 0m 30s	9	0.7%	100.0	190	38.8%	75.5%	299	22.3%	47.2%	7	3.5%	100.0
<= 0m 40s	0	0.0%	100.0	71	14.5%	90.0%	296	22.1%	69.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	32	6.5%	96.5%	145	10.8%	80.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	2.2%	98.8%	100	7.5%	87.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	1.2%	100.0	108	8.1%	95.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	32	2.4%	98.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.7%	98.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	99.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,339			490			1,339			202		

Notes:

Total Records Reported by this PSAP: 1541
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1541

Fractile 911 Call Response Time Distribution

Naugatuck Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2076	98.8%	98.8%	165	21.0%	21.0%	140	6.7%	6.7%	167	97.1%	97.1%
<= 0m 20s	22	1.0%	99.9%	398	50.7%	71.7%	256	12.2%	18.8%	2	1.2%	98.3%
<= 0m 30s	3	0.1%	100.0	136	17.3%	89.0%	328	15.6%	34.5%	3	1.7%	100.0
<= 0m 40s	0	0.0%	100.0	51	6.5%	95.5%	313	14.9%	49.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	14	1.8%	97.3%	268	12.8%	62.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	1.1%	98.5%	211	10.0%	72.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	1.3%	99.7%	318	15.1%	87.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	99.7%	125	5.9%	93.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.7%	52	2.5%	95.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.7%	33	1.6%	97.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	17	0.8%	98.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.3%	100.0	7	0.3%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	98.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.6%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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
Tot. Counts:	2,101			785			2,101			172		

Notes:

Total Records Reported by this PSAP: 2273
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2273

Fractile 911 Call Response Time Distribution

New Britain Public Safety

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	8828	94.0%	94.0%	11	2.9%	2.9%	759	8.1%	8.1%	1433	95.9%	95.9%
<= 0m 20s	502	5.3%	99.3%	71	18.8%	21.7%	848	9.0%	17.1%	26	1.7%	97.6%
<= 0m 30s	61	0.6%	100.0	121	32.0%	53.7%	873	9.3%	26.4%	30	2.0%	99.6%
<= 0m 40s	1	0.0%	100.0	72	19.0%	72.8%	881	9.4%	35.8%	0	0.0%	99.6%
<= 0m 50s	0	0.0%	100.0	35	9.3%	82.0%	722	7.7%	43.5%	0	0.0%	99.6%
<= 1m 0s	0	0.0%	100.0	14	3.7%	85.7%	659	7.0%	50.5%	0	0.0%	99.6%
<= 1m 30s	0	0.0%	100.0	27	7.1%	92.9%	1596	17.0%	67.5%	0	0.0%	99.6%
<= 2m 0s	0	0.0%	100.0	10	2.6%	95.5%	1007	10.7%	78.2%	0	0.0%	99.6%
<= 2m 30s	0	0.0%	100.0	7	1.9%	97.4%	585	6.2%	84.4%	0	0.0%	99.6%
<= 3m 0s	0	0.0%	100.0	3	0.8%	98.1%	431	4.6%	89.0%	0	0.0%	99.6%
<= 3m 30s	0	0.0%	100.0	3	0.8%	98.9%	245	2.6%	91.6%	0	0.0%	99.6%
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.9%	185	2.0%	93.6%	0	0.0%	99.6%
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.9%	150	1.6%	95.2%	0	0.0%	99.6%
<= 5m 0s	0	0.0%	100.0	1	0.3%	99.2%	93	1.0%	96.2%	0	0.0%	99.6%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.2%	112	1.2%	97.4%	0	0.0%	99.6%
<= 7m 0s	0	0.0%	100.0	1	0.3%	99.5%	77	0.8%	98.2%	0	0.0%	99.6%
<= 8m 0s	0	0.0%	100.0	1	0.3%	99.7%	58	0.6%	98.8%	0	0.0%	99.6%
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.7%	35	0.4%	99.2%	0	0.0%	99.6%
<= 10m 0s	0	0.0%	100.0	1	0.3%	100.0	24	0.3%	99.4%	0	0.0%	99.6%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.2%	99.6%	0	0.0%	99.6%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.1%	99.8%	0	0.0%	99.6%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.9%	0	0.0%	99.6%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	99.6%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.9%	0	0.0%	99.6%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	99.6%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.6%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.6%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	1	0.1%	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	1	0.0%	100.0	0	0.0%	100.0	4	0.0%	100.0	5	0.3%	100.0
Tot. Counts:	9,393			378			9,393			1,495		

Notes:

Total Records Reported by this PSAP: 10888
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 10888

Fractile 911 Call Response Time Distribution

New Canaan Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1063	97.6%	97.6%	1	0.3%	0.3%	161	14.8%	14.8%	246	96.5%	96.5%
<= 0m 20s	23	2.1%	99.7%	40	11.5%	11.8%	144	13.2%	28.0%	1	0.4%	96.9%
<= 0m 30s	3	0.3%	100.0	123	35.3%	47.1%	126	11.6%	39.6%	8	3.1%	100.0
<= 0m 40s	0	0.0%	100.0	87	25.0%	72.1%	126	11.6%	51.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	38	10.9%	83.0%	105	9.6%	60.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	28	8.0%	91.1%	67	6.2%	66.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	23	6.6%	97.7%	164	15.1%	82.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.9%	98.6%	86	7.9%	89.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.6%	99.1%	42	3.9%	93.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.3%	99.4%	26	2.4%	96.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.3%	99.7%	14	1.3%	97.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.3%	100.0	12	1.1%	98.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,089			348			1,089			255		

Notes:

Total Records Reported by this PSAP: 1344
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1344

Fractile 911 Call Response Time Distribution

New Fairfield Emergency Communications Ctr.

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	880	97.0%	97.0%	0	0.0%	0.0%	104	11.5%	11.5%	210	98.6%	98.6%
<= 0m 20s	23	2.5%	99.6%	17	14.4%	14.4%	138	15.2%	26.7%	3	1.4%	100.0
<= 0m 30s	4	0.4%	100.0	49	41.5%	55.9%	105	11.6%	38.3%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	28	23.7%	79.7%	142	15.7%	53.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	10	8.5%	88.1%	102	11.2%	65.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	4.2%	92.4%	75	8.3%	73.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	5.1%	97.5%	129	14.2%	87.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.7%	99.2%	50	5.5%	93.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.2%	17	1.9%	95.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.8%	100.0	18	2.0%	97.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.7%	97.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	907			118			907			213		

Notes:

Total Records Reported by this PSAP: 1120
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1120

Fractile 911 Call Response Time Distribution

New Haven Fire Communications Center

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	25526	97.3%	97.3%	23	0.2%	0.2%	3260	12.4%	12.4%	4278	97.7%	97.7%
<= 0m 20s	638	2.4%	99.7%	3323	26.6%	26.8%	2771	10.6%	23.0%	33	0.8%	98.4%
<= 0m 30s	74	0.3%	100.0	4663	37.3%	64.1%	3780	14.4%	37.4%	58	1.3%	99.7%
<= 0m 40s	6	0.0%	100.0	2337	18.7%	82.8%	4418	16.8%	54.2%	0	0.0%	99.7%
<= 0m 50s	1	0.0%	100.0	923	7.4%	90.2%	3171	12.1%	66.3%	0	0.0%	99.7%
<= 1m 0s	2	0.0%	100.0	423	3.4%	93.6%	2299	8.8%	75.1%	0	0.0%	99.7%
<= 1m 30s	0	0.0%	100.0	558	4.5%	98.1%	3915	14.9%	90.0%	0	0.0%	99.7%
<= 2m 0s	0	0.0%	100.0	160	1.3%	99.4%	1514	5.8%	95.7%	0	0.0%	99.7%
<= 2m 30s	0	0.0%	100.0	34	0.3%	99.6%	528	2.0%	97.7%	0	0.0%	99.7%
<= 3m 0s	0	0.0%	100.0	22	0.2%	99.8%	220	0.8%	98.6%	0	0.0%	99.7%
<= 3m 30s	0	0.0%	100.0	16	0.1%	99.9%	131	0.5%	99.1%	0	0.0%	99.7%
<= 4m 0s	0	0.0%	100.0	3	0.0%	100.0	72	0.3%	99.4%	0	0.0%	99.7%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	47	0.2%	99.5%	0	0.0%	99.7%
<= 5m 0s	0	0.0%	100.0	2	0.0%	100.0	22	0.1%	99.6%	0	0.0%	99.7%
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	42	0.2%	99.8%	0	0.0%	99.7%
<= 7m 0s	0	0.0%	100.0	1	0.0%	100.0	23	0.1%	99.9%	0	0.0%	99.7%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.1%	99.9%	1	0.0%	99.8%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.0%	100.0	0	0.0%	99.8%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	100.0	0	0.0%	99.8%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	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	0	0.0%	100.0	0	0.0%	99.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	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	10	0.2%	100.0
Tot. Counts:	26,247			12,489			26,247			4,380		

Notes:

Total Records Reported by this PSAP: 30627
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 30627

Fractile 911 Call Response Time Distribution

Newington Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2403	97.9%	97.9%	7	1.2%	1.2%	197	8.0%	8.0%	294	97.7%	97.7%
<= 0m 20s	47	1.9%	99.8%	134	23.1%	24.4%	306	12.5%	20.5%	2	0.7%	98.3%
<= 0m 30s	5	0.2%	100.0	157	27.1%	51.5%	380	15.5%	36.0%	5	1.7%	100.0
<= 0m 40s	0	0.0%	100.0	134	23.1%	74.6%	385	15.7%	51.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	69	11.9%	86.5%	246	10.0%	61.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	36	6.2%	92.7%	201	8.2%	69.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	31	5.4%	98.1%	385	15.7%	85.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	0.9%	99.0%	153	6.2%	91.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.0%	62	2.5%	94.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	0.7%	99.7%	37	1.5%	95.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	22	0.9%	96.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.8%	17	0.7%	97.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	10	0.4%	97.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.5%	98.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.5%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.3%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	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	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,455			579			2,455			301		

Notes:

Total Records Reported by this PSAP: 2756
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2756

Fractile 911 Call Response Time Distribution

New London Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3834	98.6%	98.6%	1	0.9%	0.9%	303	7.8%	7.8%	426	99.3%	99.3%
<= 0m 20s	48	1.2%	99.9%	17	15.6%	16.5%	533	13.7%	21.5%	1	0.2%	99.5%
<= 0m 30s	3	0.1%	99.9%	42	38.5%	55.0%	626	16.1%	37.6%	2	0.5%	100.0
<= 0m 40s	1	0.0%	100.0	19	17.4%	72.5%	608	15.6%	53.3%	0	0.0%	100.0
<= 0m 50s	1	0.0%	100.0	6	5.5%	78.0%	403	10.4%	63.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	8.3%	86.2%	344	8.9%	72.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	13	11.9%	98.2%	580	14.9%	87.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.9%	99.1%	228	5.9%	93.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.1%	96	2.5%	95.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.1%	60	1.5%	97.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.1%	34	0.9%	98.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.1%	17	0.4%	98.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.9%	100.0	19	0.5%	99.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	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	4	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	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	2	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	3,887			109			3,887			429		

Notes:

Total Records Reported by this PSAP: 4316
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4316

Fractile 911 Call Response Time Distribution

New Milford Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2032	99.6%	99.6%	0	0.0%	0.0%	222	10.9%	10.9%	257	99.6%	99.6%
<= 0m 20s	8	0.4%	100.0	33	19.3%	19.3%	288	14.1%	25.0%	1	0.4%	100.0
<= 0m 30s	0	0.0%	100.0	59	34.5%	53.8%	299	14.7%	39.7%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	40	23.4%	77.2%	286	14.0%	53.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	20	11.7%	88.9%	221	10.8%	64.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	12	7.0%	95.9%	177	8.7%	73.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	2.9%	98.8%	327	16.0%	89.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	98.8%	111	5.4%	94.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.2%	100.0	40	2.0%	96.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	21	1.0%	97.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	10	0.5%	98.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.6%	98.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	98.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	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	0	0.0%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,040			171			2,040			258		

Notes:

Total Records Reported by this PSAP: 2298
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2298

Fractile 911 Call Response Time Distribution

Newtown Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1564	99.1%	99.1%	0	0.0%	0.0%	109	6.9%	6.9%	191	100.0	100.0
<= 0m 20s	14	0.9%	100.0	30	21.3%	21.3%	168	10.6%	17.6%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	57	40.4%	61.7%	150	9.5%	27.1%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	32	22.7%	84.4%	141	8.9%	36.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	9	6.4%	90.8%	111	7.0%	43.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	2.8%	93.6%	110	7.0%	50.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	5.7%	99.3%	239	15.1%	65.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	99.3%	160	10.1%	75.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.7%	100.0	106	6.7%	82.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	72	4.6%	86.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	52	3.3%	89.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	40	2.5%	92.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	15	1.0%	93.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	24	1.5%	94.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	21	1.3%	96.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.8%	97.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.6%	97.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	98.0%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.7%	98.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	99.1%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.3%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.6%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.7%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,578			141			1,578			191		

Notes:

Total Records Reported by this PSAP: 1769
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1769

Fractile 911 Call Response Time Distribution

North Branford Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	839	94.3%	94.3%	0	0.0%	0.0%	86	9.7%	9.7%	106	93.8%	93.8%
<= 0m 20s	41	4.6%	98.9%	38	28.6%	28.6%	125	14.0%	23.7%	2	1.8%	95.6%
<= 0m 30s	10	1.1%	100.0	53	39.8%	68.4%	134	15.1%	38.8%	5	4.4%	100.0
<= 0m 40s	0	0.0%	100.0	24	18.0%	86.5%	139	15.6%	54.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	9	6.8%	93.2%	91	10.2%	64.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	2.3%	95.5%	76	8.5%	73.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	3.0%	98.5%	103	11.6%	84.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	98.5%	58	6.5%	91.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.8%	99.2%	29	3.3%	94.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.8%	100.0	24	2.7%	97.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.8%	98.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.6%	98.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	890			133			890			113		

Notes:

Total Records Reported by this PSAP: 1003
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1003

Fractile 911 Call Response Time Distribution

North Haven Emergency Communications

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1770	98.8%	98.8%	0	0.0%	0.0%	97	5.4%	5.4%	167	100.0	100.0
<= 0m 20s	21	1.2%	99.9%	7	14.0%	14.0%	185	10.3%	15.7%	0	0.0%	100.0
<= 0m 30s	0	0.0%	99.9%	19	38.0%	52.0%	222	12.4%	28.1%	0	0.0%	100.0
<= 0m 40s	0	0.0%	99.9%	7	14.0%	66.0%	285	15.9%	44.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.9%	8	16.0%	82.0%	253	14.1%	58.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.9%	2	4.0%	86.0%	203	11.3%	69.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	99.9%	6	12.0%	98.0%	297	16.6%	86.0%	0	0.0%	100.0
<= 2m 0s	1	0.1%	100.0	1	2.0%	100.0	90	5.0%	91.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	51	2.8%	93.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	27	1.5%	95.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	18	1.0%	96.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.7%	97.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	13	0.7%	97.8%	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	13	0.7%	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	6	0.3%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	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	1	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
Tot. Counts:	1,792			50			1,792			167		

Notes:

Total Records Reported by this PSAP: 1959
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1959

Fractile 911 Call Response Time Distribution

Northwest CT Public Safety Comm. Center

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3749	99.3%	99.3%	5	0.4%	0.4%	254	6.7%	6.7%	427	99.3%	99.3%
<= 0m 20s	22	0.6%	99.9%	333	24.3%	24.7%	274	7.3%	14.0%	0	0.0%	99.3%
<= 0m 30s	3	0.1%	100.0	521	38.1%	62.7%	317	8.4%	22.4%	3	0.7%	100.0
<= 0m 40s	0	0.0%	100.0	261	19.1%	81.8%	464	12.3%	34.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	111	8.1%	89.9%	326	8.6%	43.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	63	4.6%	94.5%	244	6.5%	49.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	52	3.8%	98.3%	749	19.8%	69.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	12	0.9%	99.2%	615	16.3%	85.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	5	0.4%	99.6%	304	8.1%	94.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.1%	99.7%	113	3.0%	97.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.8%	55	1.5%	98.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.1%	99.9%	17	0.5%	98.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	12	0.3%	99.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	4	0.1%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.1%	100.0	11	0.3%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	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	3	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	3,774			1,369			3,774			430		

Notes:

Total Records Reported by this PSAP: 4204
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4204

Fractile 911 Call Response Time Distribution

Norwalk Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7480	96.8%	96.8%	1	0.3%	0.3%	811	10.5%	10.5%	1509	98.9%	98.9%
<= 0m 20s	234	3.0%	99.8%	47	15.4%	15.7%	812	10.5%	21.0%	9	0.6%	99.5%
<= 0m 30s	12	0.2%	100.0	108	35.4%	51.1%	712	9.2%	30.2%	3	0.2%	99.7%
<= 0m 40s	1	0.0%	100.0	59	19.3%	70.5%	716	9.3%	39.5%	0	0.0%	99.7%
<= 0m 50s	0	0.0%	100.0	34	11.1%	81.6%	547	7.1%	46.6%	0	0.0%	99.7%
<= 1m 0s	0	0.0%	100.0	14	4.6%	86.2%	547	7.1%	53.6%	1	0.1%	99.7%
<= 1m 30s	0	0.0%	100.0	27	8.9%	95.1%	1295	16.8%	70.4%	0	0.0%	99.7%
<= 2m 0s	0	0.0%	100.0	10	3.3%	98.4%	837	10.8%	81.2%	0	0.0%	99.7%
<= 2m 30s	0	0.0%	100.0	1	0.3%	98.7%	459	5.9%	87.2%	0	0.0%	99.7%
<= 3m 0s	0	0.0%	100.0	1	0.3%	99.0%	287	3.7%	90.9%	0	0.0%	99.7%
<= 3m 30s	0	0.0%	100.0	1	0.3%	99.3%	169	2.2%	93.1%	1	0.1%	99.8%
<= 4m 0s	0	0.0%	100.0	2	0.7%	100.0	112	1.4%	94.5%	0	0.0%	99.8%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	88	1.1%	95.7%	0	0.0%	99.8%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	74	1.0%	96.6%	0	0.0%	99.8%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	88	1.1%	97.8%	0	0.0%	99.8%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	52	0.7%	98.4%	0	0.0%	99.8%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	34	0.4%	98.9%	0	0.0%	99.8%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	31	0.4%	99.3%	0	0.0%	99.8%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.3%	99.5%	0	0.0%	99.8%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.2%	99.7%	0	0.0%	99.8%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.8%	0	0.0%	99.8%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	99.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	99.8%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	0	0.0%	99.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.8%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.8%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.8%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	99.8%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	3	0.2%	100.0
Tot. Counts:	7,727			305			7,727			1,526		

Notes:

Total Records Reported by this PSAP: 9253
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 9253

Fractile 911 Call Response Time Distribution

Norwich Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4621	97.0%	97.0%	4	0.3%	0.3%	401	8.4%	8.4%	590	98.5%	98.5%
<= 0m 20s	127	2.7%	99.6%	583	43.3%	43.6%	503	10.6%	19.0%	4	0.7%	99.2%
<= 0m 30s	17	0.4%	100.0	410	30.5%	74.1%	494	10.4%	29.3%	5	0.8%	100.0
<= 0m 40s	1	0.0%	100.0	200	14.9%	88.9%	516	10.8%	40.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	72	5.3%	94.3%	428	9.0%	49.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	30	2.2%	96.5%	374	7.8%	57.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	31	2.3%	98.8%	896	18.8%	75.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	7	0.5%	99.3%	486	10.2%	86.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	6	0.4%	99.8%	301	6.3%	92.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.9%	148	3.1%	95.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.9%	83	1.7%	97.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.9%	44	0.9%	98.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	100.0	22	0.5%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.4%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.4%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.2%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	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
Tot. Counts:	4,766			1,346			4,766			599		

Notes:

Total Records Reported by this PSAP: 5365
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 5365

Fractile 911 Call Response Time Distribution

Old Saybrook Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	778	96.5%	96.5%	0	0.0%	0.0%	26	3.2%	3.2%	34	85.0%	85.0%
<= 0m 20s	23	2.9%	99.4%	0	0.0%	0.0%	51	6.3%	9.6%	2	5.0%	90.0%
<= 0m 30s	4	0.5%	99.9%	1	5.0%	5.0%	62	7.7%	17.2%	3	7.5%	97.5%
<= 0m 40s	1	0.1%	100.0	2	10.0%	15.0%	60	7.4%	24.7%	1	2.5%	100.0
<= 0m 50s	0	0.0%	100.0	4	20.0%	35.0%	68	8.4%	33.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	15.0%	50.0%	71	8.8%	41.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	20.0%	70.0%	218	27.0%	69.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	10.0%	80.0%	116	14.4%	83.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	10.0%	90.0%	41	5.1%	88.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	5.0%	95.0%	20	2.5%	90.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	5.0%	100.0	14	1.7%	92.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	15	1.9%	94.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	13	1.6%	96.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	96.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	13	1.6%	98.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	98.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	98.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	98.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	99.1%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.3%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.4%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	100.0	0	0.0%	100.0
Tot. Counts:	806			20			806			40		

Notes:

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

Fractile 911 Call Response Time Distribution

Orange Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1269	98.3%	98.3%	0	0.0%	0.0%	78	6.0%	6.0%	137	99.3%	99.3%
<= 0m 20s	19	1.5%	99.8%	43	9.2%	9.2%	112	8.7%	14.7%	0	0.0%	99.3%
<= 0m 30s	3	0.2%	100.0	128	27.4%	36.5%	137	10.6%	25.3%	1	0.7%	100.0
<= 0m 40s	0	0.0%	100.0	129	27.6%	64.1%	181	14.0%	39.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	65	13.9%	78.0%	157	12.2%	51.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	30	6.4%	84.4%	119	9.2%	60.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	46	9.8%	94.2%	230	17.8%	78.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	13	2.8%	97.0%	105	8.1%	86.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	12	2.6%	99.6%	46	3.6%	90.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.6%	36	2.8%	93.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.6%	26	2.0%	95.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.6%	13	1.0%	96.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	99.8%	8	0.6%	96.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	6	0.5%	97.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	12	0.9%	98.1%	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%	99.7%	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	2	0.2%	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
Tot. Counts:	1,291			468			1,291			138		

Notes:

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

Fractile 911 Call Response Time Distribution

Plainville Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1161	96.9%	96.9%	0	0.0%	0.0%	87	7.3%	7.3%	292	94.5%	94.5%
<= 0m 20s	34	2.8%	99.7%	79	19.7%	19.7%	137	11.4%	18.7%	2	0.6%	95.1%
<= 0m 30s	2	0.2%	99.9%	112	27.9%	47.5%	106	8.8%	27.5%	3	1.0%	96.1%
<= 0m 40s	0	0.0%	99.9%	82	20.4%	67.9%	95	7.9%	35.5%	0	0.0%	96.1%
<= 0m 50s	0	0.0%	99.9%	53	13.2%	81.1%	78	6.5%	42.0%	0	0.0%	96.1%
<= 1m 0s	0	0.0%	99.9%	27	6.7%	87.8%	82	6.8%	48.8%	0	0.0%	96.1%
<= 1m 30s	0	0.0%	99.9%	41	10.2%	98.0%	180	15.0%	63.9%	0	0.0%	96.1%
<= 2m 0s	0	0.0%	99.9%	1	0.2%	98.3%	90	7.5%	71.4%	0	0.0%	96.1%
<= 2m 30s	0	0.0%	99.9%	1	0.2%	98.5%	54	4.5%	75.9%	0	0.0%	96.1%
<= 3m 0s	0	0.0%	99.9%	2	0.5%	99.0%	47	3.9%	79.8%	0	0.0%	96.1%
<= 3m 30s	0	0.0%	99.9%	0	0.0%	99.0%	44	3.7%	83.5%	0	0.0%	96.1%
<= 4m 0s	0	0.0%	99.9%	1	0.2%	99.3%	47	3.9%	87.4%	0	0.0%	96.1%
<= 4m 30s	0	0.0%	99.9%	2	0.5%	99.8%	41	3.4%	90.8%	0	0.0%	96.1%
<= 5m 0s	0	0.0%	99.9%	0	0.0%	99.8%	25	2.1%	92.9%	0	0.0%	96.1%
<= 6m 0s	0	0.0%	99.9%	0	0.0%	99.8%	28	2.3%	95.2%	0	0.0%	96.1%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	99.8%	21	1.8%	97.0%	0	0.0%	96.1%
<= 8m 0s	0	0.0%	99.9%	0	0.0%	99.8%	16	1.3%	98.3%	0	0.0%	96.1%
<= 9m 0s	0	0.0%	99.9%	0	0.0%	99.8%	4	0.3%	98.7%	0	0.0%	96.1%
<= 10m 0s	0	0.0%	99.9%	0	0.0%	99.8%	5	0.4%	99.1%	0	0.0%	96.1%
<= 11m 0s	0	0.0%	99.9%	0	0.0%	99.8%	0	0.0%	99.1%	0	0.0%	96.1%
<= 12m 0s	0	0.0%	99.9%	0	0.0%	99.8%	1	0.1%	99.2%	0	0.0%	96.1%
<= 13m 0s	0	0.0%	99.9%	0	0.0%	99.8%	2	0.2%	99.3%	0	0.0%	96.1%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	99.8%	1	0.1%	99.4%	0	0.0%	96.1%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	99.8%	0	0.0%	99.4%	0	0.0%	96.1%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	99.8%	1	0.1%	99.5%	0	0.0%	96.1%
<= 17m 0s	0	0.0%	99.9%	0	0.0%	99.8%	0	0.0%	99.5%	0	0.0%	96.1%
<= 18m 0s	0	0.0%	99.9%	0	0.0%	99.8%	0	0.0%	99.5%	0	0.0%	96.1%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	99.8%	1	0.1%	99.6%	0	0.0%	96.1%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	99.8%	0	0.0%	99.6%	0	0.0%	96.1%
>= 20m 0s	1	0.1%	100.0	1	0.2%	100.0	5	0.4%	100.0	12	3.9%	100.0
Tot. Counts:	1,198			402			1,198			309		

Notes:

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

Fractile 911 Call Response Time Distribution

Plymouth Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	875	97.5%	97.5%	0	0.0%	0.0%	58	6.5%	6.5%	113	97.4%	97.4%
<= 0m 20s	17	1.9%	99.4%	26	16.6%	16.6%	47	5.2%	11.7%	1	0.9%	98.3%
<= 0m 30s	5	0.6%	100.0	70	44.6%	61.1%	64	7.1%	18.8%	2	1.7%	100.0
<= 0m 40s	0	0.0%	100.0	31	19.7%	80.9%	95	10.6%	29.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	10	6.4%	87.3%	101	11.3%	40.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	3.8%	91.1%	69	7.7%	48.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	5.1%	96.2%	148	16.5%	64.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.9%	98.1%	82	9.1%	74.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.3%	99.4%	66	7.4%	81.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.6%	100.0	48	5.4%	86.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	23	2.6%	89.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	26	2.9%	92.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	14	1.6%	93.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	15	1.7%	95.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.9%	96.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	13	1.4%	97.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	98.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.6%	98.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	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%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	897			157			897			116		

Notes:

Total Records Reported by this PSAP: 1013
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1013

Fractile 911 Call Response Time Distribution

Putnam Police & Fire Communications Center

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	519	89.6%	89.6%	0	0.0%	0.0%	53	9.2%	9.2%	78	96.3%	96.3%
<= 0m 20s	53	9.2%	98.8%	6	14.6%	14.6%	67	11.6%	20.7%	2	2.5%	98.8%
<= 0m 30s	3	0.5%	99.3%	17	41.5%	56.1%	62	10.7%	31.4%	1	1.2%	100.0
<= 0m 40s	3	0.5%	99.8%	7	17.1%	73.2%	84	14.5%	45.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.8%	3	7.3%	80.5%	66	11.4%	57.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.8%	7	17.1%	97.6%	42	7.3%	64.6%	0	0.0%	100.0
<= 1m 30s	1	0.2%	100.0	1	2.4%	100.0	99	17.1%	81.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	63	10.9%	92.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	22	3.8%	96.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.7%	97.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.5%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.9%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.7%	99.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	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	2	0.3%	100.0	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	579			41			579			81		

Notes:

Total Records Reported by this PSAP: 660
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 660

Fractile 911 Call Response Time Distribution

Quinebaug Valley Emergency Communications

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7673	99.1%	99.1%	5	0.1%	0.1%	650	8.4%	8.4%	953	99.0%	99.0%
<= 0m 20s	65	0.8%	99.9%	609	17.1%	17.3%	681	8.8%	17.2%	2	0.2%	99.2%
<= 0m 30s	6	0.1%	100.0	1285	36.1%	53.4%	976	12.6%	29.8%	8	0.8%	100.0
<= 0m 40s	0	0.0%	100.0	928	26.1%	79.5%	1429	18.5%	48.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	356	10.0%	89.5%	1058	13.7%	61.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	154	4.3%	93.9%	703	9.1%	71.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	164	4.6%	98.5%	1111	14.3%	85.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	32	0.9%	99.4%	465	6.0%	91.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	11	0.3%	99.7%	286	3.7%	95.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	6	0.2%	99.9%	149	1.9%	97.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.1%	99.9%	81	1.0%	98.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.1%	100.0	28	0.4%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	24	0.3%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	27	0.3%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.0%	100.0	9	0.1%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.1%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.1%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	7,744			3,555			7,744			963		

Notes:

Total Records Reported by this PSAP: 8707
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 8707

Fractile 911 Call Response Time Distribution

Redding Emergency Comm. Center

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	546	94.1%	94.1%	0	0.0%	0.0%	37	6.4%	6.4%	65	98.5%	98.5%
<= 0m 20s	32	5.5%	99.7%	3	5.2%	5.2%	64	11.0%	17.4%	0	0.0%	98.5%
<= 0m 30s	2	0.3%	100.0	18	31.0%	36.2%	64	11.0%	28.4%	1	1.5%	100.0
<= 0m 40s	0	0.0%	100.0	19	32.8%	69.0%	104	17.9%	46.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	11	19.0%	87.9%	73	12.6%	59.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	5.2%	93.1%	77	13.3%	72.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	6.9%	100.0	103	17.8%	90.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	28	4.8%	94.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	8	1.4%	96.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.7%	96.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.9%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	97.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	98.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.5%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0
Tot. Counts:	580			58			580			66		

Notes:

Total Records Reported by this PSAP: 646
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 646

Fractile 911 Call Response Time Distribution

Ridgefield Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1353	98.8%	98.8%	8	1.8%	1.8%	133	9.7%	9.7%	298	99.3%	99.3%
<= 0m 20s	15	1.1%	99.9%	217	47.9%	49.7%	212	15.5%	25.2%	0	0.0%	99.3%
<= 0m 30s	1	0.1%	100.0	134	29.6%	79.2%	185	13.5%	38.7%	2	0.7%	100.0
<= 0m 40s	0	0.0%	100.0	54	11.9%	91.2%	204	14.9%	53.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	17	3.8%	94.9%	146	10.7%	64.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	1.5%	96.5%	103	7.5%	71.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	1.8%	98.2%	214	15.6%	87.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.9%	99.1%	78	5.7%	93.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	99.6%	32	2.3%	95.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.8%	19	1.4%	96.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	11	0.8%	97.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	4	0.3%	98.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	7	0.5%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,369			453			1,369			300		

Notes:

Total Records Reported by this PSAP: 1669
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1669

Fractile 911 Call Response Time Distribution

Rocky Hill Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1449	95.8%	95.8%	3	2.8%	2.8%	133	8.8%	8.8%	190	96.9%	96.9%
<= 0m 20s	56	3.7%	99.5%	37	34.9%	37.7%	214	14.1%	22.9%	2	1.0%	98.0%
<= 0m 30s	8	0.5%	100.0	37	34.9%	72.6%	213	14.1%	37.0%	4	2.0%	100.0
<= 0m 40s	0	0.0%	100.0	17	16.0%	88.7%	163	10.8%	47.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	3	2.8%	91.5%	144	9.5%	57.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	2.8%	94.3%	116	7.7%	65.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	3	2.8%	97.2%	283	18.7%	83.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.9%	99.1%	120	7.9%	91.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.9%	100.0	45	3.0%	94.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	23	1.5%	96.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	11	0.7%	96.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	97.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	97.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	98.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	98.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.7%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	1,513			106			1,513			196		

Notes:

Total Records Reported by this PSAP: 1709
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1709

Fractile 911 Call Response Time Distribution

Seymour Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	839	97.3%	97.3%	0	0.0%	0.0%	33	3.8%	3.8%	47	94.0%	94.0%
<= 0m 20s	19	2.2%	99.5%	87	25.4%	25.4%	51	5.9%	9.7%	0	0.0%	94.0%
<= 0m 30s	3	0.3%	99.9%	148	43.3%	68.7%	112	13.0%	22.7%	3	6.0%	100.0
<= 0m 40s	1	0.1%	100.0	68	19.9%	88.6%	109	12.6%	35.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	21	6.1%	94.7%	101	11.7%	47.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	10	2.9%	97.7%	76	8.8%	55.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	2.0%	99.7%	160	18.6%	74.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.3%	100.0	92	10.7%	85.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	55	6.4%	91.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	29	3.4%	94.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	9	1.0%	95.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	11	1.3%	97.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	12	1.4%	98.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.6%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	862			342			862			50		

Notes:

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

Fractile 911 Call Response Time Distribution

Shelton Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2556	97.6%	97.6%	21	2.2%	2.2%	208	7.9%	7.9%	353	97.5%	97.5%
<= 0m 20s	54	2.1%	99.7%	441	46.2%	48.4%	321	12.3%	20.2%	3	0.8%	98.3%
<= 0m 30s	9	0.3%	100.0	267	28.0%	76.4%	501	19.1%	39.3%	6	1.7%	100.0
<= 0m 40s	0	0.0%	100.0	124	13.0%	89.4%	498	19.0%	58.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	41	4.3%	93.7%	305	11.6%	70.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	18	1.9%	95.6%	176	6.7%	76.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	27	2.8%	98.4%	309	11.8%	88.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	7	0.7%	99.2%	148	5.7%	94.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.2%	99.4%	53	2.0%	96.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.2%	99.6%	33	1.3%	97.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.7%	16	0.6%	98.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.8%	17	0.6%	98.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.9%	9	0.3%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.1%	100.0	6	0.2%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.8%	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	3	0.1%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,619			954			2,619			362		

Notes:

Total Records Reported by this PSAP: 2981
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2981

Fractile 911 Call Response Time Distribution

Simsbury Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1345	96.8%	96.8%	0	0.0%	0.0%	365	26.3%	26.3%	152	87.4%	87.4%
<= 0m 20s	30	2.2%	99.0%	3	7.9%	7.9%	113	8.1%	34.4%	3	1.7%	89.1%
<= 0m 30s	7	0.5%	99.5%	9	23.7%	31.6%	82	5.9%	40.3%	4	2.3%	91.4%
<= 0m 40s	1	0.1%	99.6%	9	23.7%	55.3%	109	7.8%	48.2%	0	0.0%	91.4%
<= 0m 50s	2	0.1%	99.7%	2	5.3%	60.5%	78	5.6%	53.8%	0	0.0%	91.4%
<= 1m 0s	0	0.0%	99.7%	3	7.9%	68.4%	57	4.1%	57.9%	0	0.0%	91.4%
<= 1m 30s	0	0.0%	99.7%	7	18.4%	86.8%	169	12.2%	70.1%	0	0.0%	91.4%
<= 2m 0s	0	0.0%	99.7%	0	0.0%	86.8%	107	7.7%	77.8%	0	0.0%	91.4%
<= 2m 30s	0	0.0%	99.7%	3	7.9%	94.7%	72	5.2%	82.9%	0	0.0%	91.4%
<= 3m 0s	0	0.0%	99.7%	0	0.0%	94.7%	47	3.4%	86.3%	0	0.0%	91.4%
<= 3m 30s	0	0.0%	99.7%	0	0.0%	94.7%	36	2.6%	88.9%	0	0.0%	91.4%
<= 4m 0s	0	0.0%	99.7%	1	2.6%	97.4%	32	2.3%	91.2%	0	0.0%	91.4%
<= 4m 30s	0	0.0%	99.7%	0	0.0%	97.4%	31	2.2%	93.4%	0	0.0%	91.4%
<= 5m 0s	0	0.0%	99.7%	0	0.0%	97.4%	18	1.3%	94.7%	0	0.0%	91.4%
<= 6m 0s	0	0.0%	99.7%	0	0.0%	97.4%	28	2.0%	96.8%	0	0.0%	91.4%
<= 7m 0s	0	0.0%	99.7%	0	0.0%	97.4%	11	0.8%	97.6%	0	0.0%	91.4%
<= 8m 0s	0	0.0%	99.7%	0	0.0%	97.4%	15	1.1%	98.6%	0	0.0%	91.4%
<= 9m 0s	0	0.0%	99.7%	0	0.0%	97.4%	5	0.4%	99.0%	0	0.0%	91.4%
<= 10m 0s	0	0.0%	99.7%	1	2.6%	100.0	4	0.3%	99.3%	0	0.0%	91.4%
<= 11m 0s	0	0.0%	99.7%	0	0.0%	100.0	3	0.2%	99.5%	0	0.0%	91.4%
<= 12m 0s	0	0.0%	99.7%	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	91.4%
<= 13m 0s	0	0.0%	99.7%	0	0.0%	100.0	1	0.1%	99.6%	1	0.6%	92.0%
<= 14m 0s	0	0.0%	99.7%	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	92.0%
<= 15m 0s	0	0.0%	99.7%	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	92.0%
<= 16m 0s	0	0.0%	99.7%	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	92.0%
<= 17m 0s	0	0.0%	99.7%	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	92.0%
<= 18m 0s	0	0.0%	99.7%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	92.0%
<= 19m 0s	0	0.0%	99.7%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	92.0%
<= 20m 0s	0	0.0%	99.7%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	92.0%
>= 20m 0s	4	0.3%	100.0	0	0.0%	100.0	3	0.2%	100.0	14	8.0%	100.0
Tot. Counts:	1,389			38			1,389			174		

Notes:

Total Records Reported by this PSAP: 1563
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1563

Fractile 911 Call Response Time Distribution

Southbury Public Safety

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1145	92.4%	92.4%	0	0.0%	0.0%	133	10.7%	10.7%	168	94.4%	94.4%
<= 0m 20s	80	6.5%	98.9%	3	5.3%	5.3%	133	10.7%	21.5%	2	1.1%	95.5%
<= 0m 30s	12	1.0%	99.8%	22	38.6%	43.9%	98	7.9%	29.4%	8	4.5%	100.0
<= 0m 40s	2	0.2%	100.0	12	21.1%	64.9%	152	12.3%	41.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	11	19.3%	84.2%	114	9.2%	50.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	5.3%	89.5%	104	8.4%	59.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	7.0%	96.5%	259	20.9%	80.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	1.8%	98.2%	117	9.4%	89.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	1.8%	100.0	54	4.4%	93.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	26	2.1%	96.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	18	1.5%	97.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	97.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	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	2	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,239			57			1,239			178		

Notes:

Total Records Reported by this PSAP: 1417
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1417

Fractile 911 Call Response Time Distribution

South Central Emergency Comm. Ctr.

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1754	98.9%	98.9%	0	0.0%	0.0%	30	1.7%	1.7%	32	100.0	100.0
<= 0m 20s	19	1.1%	100.0	12	8.9%	8.9%	32	1.8%	3.5%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	31	23.0%	31.9%	39	2.2%	5.7%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	32	23.7%	55.6%	77	4.3%	10.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	24	17.8%	73.3%	96	5.4%	15.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	17	12.6%	85.9%	167	9.4%	24.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	14	10.4%	96.3%	672	37.9%	62.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.5%	97.8%	385	21.7%	84.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	97.8%	127	7.2%	91.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	2.2%	100.0	56	3.2%	94.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	20	1.1%	95.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	20	1.1%	97.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	97.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	97.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.6%	98.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	98.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	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
Tot. Counts:	1,773			135			1,773			32		

Notes:

Total Records Reported by this PSAP: 1805
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1805

Fractile 911 Call Response Time Distribution

Southington Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2715	99.3%	99.3%	0	0.0%	0.0%	197	7.2%	7.2%	339	97.7%	97.7%
<= 0m 20s	12	0.4%	99.8%	203	24.5%	24.5%	292	10.7%	17.9%	1	0.3%	98.0%
<= 0m 30s	4	0.1%	99.9%	307	37.1%	61.7%	268	9.8%	27.7%	1	0.3%	98.3%
<= 0m 40s	0	0.0%	99.9%	183	22.1%	83.8%	341	12.5%	40.2%	0	0.0%	98.3%
<= 0m 50s	0	0.0%	99.9%	65	7.9%	91.7%	295	10.8%	51.0%	0	0.0%	98.3%
<= 1m 0s	0	0.0%	99.9%	24	2.9%	94.6%	207	7.6%	58.5%	0	0.0%	98.3%
<= 1m 30s	0	0.0%	99.9%	33	4.0%	98.5%	414	15.1%	73.7%	0	0.0%	98.3%
<= 2m 0s	0	0.0%	99.9%	7	0.8%	99.4%	248	9.1%	82.8%	0	0.0%	98.3%
<= 2m 30s	0	0.0%	99.9%	3	0.4%	99.8%	192	7.0%	89.8%	0	0.0%	98.3%
<= 3m 0s	0	0.0%	99.9%	0	0.0%	99.8%	91	3.3%	93.1%	0	0.0%	98.3%
<= 3m 30s	0	0.0%	99.9%	0	0.0%	99.8%	59	2.2%	95.3%	0	0.0%	98.3%
<= 4m 0s	0	0.0%	99.9%	0	0.0%	99.8%	31	1.1%	96.4%	0	0.0%	98.3%
<= 4m 30s	0	0.0%	99.9%	1	0.1%	99.9%	26	1.0%	97.4%	0	0.0%	98.3%
<= 5m 0s	0	0.0%	99.9%	1	0.1%	100.0	13	0.5%	97.8%	0	0.0%	98.3%
<= 6m 0s	0	0.0%	99.9%	0	0.0%	100.0	22	0.8%	98.6%	0	0.0%	98.3%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	100.0	14	0.5%	99.2%	0	0.0%	98.3%
<= 8m 0s	0	0.0%	99.9%	0	0.0%	100.0	7	0.3%	99.4%	0	0.0%	98.3%
<= 9m 0s	2	0.1%	100.0	0	0.0%	100.0	3	0.1%	99.5%	0	0.0%	98.3%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.7%	1	0.3%	98.6%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	98.6%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.6%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.6%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.6%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.6%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.6%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	98.6%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	98.6%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.6%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.6%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	5	1.4%	100.0
Tot. Counts:	2,733			827			2,733			347		

Notes:

Total Records Reported by this PSAP: 3080
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 3080

Fractile 911 Call Response Time Distribution

South Windsor Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1321	99.2%	99.2%	0	0.0%	0.0%	105	7.9%	7.9%	205	100.0	100.0
<= 0m 20s	10	0.8%	99.9%	32	20.1%	20.1%	117	8.8%	16.7%	0	0.0%	100.0
<= 0m 30s	1	0.1%	100.0	73	45.9%	66.0%	105	7.9%	24.5%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	28	17.6%	83.6%	152	11.4%	36.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	16	10.1%	93.7%	132	9.9%	45.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	1.9%	95.6%	107	8.0%	53.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	3.1%	98.7%	215	16.1%	70.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.6%	99.4%	109	8.2%	78.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.4%	61	4.6%	82.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	48	3.6%	86.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	23	1.7%	88.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	22	1.7%	89.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	16	1.2%	91.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.4%	18	1.4%	92.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.4%	30	2.3%	94.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.6%	100.0	22	1.7%	96.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.9%	97.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	14	1.1%	98.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	98.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	99.2%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.5%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	100.0	0	0.0%	100.0
Tot. Counts:	1,332			159			1,332			205		

Notes:

Total Records Reported by this PSAP: 1537
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1537

Fractile 911 Call Response Time Distribution

Stamford Emergency Communications

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	10714	91.5%	91.5%	7	1.2%	1.2%	1997	17.1%	17.1%	3034	89.5%	89.5%
<= 0m 20s	790	6.7%	98.3%	191	31.7%	32.8%	1438	12.3%	29.3%	79	2.3%	91.9%
<= 0m 30s	165	1.4%	99.7%	150	24.9%	57.7%	1137	9.7%	39.1%	235	6.9%	98.8%
<= 0m 40s	18	0.2%	99.8%	86	14.3%	72.0%	1209	10.3%	49.4%	4	0.1%	98.9%
<= 0m 50s	3	0.0%	99.9%	55	9.1%	81.1%	918	7.8%	57.2%	1	0.0%	98.9%
<= 1m 0s	7	0.1%	99.9%	32	5.3%	86.4%	801	6.8%	64.1%	3	0.1%	99.0%
<= 1m 30s	7	0.1%	100.0	48	8.0%	94.4%	1753	15.0%	79.1%	2	0.1%	99.1%
<= 2m 0s	0	0.0%	100.0	22	3.6%	98.0%	972	8.3%	87.4%	0	0.0%	99.1%
<= 2m 30s	0	0.0%	100.0	3	0.5%	98.5%	508	4.3%	91.7%	2	0.1%	99.1%
<= 3m 0s	0	0.0%	100.0	2	0.3%	98.8%	291	2.5%	94.2%	1	0.0%	99.2%
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.0%	169	1.4%	95.6%	0	0.0%	99.2%
<= 4m 0s	0	0.0%	100.0	3	0.5%	99.5%	111	0.9%	96.6%	0	0.0%	99.2%
<= 4m 30s	0	0.0%	100.0	1	0.2%	99.7%	70	0.6%	97.2%	1	0.0%	99.2%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.7%	68	0.6%	97.8%	1	0.0%	99.2%
<= 6m 0s	0	0.0%	100.0	1	0.2%	99.8%	92	0.8%	98.5%	3	0.1%	99.3%
<= 7m 0s	0	0.0%	100.0	1	0.2%	100.0	60	0.5%	99.1%	0	0.0%	99.3%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	42	0.4%	99.4%	1	0.0%	99.4%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	24	0.2%	99.6%	2	0.1%	99.4%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.1%	99.7%	1	0.0%	99.4%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.1%	99.8%	1	0.0%	99.5%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.9%	0	0.0%	99.5%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.1%	99.9%	0	0.0%	99.5%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.9%	1	0.0%	99.5%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	100.0	2	0.1%	99.6%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	1	0.0%	99.6%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%
>= 20m 0s	1	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	14	0.4%	100.0
Tot. Counts:	11,705			603			11,705			3,389		

Notes:

Total Records Reported by this PSAP: 15094
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 15094

Fractile 911 Call Response Time Distribution

Stonington Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1389	98.3%	98.3%	0	0.0%	0.0%	76	5.4%	5.4%	143	94.7%	94.7%
<= 0m 20s	19	1.3%	99.6%	71	23.5%	23.5%	129	9.1%	14.5%	2	1.3%	96.0%
<= 0m 30s	5	0.4%	100.0	112	37.1%	60.6%	149	10.5%	25.1%	6	4.0%	100.0
<= 0m 40s	0	0.0%	100.0	64	21.2%	81.8%	208	14.7%	39.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	19	6.3%	88.1%	165	11.7%	51.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	4.3%	92.4%	138	9.8%	61.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	14	4.6%	97.0%	213	15.1%	76.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	1.3%	98.3%	101	7.1%	83.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.7%	99.0%	50	3.5%	87.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.3%	99.3%	31	2.2%	89.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.3%	99.7%	23	1.6%	90.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	22	1.6%	92.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.3%	100.0	18	1.3%	93.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	22	1.6%	95.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	21	1.5%	96.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.9%	97.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	14	1.0%	98.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	98.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	98.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	99.4%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.5%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	1,413			302			1,413			151		

Notes:

Total Records Reported by this PSAP: 1564
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1564

Fractile 911 Call Response Time Distribution

Stratford Emergency Communications Center

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5037	99.2%	99.2%	0	0.0%	0.0%	600	11.8%	11.8%	590	98.8%	98.8%
<= 0m 20s	34	0.7%	99.9%	174	36.5%	36.5%	625	12.3%	24.1%	5	0.8%	99.7%
<= 0m 30s	4	0.1%	100.0	176	36.9%	73.4%	616	12.1%	36.3%	2	0.3%	100.0
<= 0m 40s	1	0.0%	100.0	77	16.1%	89.5%	586	11.5%	47.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	21	4.4%	93.9%	387	7.6%	55.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	2.7%	96.6%	308	6.1%	61.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	13	2.7%	99.4%	807	15.9%	77.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.2%	99.6%	509	10.0%	87.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.8%	261	5.1%	92.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	141	2.8%	95.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	56	1.1%	96.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	47	0.9%	97.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	34	0.7%	98.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.5%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	27	0.5%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.5%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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	2	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	5,076			477			5,076			597		

Notes:

Total Records Reported by this PSAP: 5673
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 5673

Fractile 911 Call Response Time Distribution

Suffield Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	699	94.8%	94.8%	0	0.0%	0.0%	52	7.1%	7.1%	81	94.2%	94.2%
<= 0m 20s	33	4.5%	99.3%	36	27.5%	27.5%	56	7.6%	14.7%	1	1.2%	95.3%
<= 0m 30s	4	0.5%	99.9%	53	40.5%	67.9%	97	13.2%	27.8%	4	4.7%	100.0
<= 0m 40s	1	0.1%	100.0	23	17.6%	85.5%	138	18.7%	46.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	6.1%	91.6%	117	15.9%	62.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	2	1.5%	93.1%	71	9.6%	72.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	3	2.3%	95.4%	106	14.4%	86.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	2.3%	97.7%	38	5.2%	91.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.5%	99.2%	15	2.0%	93.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.2%	7	0.9%	94.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.2%	5	0.7%	95.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.2%	7	0.9%	96.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.2%	2	0.3%	96.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.8%	100.0	5	0.7%	97.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.8%	98.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	98.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.7%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	737			131			737			86		

Notes:

Total Records Reported by this PSAP: 823
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 823

Fractile 911 Call Response Time Distribution

Thomaston Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	381	96.0%	96.0%	0	0.0%	0.0%	17	4.3%	4.3%	29	90.6%	90.6%
<= 0m 20s	11	2.8%	98.7%	2	3.3%	3.3%	26	6.5%	10.8%	0	0.0%	90.6%
<= 0m 30s	4	1.0%	99.7%	17	27.9%	31.1%	35	8.8%	19.6%	3	9.4%	100.0
<= 0m 40s	1	0.3%	100.0	15	24.6%	55.7%	43	10.8%	30.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	13.1%	68.9%	48	12.1%	42.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	11.5%	80.3%	31	7.8%	50.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	14.8%	95.1%	76	19.1%	69.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	3.3%	98.4%	42	10.6%	80.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	1.6%	100.0	35	8.8%	88.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	7	1.8%	90.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	4	1.0%	91.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	8	2.0%	93.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	1.8%	95.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	1.3%	96.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	1.3%	98.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	1.0%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.5%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.3%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.3%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	397			61			397			32		

Notes:

Total Records Reported by this PSAP: 429
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 429

Fractile 911 Call Response Time Distribution

Tolland County Mutual Aid Dispatch Center

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7125	96.9%	96.9%	41	1.3%	1.3%	469	6.4%	6.4%	805	96.5%	96.5%
<= 0m 20s	205	2.8%	99.7%	1092	33.6%	34.9%	869	11.8%	18.2%	7	0.8%	97.4%
<= 0m 30s	20	0.3%	100.0	1169	36.0%	70.9%	1483	20.2%	38.4%	15	1.8%	99.2%
<= 0m 40s	0	0.0%	100.0	546	16.8%	87.7%	1662	22.6%	61.0%	0	0.0%	99.2%
<= 0m 50s	0	0.0%	100.0	188	5.8%	93.4%	927	12.6%	73.6%	0	0.0%	99.2%
<= 1m 0s	0	0.0%	100.0	91	2.8%	96.2%	556	7.6%	81.2%	0	0.0%	99.2%
<= 1m 30s	0	0.0%	100.0	95	2.9%	99.2%	827	11.3%	92.4%	0	0.0%	99.2%
<= 2m 0s	0	0.0%	100.0	19	0.6%	99.8%	263	3.6%	96.0%	0	0.0%	99.2%
<= 2m 30s	0	0.0%	100.0	3	0.1%	99.8%	98	1.3%	97.3%	0	0.0%	99.2%
<= 3m 0s	0	0.0%	100.0	2	0.1%	99.9%	60	0.8%	98.1%	0	0.0%	99.2%
<= 3m 30s	0	0.0%	100.0	1	0.0%	99.9%	29	0.4%	98.5%	0	0.0%	99.2%
<= 4m 0s	0	0.0%	100.0	2	0.1%	100.0	19	0.3%	98.8%	0	0.0%	99.2%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	15	0.2%	99.0%	0	0.0%	99.2%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.2%	99.2%	0	0.0%	99.2%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.3%	99.5%	0	0.0%	99.2%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.3%	99.8%	0	0.0%	99.2%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.9%	0	0.0%	99.2%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.2%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.2%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.2%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.2%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.2%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	99.2%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.2%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.2%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	99.2%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.2%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.2%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.2%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	7	0.8%	100.0
Tot. Counts:	7,350			3,249			7,350			834		

Notes:

Total Records Reported by this PSAP: 8184
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 8184

Fractile 911 Call Response Time Distribution

Torrington Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2865	99.4%	99.4%	4	0.4%	0.4%	181	6.3%	6.3%	257	100.0	100.0
<= 0m 20s	15	0.5%	99.9%	508	51.4%	51.8%	197	6.8%	13.1%	0	0.0%	100.0
<= 0m 30s	2	0.1%	100.0	300	30.3%	82.1%	233	8.1%	21.2%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	93	9.4%	91.5%	249	8.6%	29.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	38	3.8%	95.3%	216	7.5%	37.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	16	1.6%	97.0%	215	7.5%	44.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	18	1.8%	98.8%	662	23.0%	67.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	7	0.7%	99.5%	417	14.5%	82.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.3%	99.8%	202	7.0%	89.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.9%	105	3.6%	92.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	100.0	47	1.6%	94.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	44	1.5%	96.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	24	0.8%	96.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	24	0.8%	97.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	27	0.9%	98.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.5%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.4%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,882			989			2,882			257		

Notes:

Total Records Reported by this PSAP: 3139
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 3139

Fractile 911 Call Response Time Distribution

Trumbull Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2106	99.6%	99.6%	0	0.0%	0.0%	105	5.0%	5.0%	324	99.7%	99.7%
<= 0m 20s	9	0.4%	100.0	6	4.5%	4.5%	179	8.5%	13.4%	1	0.3%	100.0
<= 0m 30s	0	0.0%	100.0	35	26.5%	31.1%	192	9.1%	22.5%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	39	29.5%	60.6%	207	9.8%	32.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	22	16.7%	77.3%	165	7.8%	40.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	14	10.6%	87.9%	127	6.0%	46.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	8.3%	96.2%	367	17.4%	63.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.8%	97.0%	330	15.6%	79.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.8%	97.7%	195	9.2%	88.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.8%	98.5%	110	5.2%	93.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.5%	49	2.3%	95.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.8%	99.2%	21	1.0%	96.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.2%	16	0.8%	97.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.2%	12	0.6%	98.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.2%	12	0.6%	98.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.2%	7	0.3%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.2%	1	0.0%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	1	0.8%	100.0	4	0.2%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.4%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,115			132			2,115			325		

Notes:

Total Records Reported by this PSAP: 2440
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2440

Fractile 911 Call Response Time Distribution

UCONN Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1459	99.6%	99.6%	0	0.0%	0.0%	396	27.0%	27.0%	102	99.0%	99.0%
<= 0m 20s	5	0.3%	99.9%	10	9.3%	9.3%	397	27.1%	54.1%	0	0.0%	99.0%
<= 0m 30s	1	0.1%	100.0	40	37.0%	46.3%	170	11.6%	65.7%	1	1.0%	100.0
<= 0m 40s	0	0.0%	100.0	28	25.9%	72.2%	118	8.1%	73.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	9	8.3%	80.6%	68	4.6%	78.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	5.6%	86.1%	54	3.7%	82.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	9.3%	95.4%	93	6.3%	88.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	2.8%	98.1%	36	2.5%	90.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.1%	16	1.1%	92.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.1%	14	1.0%	93.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.9%	99.1%	29	2.0%	94.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.1%	20	1.4%	96.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.9%	100.0	11	0.8%	97.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	97.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	16	1.1%	98.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,465			108			1,465			103		

Notes:

Total Records Reported by this PSAP: 1568
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1568

Fractile 911 Call Response Time Distribution

Valley Shore Emergency Communications, Inc.

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	8105	97.9%	97.9%	25	0.5%	0.5%	632	7.6%	7.6%	1025	97.2%	97.2%
<= 0m 20s	149	1.8%	99.7%	1110	22.1%	22.6%	825	10.0%	17.6%	6	0.6%	97.7%
<= 0m 30s	24	0.3%	100.0	2181	43.5%	66.1%	1213	14.6%	32.2%	15	1.4%	99.1%
<= 0m 40s	0	0.0%	100.0	1048	20.9%	87.0%	1829	22.1%	54.3%	0	0.0%	99.1%
<= 0m 50s	0	0.0%	100.0	340	6.8%	93.8%	1203	14.5%	68.9%	0	0.0%	99.1%
<= 1m 0s	0	0.0%	100.0	135	2.7%	96.5%	798	9.6%	78.5%	0	0.0%	99.1%
<= 1m 30s	0	0.0%	100.0	121	2.4%	98.9%	1074	13.0%	91.5%	0	0.0%	99.1%
<= 2m 0s	0	0.0%	100.0	32	0.6%	99.5%	320	3.9%	95.3%	0	0.0%	99.1%
<= 2m 30s	0	0.0%	100.0	10	0.2%	99.7%	156	1.9%	97.2%	0	0.0%	99.1%
<= 3m 0s	0	0.0%	100.0	7	0.1%	99.9%	68	0.8%	98.0%	0	0.0%	99.1%
<= 3m 30s	0	0.0%	100.0	1	0.0%	99.9%	43	0.5%	98.6%	0	0.0%	99.1%
<= 4m 0s	0	0.0%	100.0	1	0.0%	99.9%	29	0.4%	98.9%	0	0.0%	99.1%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	16	0.2%	99.1%	0	0.0%	99.1%
<= 5m 0s	0	0.0%	100.0	1	0.0%	99.9%	14	0.2%	99.3%	0	0.0%	99.1%
<= 6m 0s	0	0.0%	100.0	2	0.0%	100.0	12	0.1%	99.4%	0	0.0%	99.1%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.1%	99.6%	0	0.0%	99.1%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.7%	0	0.0%	99.1%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.8%	0	0.0%	99.1%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.8%	0	0.0%	99.1%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.9%	0	0.0%	99.1%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	99.1%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.1%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.1%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.1%
<= 16m 0s	0	0.0%	100.0	1	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.1%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.1%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.1%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.1%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.1%
>= 20m 0s	2	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	9	0.9%	100.0
Tot. Counts:	8,280			5,015			8,280			1,055		

Notes:

Total Records Reported by this PSAP: 9335
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 9335

Fractile 911 Call Response Time Distribution

Vernon Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2203	98.3%	98.3%	9	1.0%	1.0%	161	7.2%	7.2%	285	99.3%	99.3%
<= 0m 20s	34	1.5%	99.8%	222	25.7%	26.7%	264	11.8%	19.0%	0	0.0%	99.3%
<= 0m 30s	5	0.2%	100.0	328	37.9%	64.6%	339	15.1%	34.1%	2	0.7%	100.0
<= 0m 40s	0	0.0%	100.0	175	20.2%	84.9%	420	18.7%	52.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	56	6.5%	91.3%	254	11.3%	64.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	39	4.5%	95.8%	202	9.0%	73.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	27	3.1%	99.0%	336	15.0%	88.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	0.6%	99.5%	122	5.4%	93.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.2%	99.8%	47	2.1%	95.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.9%	34	1.5%	97.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.9%	18	0.8%	98.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.9%	13	0.6%	98.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	100.0	9	0.4%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.4%	99.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	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	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
Tot. Counts:	2,242			865			2,242			287		

Notes:

Total Records Reported by this PSAP: 2529
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2529

Fractile 911 Call Response Time Distribution

Wallingford Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2844	99.8%	99.8%	0	0.0%	0.0%	184	6.5%	6.5%	284	100.0	100.0
<= 0m 20s	7	0.2%	100.0	41	30.8%	30.8%	318	11.2%	17.6%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	48	36.1%	66.9%	302	10.6%	28.2%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	20	15.0%	82.0%	370	13.0%	41.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	6.0%	88.0%	300	10.5%	51.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	3.8%	91.7%	282	9.9%	61.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	6.0%	97.7%	589	20.7%	82.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.8%	98.5%	260	9.1%	91.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.5%	112	3.9%	95.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.5%	44	1.5%	96.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.5%	24	0.8%	97.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.5%	16	0.6%	98.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.8%	99.2%	11	0.4%	98.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.8%	100.0	7	0.2%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.5%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.3%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,851			133			2,851			284		

Notes:

Total Records Reported by this PSAP: 3135
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 3135

Fractile 911 Call Response Time Distribution

Waterbury Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	13581	89.5%	89.6%	4	0.8%	0.8%	1090	7.2%	7.2%	2109	83.9%	83.9%
<= 0m 20s	1301	8.6%	98.2%	145	28.4%	29.2%	1106	7.3%	14.5%	98	3.9%	87.8%
<= 0m 30s	254	1.7%	99.8%	142	27.8%	56.9%	1243	8.2%	22.7%	282	11.2%	99.0%
<= 0m 40s	7	0.0%	99.9%	75	14.7%	71.6%	1249	8.2%	30.9%	1	0.0%	99.1%
<= 0m 50s	4	0.0%	99.9%	46	9.0%	80.6%	1013	6.7%	37.6%	0	0.0%	99.1%
<= 1m 0s	1	0.0%	99.9%	27	5.3%	85.9%	972	6.4%	44.0%	1	0.0%	99.1%
<= 1m 30s	2	0.0%	99.9%	49	9.6%	95.5%	2440	16.1%	60.1%	1	0.0%	99.2%
<= 2m 0s	1	0.0%	99.9%	13	2.5%	98.0%	1718	11.3%	71.4%	1	0.0%	99.2%
<= 2m 30s	0	0.0%	99.9%	5	1.0%	99.0%	1226	8.1%	79.5%	0	0.0%	99.2%
<= 3m 0s	1	0.0%	100.0	2	0.4%	99.4%	836	5.5%	85.0%	0	0.0%	99.2%
<= 3m 30s	0	0.0%	100.0	2	0.4%	99.8%	588	3.9%	88.9%	0	0.0%	99.2%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	463	3.1%	91.9%	0	0.0%	99.2%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	318	2.1%	94.0%	0	0.0%	99.2%
<= 5m 0s	2	0.0%	100.0	1	0.2%	100.0	197	1.3%	95.3%	0	0.0%	99.2%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	247	1.6%	96.9%	2	0.1%	99.3%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	145	1.0%	97.9%	0	0.0%	99.3%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	107	0.7%	98.6%	0	0.0%	99.3%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	62	0.4%	99.0%	0	0.0%	99.3%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	43	0.3%	99.3%	0	0.0%	99.3%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	31	0.2%	99.5%	0	0.0%	99.3%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	22	0.1%	99.7%	1	0.0%	99.3%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.7%	0	0.0%	99.3%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	99.7%	0	0.0%	99.3%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	99.3%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	99.8%	0	0.0%	99.3%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.8%	0	0.0%	99.3%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.8%	0	0.0%	99.3%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	99.3%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.3%
>= 20m 0s	5	0.0%	100.0	0	0.0%	100.0	22	0.1%	100.0	16	0.6%	100.0
Tot. Counts:	15,159			511			15,168			2,512		

Notes:

Total Records Reported by this PSAP: 17682
 Number of Records not Processed due to Bad Data: 10
 Total Records Analyzed: 17672

Fractile 911 Call Response Time Distribution

Waterford Emergency Communications Center

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2228	99.6%	99.6%	0	0.0%	0.0%	144	6.4%	6.4%	286	100.0	100.0
<= 0m 20s	9	0.4%	100.0	118	27.1%	27.1%	209	9.3%	15.8%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	189	43.3%	70.4%	322	14.4%	30.2%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	83	19.0%	89.4%	372	16.6%	46.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	23	5.3%	94.7%	270	12.1%	58.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	13	3.0%	97.7%	205	9.2%	68.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	1.1%	98.9%	320	14.3%	82.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.5%	99.3%	143	6.4%	88.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.5%	63	2.8%	91.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.5%	45	2.0%	93.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.8%	29	1.3%	94.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	100.0	17	0.8%	95.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.4%	96.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.4%	96.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.8%	97.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.7%	97.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.8%	98.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.6%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.3%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.7%	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	0	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	100.0	0	0.0%	100.0
Tot. Counts:	2,237			436			2,237			286		

Notes:

Total Records Reported by this PSAP: 2523
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2523

Fractile 911 Call Response Time Distribution

Watertown Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1611	99.6%	99.6%	0	0.0%	0.0%	205	12.7%	12.7%	263	99.2%	99.2%
<= 0m 20s	5	0.3%	99.9%	52	23.3%	23.3%	187	11.6%	24.2%	0	0.0%	99.2%
<= 0m 30s	2	0.1%	100.0	72	32.3%	55.6%	172	10.6%	34.9%	2	0.8%	100.0
<= 0m 40s	0	0.0%	100.0	51	22.9%	78.5%	222	13.7%	48.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	15	6.7%	85.2%	183	11.3%	59.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	8	3.6%	88.8%	132	8.2%	68.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	15	6.7%	95.5%	251	15.5%	83.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	2.2%	97.8%	88	5.4%	89.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.9%	98.7%	47	2.9%	91.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.9%	99.6%	30	1.9%	93.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.6%	26	1.6%	95.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.4%	100.0	14	0.9%	96.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	19	1.2%	97.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.6%	98.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.9%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	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	2	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,618			223			1,618			265		

Notes:

Total Records Reported by this PSAP: 1883
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1883

Fractile 911 Call Response Time Distribution

West Hartford Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4426	99.1%	99.1%	2	0.3%	0.3%	437	9.8%	9.8%	617	99.0%	99.0%
<= 0m 20s	33	0.7%	99.8%	56	8.6%	9.0%	583	13.1%	22.8%	3	0.5%	99.5%
<= 0m 30s	8	0.2%	100.0	150	23.1%	32.1%	518	11.6%	34.4%	3	0.5%	100.0
<= 0m 40s	0	0.0%	100.0	131	20.2%	52.3%	613	13.7%	48.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	92	14.2%	66.5%	483	10.8%	59.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	54	8.3%	74.8%	336	7.5%	66.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	111	17.1%	92.0%	655	14.7%	81.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	36	5.6%	97.5%	247	5.5%	86.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	9	1.4%	98.9%	110	2.5%	89.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.5%	99.4%	71	1.6%	90.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.5%	49	1.1%	91.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.3%	99.8%	58	1.3%	93.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	58	1.3%	94.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	50	1.1%	95.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	73	1.6%	97.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.2%	100.0	37	0.8%	98.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	36	0.8%	98.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.4%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.2%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	4,467			648			4,467			623		

Notes:

Total Records Reported by this PSAP: 5090
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 5090

Fractile 911 Call Response Time Distribution

West Haven E.R.S. 911 Center

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6711	99.4%	99.4%	33	5.3%	5.3%	600	8.9%	8.9%	828	99.9%	99.9%
<= 0m 20s	38	0.6%	100.0	239	38.1%	43.4%	930	13.8%	22.7%	1	0.1%	100.0
<= 0m 30s	0	0.0%	100.0	192	30.6%	74.0%	1025	15.2%	37.9%	0	0.0%	100.0
<= 0m 40s	1	0.0%	100.0	91	14.5%	88.5%	999	14.8%	52.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	32	5.1%	93.6%	692	10.3%	62.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	1.4%	95.1%	571	8.5%	71.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	18	2.9%	97.9%	1024	15.2%	86.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	7	1.1%	99.0%	456	6.8%	93.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.3%	99.4%	191	2.8%	96.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.5%	99.8%	95	1.4%	97.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	100.0	55	0.8%	98.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	35	0.5%	98.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	15	0.2%	99.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.2%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.3%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.2%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.1%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	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	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	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	6,750			627			6,750			829		

Notes:

Total Records Reported by this PSAP: 7579
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 7579

Fractile 911 Call Response Time Distribution

Weston Communications

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	638	95.5%	95.5%	0	0.0%	0.0%	74	11.1%	11.1%	106	93.0%	93.0%
<= 0m 20s	29	4.3%	99.9%	19	22.6%	22.6%	112	16.8%	27.8%	4	3.5%	96.5%
<= 0m 30s	1	0.1%	100.0	22	26.2%	48.8%	109	16.3%	44.2%	4	3.5%	100.0
<= 0m 40s	0	0.0%	100.0	24	28.6%	77.4%	105	15.7%	59.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	11	13.1%	90.5%	87	13.0%	72.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	3	3.6%	94.0%	49	7.3%	80.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	3	3.6%	97.6%	77	11.5%	91.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	1.2%	98.8%	22	3.3%	95.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	1.2%	100.0	11	1.6%	96.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.6%	97.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.7%	98.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	98.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	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	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	1	0.1%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	668			84			668			114		

Notes:

Total Records Reported by this PSAP: 782
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 782

Fractile 911 Call Response Time Distribution

Westport Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2366	98.5%	98.5%	0	0.0%	0.0%	234	9.7%	9.7%	304	98.1%	98.1%
<= 0m 20s	36	1.5%	100.0	79	20.2%	20.2%	354	14.7%	24.5%	1	0.3%	98.4%
<= 0m 30s	0	0.0%	100.0	163	41.6%	61.7%	326	13.6%	38.1%	5	1.6%	100.0
<= 0m 40s	0	0.0%	100.0	80	20.4%	82.1%	310	12.9%	51.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	34	8.7%	90.8%	235	9.8%	60.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	14	3.6%	94.4%	194	8.1%	68.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	17	4.3%	98.7%	344	14.3%	83.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.5%	99.2%	172	7.2%	90.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.5%	99.7%	83	3.5%	93.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.7%	41	1.7%	95.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	16	0.7%	96.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.3%	100.0	17	0.7%	96.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	19	0.8%	97.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.5%	98.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.7%	98.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.5%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,402			392			2,402			310		

Notes:

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

Fractile 911 Call Response Time Distribution

Wethersfield Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2284	98.5%	98.5%	0	0.0%	0.0%	228	9.8%	9.8%	278	97.9%	97.9%
<= 0m 20s	34	1.5%	100.0	137	20.5%	20.5%	326	14.1%	23.9%	2	0.7%	98.6%
<= 0m 30s	1	0.0%	100.0	178	26.7%	47.2%	341	14.7%	38.6%	4	1.4%	100.0
<= 0m 40s	0	0.0%	100.0	127	19.0%	66.3%	372	16.0%	54.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	85	12.7%	79.0%	255	11.0%	65.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	43	6.4%	85.5%	194	8.4%	74.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	79	11.8%	97.3%	316	13.6%	87.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	11	1.6%	99.0%	127	5.5%	93.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.3%	99.3%	62	2.7%	95.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.4%	99.7%	25	1.1%	96.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	15	0.6%	97.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.1%	99.9%	19	0.8%	98.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	10	0.4%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	4	0.2%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.1%	100.0	7	0.3%	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	7	0.3%	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
Tot. Counts:	2,319			667			2,319			284		

Notes:

Total Records Reported by this PSAP: 2603
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2603

Fractile 911 Call Response Time Distribution

Willimantic Switchboard Fire Chiefs Assoc.

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3449	99.1%	99.1%	3	0.4%	0.4%	397	11.4%	11.4%	604	98.4%	98.4%
<= 0m 20s	29	0.8%	99.9%	129	18.3%	18.8%	388	11.1%	22.6%	2	0.3%	98.7%
<= 0m 30s	2	0.1%	100.0	243	34.5%	53.3%	398	11.4%	34.0%	2	0.3%	99.0%
<= 0m 40s	0	0.0%	100.0	165	23.4%	76.7%	481	13.8%	47.8%	0	0.0%	99.0%
<= 0m 50s	0	0.0%	100.0	72	10.2%	86.9%	395	11.4%	59.2%	0	0.0%	99.0%
<= 1m 0s	0	0.0%	100.0	33	4.7%	91.6%	312	9.0%	68.1%	0	0.0%	99.0%
<= 1m 30s	0	0.0%	100.0	33	4.7%	96.3%	555	15.9%	84.1%	1	0.2%	99.2%
<= 2m 0s	0	0.0%	100.0	16	2.3%	98.6%	228	6.6%	90.6%	0	0.0%	99.2%
<= 2m 30s	0	0.0%	100.0	5	0.7%	99.3%	124	3.6%	94.2%	0	0.0%	99.2%
<= 3m 0s	0	0.0%	100.0	3	0.4%	99.7%	59	1.7%	95.9%	0	0.0%	99.2%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	36	1.0%	96.9%	0	0.0%	99.2%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	24	0.7%	97.6%	0	0.0%	99.2%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.7%	20	0.6%	98.2%	0	0.0%	99.2%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.7%	14	0.4%	98.6%	0	0.0%	99.2%
<= 6m 0s	0	0.0%	100.0	1	0.1%	99.9%	23	0.7%	99.3%	0	0.0%	99.2%
<= 7m 0s	0	0.0%	100.0	1	0.1%	100.0	10	0.3%	99.5%	0	0.0%	99.2%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.7%	0	0.0%	99.2%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	99.2%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	99.2%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	99.2%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.2%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.2%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	99.2%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.2%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.2%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.2%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.2%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.2%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.2%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	5	0.8%	100.0
Tot. Counts:	3,480			704			3,480			614		

Notes:

Total Records Reported by this PSAP: 4094
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4094

Fractile 911 Call Response Time Distribution

Wilton Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1165	98.6%	98.6%	1	0.7%	0.7%	130	11.0%	11.0%	207	99.0%	99.0%
<= 0m 20s	16	1.4%	99.9%	20	14.7%	15.4%	155	13.1%	24.1%	2	1.0%	100.0
<= 0m 30s	1	0.1%	100.0	55	40.4%	55.9%	123	10.4%	34.5%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	31	22.8%	78.7%	152	12.9%	47.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	13	9.6%	88.2%	110	9.3%	56.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	5.1%	93.4%	89	7.5%	64.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	4.4%	97.8%	189	16.0%	80.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.5%	99.3%	72	6.1%	86.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.3%	38	3.2%	89.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.3%	21	1.8%	91.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.3%	24	2.0%	93.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.7%	100.0	11	0.9%	94.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	94.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.8%	95.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	16	1.4%	97.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.8%	97.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	98.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	98.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.7%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,182			136			1,182			209		

Notes:

Total Records Reported by this PSAP: 1391
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1391

Fractile 911 Call Response Time Distribution

Windsor Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2089	98.5%	98.5%	1	0.4%	0.4%	151	7.1%	7.1%	293	99.0%	99.0%
<= 0m 20s	28	1.3%	99.9%	68	28.0%	28.4%	177	8.3%	15.5%	0	0.0%	99.0%
<= 0m 30s	2	0.1%	100.0	113	46.5%	74.9%	247	11.7%	27.1%	3	1.0%	100.0
<= 0m 40s	0	0.0%	100.0	38	15.6%	90.5%	262	12.4%	39.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	10	4.1%	94.7%	204	9.6%	49.1%	0	0.0%	100.0
<= 1m 0s	1	0.0%	100.0	3	1.2%	95.9%	144	6.8%	55.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	3	1.2%	97.1%	363	17.1%	73.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.2%	98.4%	218	10.3%	83.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.4%	98.8%	119	5.6%	88.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.8%	61	2.9%	91.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.8%	43	2.0%	93.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.4%	99.2%	43	2.0%	95.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.2%	20	0.9%	96.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.4%	99.6%	9	0.4%	97.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.6%	20	0.9%	98.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.6%	11	0.5%	98.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	1	0.4%	100.0	11	0.5%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,120			243			2,120			296		

Notes:

Total Records Reported by this PSAP: 2416
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2416

Fractile 911 Call Response Time Distribution

Windsor Locks Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	765	96.7%	96.7%	0	0.0%	0.0%	47	5.9%	5.9%	114	95.8%	95.8%
<= 0m 20s	23	2.9%	99.6%	0	0.0%	0.0%	94	11.9%	17.8%	2	1.7%	97.5%
<= 0m 30s	2	0.3%	99.9%	18	10.7%	10.7%	89	11.3%	29.1%	3	2.5%	100.0
<= 0m 40s	0	0.0%	99.9%	30	17.9%	28.6%	103	13.0%	42.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.9%	27	16.1%	44.6%	99	12.5%	54.6%	0	0.0%	100.0
<= 1m 0s	1	0.1%	100.0	29	17.3%	61.9%	75	9.5%	64.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	52	31.0%	92.9%	178	22.5%	86.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	8	4.8%	97.6%	58	7.3%	93.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.2%	98.8%	24	3.0%	97.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.6%	99.4%	7	0.9%	97.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	3	0.4%	98.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	6	0.8%	99.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	3	0.4%	99.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.4%	1	0.1%	99.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.6%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	100.0	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	791			168			791			119		

Notes:

Total Records Reported by this PSAP: 910
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 910

Fractile 911 Call Response Time Distribution

Winsted Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	809	96.0%	96.0%	0	0.0%	0.0%	86	10.2%	10.2%	128	90.1%	90.1%
<= 0m 20s	29	3.4%	99.4%	3	7.1%	7.1%	72	8.5%	18.7%	3	2.1%	92.3%
<= 0m 30s	4	0.5%	99.9%	11	26.2%	33.3%	65	7.7%	26.5%	8	5.6%	97.9%
<= 0m 40s	0	0.0%	99.9%	12	28.6%	61.9%	79	9.4%	35.8%	0	0.0%	97.9%
<= 0m 50s	0	0.0%	99.9%	6	14.3%	76.2%	61	7.2%	43.1%	0	0.0%	97.9%
<= 1m 0s	0	0.0%	99.9%	3	7.1%	83.3%	44	5.2%	48.3%	0	0.0%	97.9%
<= 1m 30s	0	0.0%	99.9%	4	9.5%	92.9%	119	14.1%	62.4%	0	0.0%	97.9%
<= 2m 0s	0	0.0%	99.9%	0	0.0%	92.9%	63	7.5%	69.9%	1	0.7%	98.6%
<= 2m 30s	0	0.0%	99.9%	0	0.0%	92.9%	38	4.5%	74.4%	0	0.0%	98.6%
<= 3m 0s	0	0.0%	99.9%	2	4.8%	97.6%	26	3.1%	77.5%	0	0.0%	98.6%
<= 3m 30s	0	0.0%	99.9%	1	2.4%	100.0	38	4.5%	82.0%	0	0.0%	98.6%
<= 4m 0s	0	0.0%	99.9%	0	0.0%	100.0	22	2.6%	84.6%	0	0.0%	98.6%
<= 4m 30s	0	0.0%	99.9%	0	0.0%	100.0	23	2.7%	87.3%	0	0.0%	98.6%
<= 5m 0s	0	0.0%	99.9%	0	0.0%	100.0	22	2.6%	89.9%	0	0.0%	98.6%
<= 6m 0s	0	0.0%	99.9%	0	0.0%	100.0	22	2.6%	92.5%	0	0.0%	98.6%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	100.0	29	3.4%	96.0%	0	0.0%	98.6%
<= 8m 0s	0	0.0%	99.9%	0	0.0%	100.0	11	1.3%	97.3%	0	0.0%	98.6%
<= 9m 0s	0	0.0%	99.9%	0	0.0%	100.0	9	1.1%	98.3%	0	0.0%	98.6%
<= 10m 0s	0	0.0%	99.9%	0	0.0%	100.0	5	0.6%	98.9%	0	0.0%	98.6%
<= 11m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.2%	99.2%	0	0.0%	98.6%
<= 12m 0s	0	0.0%	99.9%	0	0.0%	100.0	3	0.4%	99.5%	0	0.0%	98.6%
<= 13m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	98.6%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	98.6%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.2%	100.0	0	0.0%	98.6%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%
<= 17m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%
<= 18m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%
>= 20m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%
Tot. Counts:	842			42			843			140		

Notes:

Total Records Reported by this PSAP: 985
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 985

Fractile 911 Call Response Time Distribution

Wolcott Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1157	97.4%	97.4%	0	0.0%	0.0%	128	10.8%	10.8%	187	95.9%	95.9%
<= 0m 20s	26	2.2%	99.6%	39	10.3%	10.3%	117	9.8%	20.6%	1	0.5%	96.4%
<= 0m 30s	3	0.3%	99.8%	136	35.9%	46.2%	135	11.4%	32.0%	7	3.6%	100.0
<= 0m 40s	1	0.1%	99.9%	96	25.3%	71.5%	211	17.8%	49.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.9%	51	13.5%	85.0%	150	12.6%	62.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.9%	27	7.1%	92.1%	125	10.5%	72.9%	0	0.0%	100.0
<= 1m 30s	1	0.1%	100.0	24	6.3%	98.4%	186	15.7%	88.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.5%	98.9%	53	4.5%	93.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.5%	99.5%	23	1.9%	94.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.3%	99.7%	14	1.2%	96.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.3%	100.0	12	1.0%	97.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,188			379			1,188			195		

Notes:

Total Records Reported by this PSAP: 1383
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1383

Fractile 911 Call Response Time Distribution

Woodbridge Police Department

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

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	825	97.2%	97.2%	0	0.0%	0.0%	60	7.1%	7.1%	74	94.9%	94.9%
<= 0m 20s	23	2.7%	99.9%	56	34.8%	34.8%	84	9.9%	17.0%	3	3.8%	98.7%
<= 0m 30s	1	0.1%	100.0	70	43.5%	78.3%	95	11.2%	28.2%	1	1.3%	100.0
<= 0m 40s	0	0.0%	100.0	21	13.0%	91.3%	126	14.8%	43.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	4	2.5%	93.8%	84	9.9%	52.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	2.5%	96.3%	65	7.7%	60.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	3	1.9%	98.1%	163	19.2%	79.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.6%	98.8%	71	8.4%	88.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	99.4%	32	3.8%	91.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	21	2.5%	94.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.6%	100.0	12	1.4%	95.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	11	1.3%	97.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	97.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.6%	98.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	98.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.9%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	849			161			849			78		

Notes:

Total Records Reported by this PSAP: 927
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 927