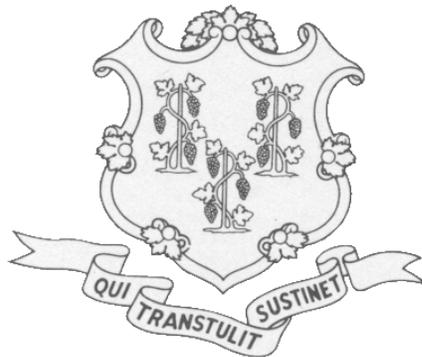


**Department of Public Safety
Office of Statewide Emergency Telecommunications**

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



January - March 2009

E9-1-1 TOTAL CALL COUNT REPORT 1st QUARTER 2009

Executive Summary

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

One PSAP did not achieve the State standard that requires that 90% of all 9-1-1 calls received by the PSAP be answered in ten seconds. Connecticut State Police Troop H answered 88.7% of its 9-1-1 calls in 10 sec of receipt. The statewide average for all PSAPs in the first quarter of 2009 is 95.9%.

Fractile 911 Call Response Time Distribution

-- ALL PSAPs - SUMMARY --

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	412792	95.9%	95.9%	8895	7.2%	7.3%	57454	13.3%	13.3%	69352	91.8%	95.2%
<= 0m 20s	13892	3.2%	99.1%	50773	40.9%	48.3%	59622	13.9%	27.2%	994	1.3%	96.5%
<= 0m 30s	2021	0.5%	99.6%	34306	27.7%	75.9%	67970	15.8%	43.0%	1892	2.5%	99.0%
<= 0m 40s	115	0.0%	99.6%	14864	12.0%	87.9%	58885	13.7%	56.7%	17	0.0%	99.1%
<= 0m 50s	35	0.0%	99.6%	5678	4.6%	92.5%	37196	8.6%	65.3%	4	0.0%	99.1%
<= 1m 0s	484	0.1%	99.7%	3458	2.8%	95.3%	27752	6.4%	71.8%	72	0.1%	99.2%
<= 1m 30s	1021	0.2%	100.0	4292	3.5%	98.7%	53910	12.5%	84.3%	143	0.2%	99.3%
<= 2m 0s	2	0.0%	100.0	890	0.7%	99.5%	26189	6.1%	90.4%	9	0.0%	99.4%
<= 2m 30s	1	0.0%	100.0	303	0.2%	99.7%	13728	3.2%	93.6%	3	0.0%	99.4%
<= 3m 0s	0	0.0%	100.0	142	0.1%	99.8%	7833	1.8%	95.4%	3	0.0%	99.4%
<= 3m 30s	0	0.0%	100.0	61	0.0%	99.9%	4984	1.2%	96.5%	3	0.0%	99.4%
<= 4m 0s	0	0.0%	100.0	42	0.0%	99.9%	3580	0.8%	97.4%	2	0.0%	99.4%
<= 4m 30s	0	0.0%	100.0	25	0.0%	99.9%	2413	0.6%	97.9%	1	0.0%	99.4%
<= 5m 0s	1	0.0%	100.0	20	0.0%	99.9%	1790	0.4%	98.3%	1	0.0%	99.4%
<= 6m 0s	0	0.0%	100.0	27	0.0%	100.0	2327	0.5%	98.9%	5	0.0%	99.4%
<= 7m 0s	0	0.0%	100.0	13	0.0%	100.0	1539	0.4%	99.2%	8	0.0%	99.4%
<= 8m 0s	1	0.0%	100.0	3	0.0%	100.0	1005	0.2%	99.5%	4	0.0%	99.4%
<= 9m 0s	3	0.0%	100.0	5	0.0%	100.0	692	0.2%	99.6%	5	0.0%	99.4%
<= 10m 0s	0	0.0%	100.0	1	0.0%	100.0	447	0.1%	99.7%	5	0.0%	99.4%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	317	0.1%	99.8%	0	0.0%	99.4%
<= 12m 0s	0	0.0%	100.0	1	0.0%	100.0	194	0.0%	99.9%	4	0.0%	99.4%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	130	0.0%	99.9%	7	0.0%	99.4%
<= 14m 0s	0	0.0%	100.0	1	0.0%	100.0	76	0.0%	99.9%	2	0.0%	99.4%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	65	0.0%	99.9%	3	0.0%	99.4%
<= 16m 0s	0	0.0%	100.0	1	0.0%	100.0	34	0.0%	99.9%	4	0.0%	99.4%
<= 17m 0s	0	0.0%	100.0	1	0.0%	100.0	36	0.0%	99.9%	0	0.0%	99.4%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.0%	99.9%	3	0.0%	99.4%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.0%	99.9%	6	0.0%	99.5%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	99.9%	3	0.0%	99.5%
>= 20m 0s	42	0.0%	100.0	19	0.0%	100.0	187	0.0%	100.0	382	0.5%	100.0
Tot. Counts:	430,410			123,821			430,406			72,937		

Notes:

Fractile 911 Call Response Time Distribution

Ansonia Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1303	97.2%	97.2%	0	0.0%	0.0%	76	5.7%	5.7%	181	99.5%	99.5%
<= 0m 20s	34	2.5%	99.7%	57	11.2%	11.2%	97	7.2%	12.9%	1	0.5%	100.0
<= 0m 30s	4	0.3%	100.0	109	21.5%	32.7%	143	10.7%	23.6%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	155	30.6%	63.3%	200	14.9%	38.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	91	17.9%	81.3%	197	14.7%	53.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	39	7.7%	89.0%	161	12.0%	65.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	44	8.7%	97.6%	239	17.8%	83.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	10	2.0%	99.6%	108	8.1%	91.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	100.0	45	3.4%	94.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	23	1.7%	96.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	14	1.0%	97.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.6%	97.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	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	3	0.2%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	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:	1,341			507			1,341			182		

Notes:

Total Records Reported by this PSAP: 1523
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1523

Fractile 911 Call Response Time Distribution

Avon Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1064	95.7%	95.7%	2	0.5%	0.5%	73	6.6%	6.6%	152	93.8%	93.8%
<= 0m 20s	39	3.5%	99.2%	47	10.7%	11.1%	121	10.9%	17.4%	3	1.9%	95.7%
<= 0m 30s	9	0.8%	100.0	70	15.9%	27.0%	125	11.2%	28.7%	4	2.5%	98.1%
<= 0m 40s	0	0.0%	100.0	74	16.8%	43.9%	162	14.6%	43.3%	0	0.0%	98.1%
<= 0m 50s	0	0.0%	100.0	81	18.4%	62.3%	120	10.8%	54.0%	0	0.0%	98.1%
<= 1m 0s	0	0.0%	100.0	63	14.3%	76.6%	111	10.0%	64.0%	0	0.0%	98.1%
<= 1m 30s	0	0.0%	100.0	81	18.4%	95.0%	228	20.5%	84.5%	0	0.0%	98.1%
<= 2m 0s	0	0.0%	100.0	15	3.4%	98.4%	87	7.8%	92.4%	0	0.0%	98.1%
<= 2m 30s	0	0.0%	100.0	3	0.7%	99.1%	20	1.8%	94.2%	0	0.0%	98.1%
<= 3m 0s	0	0.0%	100.0	2	0.5%	99.5%	25	2.2%	96.4%	0	0.0%	98.1%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.5%	9	0.8%	97.2%	0	0.0%	98.1%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.5%	6	0.5%	97.8%	0	0.0%	98.1%
<= 4m 30s	0	0.0%	100.0	1	0.2%	99.8%	8	0.7%	98.5%	0	0.0%	98.1%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	4	0.4%	98.8%	0	0.0%	98.1%
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	3	0.3%	99.1%	0	0.0%	98.1%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.3%	0	0.0%	98.1%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.7%	0	0.0%	98.1%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	98.1%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	98.1%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	3	1.9%	100.0
Tot. Counts:	1,112			440			1,112			162		

Notes:

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

Fractile 911 Call Response Time Distribution

Berlin Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1235	96.9%	96.9%	0	0.0%	0.0%	92	7.2%	7.2%	153	91.6%	91.6%
<= 0m 20s	32	2.5%	99.5%	106	22.3%	22.3%	98	7.7%	14.9%	1	0.6%	92.2%
<= 0m 30s	7	0.5%	100.0	157	33.0%	55.3%	116	9.1%	24.0%	6	3.6%	95.8%
<= 0m 40s	0	0.0%	100.0	86	18.1%	73.3%	158	12.4%	36.4%	0	0.0%	95.8%
<= 0m 50s	0	0.0%	100.0	52	10.9%	84.2%	117	9.2%	45.6%	0	0.0%	95.8%
<= 1m 0s	0	0.0%	100.0	33	6.9%	91.2%	97	7.6%	53.2%	0	0.0%	95.8%
<= 1m 30s	0	0.0%	100.0	27	5.7%	96.8%	180	14.1%	67.3%	1	0.6%	96.4%
<= 2m 0s	0	0.0%	100.0	9	1.9%	98.7%	110	8.6%	76.0%	0	0.0%	96.4%
<= 2m 30s	0	0.0%	100.0	3	0.6%	99.4%	96	7.5%	83.5%	0	0.0%	96.4%
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.6%	63	4.9%	88.5%	0	0.0%	96.4%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.6%	45	3.5%	92.0%	0	0.0%	96.4%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.6%	35	2.7%	94.7%	0	0.0%	96.4%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.6%	15	1.2%	95.9%	0	0.0%	96.4%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.6%	13	1.0%	96.9%	0	0.0%	96.4%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.6%	16	1.3%	98.2%	0	0.0%	96.4%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.6%	9	0.7%	98.9%	0	0.0%	96.4%
<= 8m 0s	0	0.0%	100.0	1	0.2%	99.8%	2	0.2%	99.1%	0	0.0%	96.4%
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.8%	4	0.3%	99.4%	0	0.0%	96.4%
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.8%	2	0.2%	99.5%	0	0.0%	96.4%
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.8%	3	0.2%	99.8%	0	0.0%	96.4%
<= 12m 0s	0	0.0%	100.0	1	0.2%	100.0	1	0.1%	99.8%	0	0.0%	96.4%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	96.4%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	96.4%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	96.4%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	96.4%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	96.4%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	96.4%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	96.4%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	96.4%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	6	3.6%	100.0
Tot. Counts:	1,274			476			1,274			167		

Notes:

Total Records Reported by this PSAP: 1441
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1441

Fractile 911 Call Response Time Distribution

Bethel Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1064	99.6%	99.6%	0	0.0%	0.0%	102	9.6%	9.6%	230	98.7%	98.7%
<= 0m 20s	4	0.4%	100.0	53	31.4%	31.4%	128	12.0%	21.5%	1	0.4%	99.1%
<= 0m 30s	0	0.0%	100.0	69	40.8%	72.2%	136	12.7%	34.3%	2	0.9%	100.0
<= 0m 40s	0	0.0%	100.0	24	14.2%	86.4%	184	17.2%	51.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	6	3.6%	89.9%	105	9.8%	61.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	4.1%	94.1%	79	7.4%	68.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	3.6%	97.6%	154	14.4%	83.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.8%	99.4%	80	7.5%	90.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.4%	34	3.2%	93.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.4%	25	2.3%	96.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.4%	7	0.7%	96.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	9	0.8%	97.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	3	0.3%	97.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.4%	4	0.4%	98.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.4%	7	0.7%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.6%	100.0	4	0.4%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	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	1	0.1%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,068			169			1,068			233		

Notes:

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

Fractile 911 Call Response Time Distribution

Bloomfield Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2550	98.3%	98.3%	375	34.6%	34.6%	414	16.0%	16.0%	381	98.4%	98.4%
<= 0m 20s	36	1.4%	99.7%	38	3.5%	38.1%	468	18.0%	34.0%	4	1.0%	99.5%
<= 0m 30s	6	0.2%	100.0	72	6.6%	44.8%	208	8.0%	42.0%	2	0.5%	100.0
<= 0m 40s	0	0.0%	100.0	136	12.6%	57.3%	195	7.5%	49.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	102	9.4%	66.8%	189	7.3%	56.8%	0	0.0%	100.0
<= 1m 0s	1	0.0%	100.0	92	8.5%	75.3%	193	7.4%	64.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	181	16.7%	92.0%	405	15.6%	79.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	62	5.7%	97.7%	264	10.2%	90.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	15	1.4%	99.1%	90	3.5%	93.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	6	0.6%	99.6%	47	1.8%	95.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.7%	28	1.1%	96.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.2%	99.9%	26	1.0%	97.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	16	0.6%	98.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	9	0.3%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.1%	100.0	17	0.7%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.4%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	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	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:	2,593			1,083			2,593			387		

Notes:

Total Records Reported by this PSAP: 2980
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2980

Fractile 911 Call Response Time Distribution

Branford Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2236	99.7%	99.7%	1	0.6%	0.6%	156	7.0%	7.0%	229	100.0	100.0
<= 0m 20s	7	0.3%	100.0	48	26.5%	27.1%	154	6.9%	13.8%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	62	34.3%	61.3%	204	9.1%	22.9%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	36	19.9%	81.2%	222	9.9%	32.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	12	6.6%	87.8%	180	8.0%	40.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	6.1%	93.9%	166	7.4%	48.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	3.9%	97.8%	434	19.3%	67.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.1%	98.9%	255	11.4%	79.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.9%	149	6.6%	85.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.6%	99.4%	93	4.1%	89.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.6%	100.0	53	2.4%	92.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	42	1.9%	94.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	25	1.1%	95.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.6%	95.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	40	1.8%	97.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.8%	98.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.7%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.5%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	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	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	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:	2,243			181			2,243			229		

Notes:

Total Records Reported by this PSAP: 2472
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2472

Fractile 911 Call Response Time Distribution

Branford Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2236	99.7%	99.7%	1	0.6%	0.6%	156	7.0%	7.0%	229	100.0	100.0
<= 0m 20s	7	0.3%	100.0	48	26.5%	27.1%	154	6.9%	13.8%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	62	34.3%	61.3%	204	9.1%	22.9%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	36	19.9%	81.2%	222	9.9%	32.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	12	6.6%	87.8%	180	8.0%	40.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	6.1%	93.9%	166	7.4%	48.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	3.9%	97.8%	434	19.3%	67.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.1%	98.9%	255	11.4%	79.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.9%	149	6.6%	85.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.6%	99.4%	93	4.1%	89.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.6%	100.0	53	2.4%	92.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	42	1.9%	94.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	25	1.1%	95.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.6%	95.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	40	1.8%	97.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.8%	98.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.7%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.5%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	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	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	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:	2,243			181			2,243			229		

Notes:

Total Records Reported by this PSAP: 2472
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2472

Fractile 911 Call Response Time Distribution

Bridgeport Fire Headquarters

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	20793	96.7%	96.7%	2182	14.6%	14.6%	4264	19.8%	19.8%	3423	97.2%	97.2%
<= 0m 20s	689	3.2%	99.9%	8772	58.6%	73.2%	5383	25.0%	44.8%	17	0.5%	97.7%
<= 0m 30s	22	0.1%	100.0	2855	19.1%	92.2%	5809	27.0%	71.9%	15	0.4%	98.1%
<= 0m 40s	2	0.0%	100.0	777	5.2%	97.4%	2907	13.5%	85.4%	1	0.0%	98.2%
<= 0m 50s	1	0.0%	100.0	200	1.3%	98.8%	1131	5.3%	90.6%	1	0.0%	98.2%
<= 1m 0s	1	0.0%	100.0	96	0.6%	99.4%	585	2.7%	93.3%	0	0.0%	98.2%
<= 1m 30s	0	0.0%	100.0	64	0.4%	99.8%	850	4.0%	97.3%	0	0.0%	98.2%
<= 2m 0s	0	0.0%	100.0	19	0.1%	100.0	328	1.5%	98.8%	1	0.0%	98.2%
<= 2m 30s	0	0.0%	100.0	1	0.0%	100.0	133	0.6%	99.4%	0	0.0%	98.2%
<= 3m 0s	0	0.0%	100.0	2	0.0%	100.0	46	0.2%	99.7%	1	0.0%	98.2%
<= 3m 30s	0	0.0%	100.0	1	0.0%	100.0	28	0.1%	99.8%	0	0.0%	98.2%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.1%	99.9%	0	0.0%	98.2%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	99.9%	0	0.0%	98.2%
<= 5m 0s	0	0.0%	100.0	1	0.0%	100.0	8	0.0%	99.9%	0	0.0%	98.2%
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	5	0.0%	100.0	1	0.0%	98.3%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	98.3%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	100.0	0	0.0%	98.3%
<= 9m 0s	2	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	98.3%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	98.3%
<= 14m 0s	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	98.3%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.3%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	98.4%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.4%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.4%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	58	1.6%	100.0
Tot. Counts:	21,510			14,972			21,510			3,521		

Notes:

Total Records Reported by this PSAP: 25031
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 25031

Fractile 911 Call Response Time Distribution

Bristol Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4494	99.6%	99.6%	0	0.0%	0.0%	316	7.0%	7.0%	647	100.0	100.0
<= 0m 20s	19	0.4%	100.0	18	14.6%	14.6%	384	8.5%	15.5%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	35	28.5%	43.1%	416	9.2%	24.7%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	35	28.5%	71.5%	429	9.5%	34.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	16	13.0%	84.6%	329	7.3%	41.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	4.9%	89.4%	327	7.2%	48.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	8.1%	97.6%	725	16.1%	64.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.6%	99.2%	442	9.8%	74.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.8%	100.0	306	6.8%	81.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	244	5.4%	86.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	173	3.8%	90.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	104	2.3%	93.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	58	1.3%	94.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	50	1.1%	95.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	49	1.1%	96.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	38	0.8%	97.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	44	1.0%	98.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	28	0.6%	98.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.3%	99.1%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.3%	99.4%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.2%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.2%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	4,513			123			4,513			647		

Notes:

Total Records Reported by this PSAP: 5160
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 5160

Fractile 911 Call Response Time Distribution

Brookfield Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	952	99.5%	99.5%	0	0.0%	0.0%	60	6.3%	6.3%	101	98.1%	98.1%
<= 0m 20s	4	0.4%	99.9%	26	18.2%	18.2%	79	8.3%	14.5%	2	1.9%	100.0
<= 0m 30s	1	0.1%	100.0	70	49.0%	67.1%	102	10.7%	25.2%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	26	18.2%	85.3%	142	14.8%	40.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	7	4.9%	90.2%	89	9.3%	49.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	3.5%	93.7%	91	9.5%	58.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	4.9%	98.6%	204	21.3%	80.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	98.6%	86	9.0%	89.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.4%	100.0	38	4.0%	93.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	20	2.1%	95.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.7%	95.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.7%	96.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	97.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	97.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	98.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	98.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	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	2	0.2%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	957			143			957			103		

Notes:

Total Records Reported by this PSAP: 1060
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1060

Fractile 911 Call Response Time Distribution

Canton Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	534	95.5%	95.5%	0	0.0%	0.0%	48	8.6%	8.6%	92	92.0%	92.0%
<= 0m 20s	23	4.1%	99.6%	0	0.0%	0.0%	55	9.8%	18.4%	4	4.0%	96.0%
<= 0m 30s	2	0.4%	100.0	14	10.4%	10.4%	50	8.9%	27.4%	4	4.0%	100.0
<= 0m 40s	0	0.0%	100.0	32	23.7%	34.1%	53	9.5%	36.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	30	22.2%	56.3%	42	7.5%	44.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	19	14.1%	70.4%	52	9.3%	53.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	23	17.0%	87.4%	106	19.0%	72.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	12	8.9%	96.3%	62	11.1%	83.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.5%	97.8%	34	6.1%	89.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	1.5%	99.3%	9	1.6%	91.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.3%	11	2.0%	93.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.3%	9	1.6%	95.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.3%	8	1.4%	96.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.7%	100.0	5	0.9%	97.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.9%	98.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	99.3%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	559			135			559			100		

Notes:

Total Records Reported by this PSAP: 659
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 659

Fractile 911 Call Response Time Distribution

Cheshire Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1745	99.0%	99.0%	0	0.0%	0.0%	467	26.5%	26.5%	190	97.4%	97.4%
<= 0m 20s	15	0.9%	99.9%	15	3.6%	3.6%	137	7.8%	34.3%	2	1.0%	98.5%
<= 0m 30s	1	0.1%	99.9%	101	24.5%	28.2%	175	9.9%	44.2%	1	0.5%	99.0%
<= 0m 40s	1	0.1%	100.0	136	33.0%	61.2%	221	12.5%	56.8%	0	0.0%	99.0%
<= 0m 50s	0	0.0%	100.0	82	19.9%	81.1%	160	9.1%	65.8%	0	0.0%	99.0%
<= 1m 0s	0	0.0%	100.0	39	9.5%	90.5%	143	8.1%	74.0%	0	0.0%	99.0%
<= 1m 30s	0	0.0%	100.0	34	8.3%	98.8%	274	15.6%	89.5%	0	0.0%	99.0%
<= 2m 0s	0	0.0%	100.0	2	0.5%	99.3%	78	4.4%	93.9%	0	0.0%	99.0%
<= 2m 30s	0	0.0%	100.0	1	0.2%	99.5%	31	1.8%	95.7%	0	0.0%	99.0%
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.8%	23	1.3%	97.0%	0	0.0%	99.0%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	9	0.5%	97.5%	0	0.0%	99.0%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	15	0.9%	98.4%	0	0.0%	99.0%
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	5	0.3%	98.6%	0	0.0%	99.0%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.0%	0	0.0%	99.0%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.2%	0	0.0%	99.0%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.3%	0	0.0%	99.0%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.5%	0	0.0%	99.0%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.5%	0	0.0%	99.0%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	99.0%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	99.0%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.0%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.0%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	99.0%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	99.0%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.0%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.0%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	99.0%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.0%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.0%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	2	1.0%	100.0
Tot. Counts:	1,762			412			1,762			195		

Notes:

Total Records Reported by this PSAP: 1957
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1957

Fractile 911 Call Response Time Distribution

Clinton Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	626	98.1%	98.1%	0	0.0%	0.0%	32	5.0%	5.0%	67	98.5%	98.5%
<= 0m 20s	10	1.6%	99.7%	7	11.5%	11.5%	49	7.7%	12.7%	0	0.0%	98.5%
<= 0m 30s	1	0.2%	99.8%	26	42.6%	54.1%	52	8.2%	20.8%	0	0.0%	98.5%
<= 0m 40s	0	0.0%	99.8%	13	21.3%	75.4%	70	11.0%	31.8%	0	0.0%	98.5%
<= 0m 50s	0	0.0%	99.8%	3	4.9%	80.3%	54	8.5%	40.3%	0	0.0%	98.5%
<= 1m 0s	0	0.0%	99.8%	5	8.2%	88.5%	35	5.5%	45.8%	0	0.0%	98.5%
<= 1m 30s	0	0.0%	99.8%	5	8.2%	96.7%	113	17.7%	63.5%	0	0.0%	98.5%
<= 2m 0s	0	0.0%	99.8%	1	1.6%	98.4%	68	10.7%	74.1%	0	0.0%	98.5%
<= 2m 30s	0	0.0%	99.8%	1	1.6%	100.0	46	7.2%	81.3%	0	0.0%	98.5%
<= 3m 0s	0	0.0%	99.8%	0	0.0%	100.0	24	3.8%	85.1%	0	0.0%	98.5%
<= 3m 30s	0	0.0%	99.8%	0	0.0%	100.0	22	3.4%	88.6%	1	1.5%	100.0
<= 4m 0s	0	0.0%	99.8%	0	0.0%	100.0	14	2.2%	90.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	99.8%	0	0.0%	100.0	13	2.0%	92.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	99.8%	0	0.0%	100.0	9	1.4%	94.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	99.8%	0	0.0%	100.0	17	2.7%	96.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	99.8%	0	0.0%	100.0	9	1.4%	98.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	99.8%	0	0.0%	100.0	5	0.8%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	99.8%	0	0.0%	100.0	3	0.5%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	99.8%	0	0.0%	100.0	1	0.2%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	99.8%	0	0.0%	100.0	2	0.3%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	1	0.2%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	638			61			638			68		

Notes:

Total Records Reported by this PSAP: 706
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 706

Fractile 911 Call Response Time Distribution

Colchester Emergency Comm. Center

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3607	98.6%	98.6%	8	0.8%	0.8%	277	7.6%	7.6%	559	99.3%	99.3%
<= 0m 20s	47	1.3%	99.9%	276	26.8%	27.6%	445	12.2%	19.7%	1	0.2%	99.5%
<= 0m 30s	3	0.1%	100.0	368	35.8%	63.4%	585	16.0%	35.7%	3	0.5%	100.0
<= 0m 40s	0	0.0%	100.0	223	21.7%	85.0%	569	15.6%	51.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	75	7.3%	92.3%	399	10.9%	62.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	34	3.3%	95.6%	301	8.2%	70.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	32	3.1%	98.7%	515	14.1%	84.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	8	0.8%	99.5%	223	6.1%	90.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.1%	99.6%	128	3.5%	94.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.2%	99.8%	56	1.5%	95.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	45	1.2%	96.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	18	0.5%	97.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.9%	15	0.4%	97.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	9	0.2%	98.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.1%	100.0	14	0.4%	98.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.4%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.1%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.3%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.3%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.5%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.5%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.6%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.6%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	2	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	7	0.2%	100.0	0	0.0%	100.0
Tot. Counts:	3,657			1,029			3,657			563		

Notes:

Total Records Reported by this PSAP: 4220
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4220

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop A

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	12888	95.3%	95.3%	443	6.9%	6.9%	2640	19.5%	19.5%	2385	96.4%	96.4%
<= 0m 20s	533	3.9%	99.2%	3820	59.7%	66.6%	2792	20.6%	40.2%	26	1.1%	97.4%
<= 0m 30s	97	0.7%	99.9%	1613	25.2%	91.8%	3535	26.1%	66.3%	53	2.1%	99.6%
<= 0m 40s	4	0.0%	100.0	337	5.3%	97.0%	2419	17.9%	84.2%	1	0.0%	99.6%
<= 0m 50s	0	0.0%	100.0	90	1.4%	98.4%	861	6.4%	90.5%	0	0.0%	99.6%
<= 1m 0s	0	0.0%	100.0	43	0.7%	99.1%	452	3.3%	93.9%	0	0.0%	99.6%
<= 1m 30s	0	0.0%	100.0	38	0.6%	99.7%	510	3.8%	97.6%	0	0.0%	99.6%
<= 2m 0s	0	0.0%	100.0	8	0.1%	99.8%	139	1.0%	98.7%	0	0.0%	99.6%
<= 2m 30s	0	0.0%	100.0	5	0.1%	99.9%	55	0.4%	99.1%	0	0.0%	99.6%
<= 3m 0s	0	0.0%	100.0	2	0.0%	99.9%	26	0.2%	99.3%	0	0.0%	99.6%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.9%	23	0.2%	99.4%	0	0.0%	99.6%
<= 4m 0s	0	0.0%	100.0	1	0.0%	99.9%	15	0.1%	99.6%	0	0.0%	99.6%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	7	0.1%	99.6%	0	0.0%	99.6%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	4	0.0%	99.6%	0	0.0%	99.6%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.9%	17	0.1%	99.8%	0	0.0%	99.6%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.9%	5	0.0%	99.8%	0	0.0%	99.6%
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.9%	5	0.0%	99.8%	0	0.0%	99.6%
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.9%	5	0.0%	99.9%	0	0.0%	99.6%
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.9%	4	0.0%	99.9%	0	0.0%	99.6%
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.9%	2	0.0%	99.9%	0	0.0%	99.6%
<= 12m 0s	0	0.0%	100.0	0	0.0%	99.9%	1	0.0%	99.9%	0	0.0%	99.6%
<= 13m 0s	0	0.0%	100.0	0	0.0%	99.9%	2	0.0%	99.9%	0	0.0%	99.6%
<= 14m 0s	0	0.0%	100.0	0	0.0%	99.9%	1	0.0%	99.9%	0	0.0%	99.6%
<= 15m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	99.6%
<= 16m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	99.6%
<= 17m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	99.6%
<= 18m 0s	0	0.0%	100.0	0	0.0%	99.9%	1	0.0%	100.0	0	0.0%	99.6%
<= 19m 0s	0	0.0%	100.0	0	0.0%	99.9%	1	0.0%	100.0	0	0.0%	99.6%
<= 20m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.6%
>= 20m 0s	1	0.0%	100.0	4	0.1%	100.0	3	0.0%	100.0	3	0.1%	99.7%
Tot. Counts:	13,523			6,404			13,525			2,468		

Notes:

Total Records Reported by this PSAP: 16002
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 16002

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop E

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	8691	98.3%	98.3%	5	0.2%	0.2%	822	9.3%	9.3%	923	97.9%	97.9%
<= 0m 20s	126	1.4%	99.7%	1097	41.5%	41.6%	1190	13.5%	22.8%	8	0.8%	98.7%
<= 0m 30s	22	0.2%	100.0	981	37.1%	78.7%	2077	23.5%	46.2%	12	1.3%	100.0
<= 0m 40s	1	0.0%	100.0	306	11.6%	90.3%	1740	19.7%	65.9%	0	0.0%	100.0
<= 0m 50s	2	0.0%	100.0	113	4.3%	94.6%	937	10.6%	76.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	56	2.1%	96.7%	606	6.9%	83.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	59	2.2%	98.9%	841	9.5%	92.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	14	0.5%	99.4%	323	3.7%	96.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	7	0.3%	99.7%	100	1.1%	97.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.1%	99.8%	71	0.8%	98.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.1%	99.9%	35	0.4%	98.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.1%	100.0	23	0.3%	99.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	15	0.2%	99.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	17	0.2%	99.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.1%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.9%	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	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	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	8,842			2,646			8,842			943		

Notes:

Total Records Reported by this PSAP: 9785
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 9785

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop G

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	42968	93.5%	93.5%	33	0.2%	0.2%	12251	26.7%	26.7%	10317	94.1%	94.1%
<= 0m 20s	2589	5.6%	99.1%	12183	65.0%	65.2%	7127	15.5%	42.2%	256	2.3%	96.4%
<= 0m 30s	393	0.9%	100.0	4894	26.1%	91.3%	12142	26.4%	68.6%	350	3.2%	99.6%
<= 0m 40s	12	0.0%	100.0	1071	5.7%	97.0%	7720	16.8%	85.4%	2	0.0%	99.7%
<= 0m 50s	5	0.0%	100.0	301	1.6%	98.6%	2850	6.2%	91.6%	1	0.0%	99.7%
<= 1m 0s	1	0.0%	100.0	121	0.6%	99.3%	1337	2.9%	94.5%	1	0.0%	99.7%
<= 1m 30s	0	0.0%	100.0	105	0.6%	99.8%	1559	3.4%	97.9%	0	0.0%	99.7%
<= 2m 0s	0	0.0%	100.0	11	0.1%	99.9%	476	1.0%	98.9%	0	0.0%	99.7%
<= 2m 30s	0	0.0%	100.0	9	0.0%	99.9%	192	0.4%	99.3%	0	0.0%	99.7%
<= 3m 0s	0	0.0%	100.0	7	0.0%	100.0	85	0.2%	99.5%	0	0.0%	99.7%
<= 3m 30s	0	0.0%	100.0	1	0.0%	100.0	56	0.1%	99.6%	1	0.0%	99.7%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	36	0.1%	99.7%	0	0.0%	99.7%
<= 4m 30s	0	0.0%	100.0	1	0.0%	100.0	28	0.1%	99.8%	0	0.0%	99.7%
<= 5m 0s	0	0.0%	100.0	1	0.0%	100.0	12	0.0%	99.8%	0	0.0%	99.7%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	27	0.1%	99.8%	1	0.0%	99.7%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.1%	99.9%	0	0.0%	99.7%
<= 8m 0s	0	0.0%	100.0	1	0.0%	100.0	15	0.0%	99.9%	0	0.0%	99.7%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.0%	100.0	1	0.0%	99.7%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	100.0	0	0.0%	99.7%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	99.7%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	100.0	0	0.0%	99.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	1	0.0%	99.7%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	99.7%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.7%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	100.0	0	0.0%	99.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
>= 20m 0s	0	0.0%	100.0	1	0.0%	100.0	2	0.0%	100.0	32	0.3%	100.0
Tot. Counts:	45,968			18,740			45,968			10,963		

Notes:

Total Records Reported by this PSAP: 56932
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 56932

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop H

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	30606	88.7%	88.7%	5133	32.8%	32.8%	5458	15.8%	15.8%	5811	68.8%	87.0%
<= 0m 20s	2436	7.1%	95.8%	6265	40.1%	72.9%	8553	24.8%	40.6%	265	3.1%	90.1%
<= 0m 30s	472	1.4%	97.1%	2025	12.9%	85.8%	6120	17.7%	58.3%	612	7.2%	97.4%
<= 0m 40s	38	0.1%	97.2%	557	3.6%	89.4%	4347	12.6%	70.9%	5	0.1%	97.4%
<= 0m 50s	8	0.0%	97.3%	152	1.0%	90.3%	2784	8.1%	79.0%	1	0.0%	97.4%
<= 1m 0s	303	0.9%	98.1%	477	3.0%	93.4%	2205	6.4%	85.4%	63	0.7%	98.2%
<= 1m 30s	638	1.8%	100.0	986	6.3%	99.7%	3728	10.8%	96.2%	119	1.4%	99.6%
<= 2m 0s	1	0.0%	100.0	28	0.2%	99.9%	775	2.2%	98.5%	2	0.0%	99.6%
<= 2m 30s	0	0.0%	100.0	10	0.1%	99.9%	236	0.7%	99.1%	0	0.0%	99.6%
<= 3m 0s	0	0.0%	100.0	3	0.0%	100.0	108	0.3%	99.5%	0	0.0%	99.6%
<= 3m 30s	0	0.0%	100.0	1	0.0%	100.0	51	0.1%	99.6%	0	0.0%	99.6%
<= 4m 0s	0	0.0%	100.0	1	0.0%	100.0	38	0.1%	99.7%	0	0.0%	99.6%
<= 4m 30s	0	0.0%	100.0	2	0.0%	100.0	19	0.1%	99.8%	0	0.0%	99.6%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.0%	99.8%	1	0.0%	99.6%
<= 6m 0s	0	0.0%	100.0	2	0.0%	100.0	9	0.0%	99.8%	0	0.0%	99.6%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.0%	99.9%	0	0.0%	99.6%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.0%	99.9%	0	0.0%	99.6%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.0%	99.9%	0	0.0%	99.6%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.9%	0	0.0%	99.6%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	100.0	0	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	2	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	0	0.0%	100.0	0	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	1	0.0%	100.0	0	0.0%	99.6%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	1	0.0%	99.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	28	0.3%	100.0
Tot. Counts:	34,502			15,642			34,503			6,910		

Notes:

Total Records Reported by this PSAP: 42951
 Number of Records not Processed due to Bad Data: 1
 Total Records Analyzed: 42950

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop I

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	19823	94.3%	94.3%	175	2.0%	2.0%	3508	16.7%	16.7%	3587	92.6%	92.6%
<= 0m 20s	1002	4.8%	99.1%	4669	53.3%	55.3%	5353	25.5%	42.1%	92	2.4%	95.0%
<= 0m 30s	187	0.9%	99.9%	2804	32.0%	87.4%	5598	26.6%	68.8%	187	4.8%	99.8%
<= 0m 40s	8	0.0%	100.0	699	8.0%	95.4%	3170	15.1%	83.9%	2	0.1%	99.8%
<= 0m 50s	2	0.0%	100.0	217	2.5%	97.8%	1414	6.7%	90.6%	0	0.0%	99.8%
<= 1m 0s	0	0.0%	100.0	77	0.9%	98.7%	679	3.2%	93.8%	0	0.0%	99.8%
<= 1m 30s	1	0.0%	100.0	78	0.9%	99.6%	787	3.7%	97.6%	1	0.0%	99.9%
<= 2m 0s	0	0.0%	100.0	19	0.2%	99.8%	240	1.1%	98.7%	0	0.0%	99.9%
<= 2m 30s	0	0.0%	100.0	7	0.1%	99.9%	110	0.5%	99.2%	0	0.0%	99.9%
<= 3m 0s	0	0.0%	100.0	2	0.0%	99.9%	44	0.2%	99.4%	0	0.0%	99.9%
<= 3m 30s	0	0.0%	100.0	2	0.0%	99.9%	37	0.2%	99.6%	0	0.0%	99.9%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.9%	18	0.1%	99.7%	0	0.0%	99.9%
<= 4m 30s	0	0.0%	100.0	1	0.0%	100.0	10	0.0%	99.7%	0	0.0%	99.9%
<= 5m 0s	0	0.0%	100.0	1	0.0%	100.0	6	0.0%	99.8%	0	0.0%	99.9%
<= 6m 0s	0	0.0%	100.0	2	0.0%	100.0	15	0.1%	99.8%	1	0.0%	99.9%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.0%	99.9%	0	0.0%	99.9%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.0%	99.9%	1	0.0%	99.9%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.9%	1	0.0%	99.9%
<= 10m 0s	0	0.0%	100.0	1	0.0%	100.0	7	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	4	0.0%	100.0	1	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	1	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	1	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	21,023			8,754			21,023			3,874		

Notes:

Total Records Reported by this PSAP: 24897
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 24897

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop L

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1661	99.2%	99.2%	1	0.4%	0.4%	74	4.4%	4.4%	99	96.1%	96.1%
<= 0m 20s	11	0.7%	99.8%	80	28.3%	28.6%	156	9.3%	13.7%	1	1.0%	97.1%
<= 0m 30s	3	0.2%	100.0	96	33.9%	62.5%	265	15.8%	29.6%	1	1.0%	98.1%
<= 0m 40s	0	0.0%	100.0	43	15.2%	77.7%	326	19.5%	49.0%	2	1.9%	100.0
<= 0m 50s	0	0.0%	100.0	20	7.1%	84.8%	215	12.8%	61.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	15	5.3%	90.1%	144	8.6%	70.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	12	4.2%	94.3%	217	13.0%	83.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	1.4%	95.8%	100	6.0%	89.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	1.1%	96.8%	52	3.1%	92.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	1.1%	97.9%	27	1.6%	94.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.4%	98.2%	17	1.0%	95.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.4%	98.6%	21	1.3%	96.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.6%	12	0.7%	97.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	98.6%	7	0.4%	97.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.4%	98.9%	10	0.6%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	2	0.7%	99.6%	11	0.7%	98.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.6%	5	0.3%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.6%	3	0.2%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.6%	4	0.2%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.6%	1	0.1%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	99.6%	1	0.1%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	99.6%	1	0.1%	99.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	99.6%	1	0.1%	99.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	99.6%	1	0.1%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	1	0.4%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	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:	1,675			283			1,675			103		

Notes:

Total Records Reported by this PSAP: 1778
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1778

Fractile 911 Call Response Time Distribution

Connecticut State Police Troop W

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	420	98.6%	98.6%	0	0.0%	0.0%	53	12.4%	12.4%	108	96.4%	96.4%
<= 0m 20s	5	1.2%	99.8%	26	31.3%	31.3%	113	26.5%	39.0%	0	0.0%	96.4%
<= 0m 30s	1	0.2%	100.0	20	24.1%	55.4%	77	18.1%	57.0%	3	2.7%	99.1%
<= 0m 40s	0	0.0%	100.0	21	25.3%	80.7%	64	15.0%	72.1%	0	0.0%	99.1%
<= 0m 50s	0	0.0%	100.0	7	8.4%	89.2%	33	7.7%	79.8%	0	0.0%	99.1%
<= 1m 0s	0	0.0%	100.0	4	4.8%	94.0%	30	7.0%	86.9%	0	0.0%	99.1%
<= 1m 30s	0	0.0%	100.0	2	2.4%	96.4%	34	8.0%	94.8%	0	0.0%	99.1%
<= 2m 0s	0	0.0%	100.0	1	1.2%	97.6%	10	2.3%	97.2%	1	0.9%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	97.6%	6	1.4%	98.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	97.6%	0	0.0%	98.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	1.2%	98.8%	1	0.2%	98.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	1.2%	100.0	1	0.2%	99.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.5%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	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:	426			83			426			112		

Notes:

Total Records Reported by this PSAP: 538
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 538

Fractile 911 Call Response Time Distribution

Cromwell Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	981	98.5%	98.5%	1	0.2%	0.2%	45	4.5%	4.5%	54	94.7%	94.7%
<= 0m 20s	13	1.3%	99.8%	269	54.5%	54.7%	105	10.5%	15.1%	1	1.8%	96.5%
<= 0m 30s	2	0.2%	100.0	152	30.8%	85.4%	105	10.5%	25.6%	1	1.8%	98.2%
<= 0m 40s	0	0.0%	100.0	43	8.7%	94.1%	125	12.6%	38.2%	0	0.0%	98.2%
<= 0m 50s	0	0.0%	100.0	12	2.4%	96.6%	98	9.8%	48.0%	0	0.0%	98.2%
<= 1m 0s	0	0.0%	100.0	5	1.0%	97.6%	111	11.1%	59.1%	0	0.0%	98.2%
<= 1m 30s	0	0.0%	100.0	10	2.0%	99.6%	192	19.3%	78.4%	1	1.8%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	99.6%	95	9.5%	88.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.6%	57	5.7%	93.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.8%	22	2.2%	95.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	10	1.0%	96.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	100.0	8	0.8%	97.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	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:	996			494			996			57		

Notes:

Total Records Reported by this PSAP: 1053
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1053

Fractile 911 Call Response Time Distribution

Danbury Fire Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5943	97.4%	97.4%	0	0.0%	0.0%	457	7.5%	7.5%	874	99.1%	99.1%
<= 0m 20s	149	2.4%	99.9%	372	15.3%	15.3%	543	8.9%	16.4%	3	0.3%	99.4%
<= 0m 30s	9	0.1%	100.0	879	36.1%	51.4%	695	11.4%	27.8%	4	0.5%	99.9%
<= 0m 40s	0	0.0%	100.0	641	26.3%	77.7%	1094	17.9%	45.7%	1	0.1%	100.0
<= 0m 50s	0	0.0%	100.0	236	9.7%	87.4%	889	14.6%	60.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	133	5.5%	92.9%	635	10.4%	70.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	116	4.8%	97.6%	1000	16.4%	87.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	37	1.5%	99.1%	387	6.3%	93.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	13	0.5%	99.7%	161	2.6%	96.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.0%	99.7%	67	1.1%	97.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.0%	99.8%	39	0.6%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	3	0.1%	99.9%	24	0.4%	98.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.0%	99.9%	20	0.3%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.0%	100.0	10	0.2%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	26	0.4%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.2%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.2%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	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:	6,101			2,435			6,101			882		

Notes:

Total Records Reported by this PSAP: 6983
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 6983

Fractile 911 Call Response Time Distribution

Darien Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1013	96.5%	96.5%	0	0.0%	0.0%	150	14.3%	14.3%	230	98.3%	98.3%
<= 0m 20s	36	3.4%	99.9%	49	29.9%	29.9%	150	14.3%	28.6%	0	0.0%	98.3%
<= 0m 30s	1	0.1%	100.0	56	34.1%	64.0%	159	15.1%	43.7%	1	0.4%	98.7%
<= 0m 40s	0	0.0%	100.0	21	12.8%	76.8%	159	15.1%	58.9%	0	0.0%	98.7%
<= 0m 50s	0	0.0%	100.0	13	7.9%	84.8%	122	11.6%	70.5%	0	0.0%	98.7%
<= 1m 0s	0	0.0%	100.0	10	6.1%	90.9%	83	7.9%	78.4%	0	0.0%	98.7%
<= 1m 30s	0	0.0%	100.0	9	5.5%	96.3%	113	10.8%	89.1%	1	0.4%	99.1%
<= 2m 0s	0	0.0%	100.0	2	1.2%	97.6%	49	4.7%	93.8%	0	0.0%	99.1%
<= 2m 30s	0	0.0%	100.0	2	1.2%	98.8%	16	1.5%	95.3%	0	0.0%	99.1%
<= 3m 0s	0	0.0%	100.0	2	1.2%	100.0	17	1.6%	97.0%	0	0.0%	99.1%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	97.4%	0	0.0%	99.1%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	97.8%	0	0.0%	99.1%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	98.2%	0	0.0%	99.1%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.5%	0	0.0%	99.1%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	99.0%	0	0.0%	99.1%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	99.5%	0	0.0%	99.1%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	0	0.0%	99.1%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	99.1%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	99.1%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.1%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	99.1%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	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	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.1%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	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	0	0.0%	100.0	0	0.0%	99.1%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	2	0.9%	100.0
Tot. Counts:	1,050			164			1,050			234		

Notes:

Total Records Reported by this PSAP: 1284
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1284

Fractile 911 Call Response Time Distribution

Derby Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1098	97.0%	97.0%	0	0.0%	0.0%	64	5.7%	5.7%	103	94.5%	94.5%
<= 0m 20s	28	2.5%	99.5%	150	35.4%	35.4%	108	9.5%	15.2%	2	1.8%	96.3%
<= 0m 30s	6	0.5%	100.0	143	33.7%	69.1%	186	16.4%	31.6%	4	3.7%	100.0
<= 0m 40s	0	0.0%	100.0	63	14.9%	84.0%	175	15.5%	47.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	23	5.4%	89.4%	124	11.0%	58.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	22	5.2%	94.6%	115	10.2%	68.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	16	3.8%	98.3%	204	18.0%	86.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.9%	99.3%	86	7.6%	93.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.3%	36	3.2%	97.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.5%	11	1.0%	98.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.8%	8	0.7%	98.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	2	0.2%	98.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	5	0.4%	99.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,132			424			1,132			109		

Notes:

Total Records Reported by this PSAP: 1241
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1241

Fractile 911 Call Response Time Distribution

East Hartford Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4544	99.3%	99.3%	0	0.0%	0.0%	353	7.7%	7.7%	654	99.8%	99.8%
<= 0m 20s	31	0.7%	100.0	24	15.2%	15.2%	403	8.8%	16.5%	0	0.0%	99.8%
<= 0m 30s	2	0.0%	100.0	56	35.4%	50.6%	359	7.8%	24.4%	1	0.2%	100.0
<= 0m 40s	0	0.0%	100.0	31	19.6%	70.3%	342	7.5%	31.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	22	13.9%	84.2%	257	5.6%	37.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	4.4%	88.6%	229	5.0%	42.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	7.0%	95.6%	612	13.4%	55.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.9%	97.5%	589	12.9%	68.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	98.1%	487	10.6%	79.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.1%	332	7.3%	86.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.6%	98.7%	183	4.0%	90.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.7%	98	2.1%	92.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.7%	81	1.8%	94.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.6%	99.4%	49	1.1%	95.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.6%	100.0	56	1.2%	96.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	43	0.9%	97.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	44	1.0%	98.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	27	0.6%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.4%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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	1	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	4,577			158			4,577			655		

Notes:

Total Records Reported by this PSAP: 5232
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 5232

Fractile 911 Call Response Time Distribution

East Haven Fire Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2204	98.5%	98.5%	4	0.5%	0.5%	148	6.6%	6.6%	283	99.6%	99.6%
<= 0m 20s	30	1.3%	99.8%	283	34.3%	34.8%	210	9.4%	16.0%	1	0.4%	100.0
<= 0m 30s	4	0.2%	100.0	322	39.0%	73.8%	360	16.1%	32.1%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	132	16.0%	89.8%	412	18.4%	50.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	41	5.0%	94.8%	249	11.1%	61.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	19	2.3%	97.1%	204	9.1%	70.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	20	2.4%	99.5%	385	17.2%	87.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.2%	99.8%	116	5.2%	93.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.8%	56	2.5%	95.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.2%	100.0	36	1.6%	97.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	16	0.7%	97.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.5%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.4%	98.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.6%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,238			825			2,238			284		

Notes:

Total Records Reported by this PSAP: 2522
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2522

Fractile 911 Call Response Time Distribution

East Windsor Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	917	98.1%	98.1%	0	0.0%	0.0%	39	4.2%	4.2%	103	93.6%	93.6%
<= 0m 20s	11	1.2%	99.3%	157	32.8%	32.8%	42	4.5%	8.7%	0	0.0%	93.6%
<= 0m 30s	6	0.6%	99.9%	192	40.1%	72.9%	91	9.7%	18.4%	7	6.4%	100.0
<= 0m 40s	1	0.1%	100.0	77	16.1%	88.9%	164	17.5%	35.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	26	5.4%	94.4%	137	14.7%	50.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	1.5%	95.8%	109	11.7%	62.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	14	2.9%	98.7%	192	20.5%	82.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.8%	99.6%	72	7.7%	90.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.6%	25	2.7%	93.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.6%	21	2.2%	95.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.8%	15	1.6%	97.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	100.0	6	0.6%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.7%	98.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.7%	99.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	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:	935			479			935			110		

Notes:

Total Records Reported by this PSAP: 1045
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1045

Fractile 911 Call Response Time Distribution

Easton Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	336	98.2%	98.2%	0	0.0%	0.0%	30	8.8%	8.8%	52	100.0	100.0
<= 0m 20s	5	1.5%	99.7%	4	7.5%	7.5%	31	9.1%	17.8%	0	0.0%	100.0
<= 0m 30s	0	0.0%	99.7%	8	15.1%	22.6%	48	14.0%	31.9%	0	0.0%	100.0
<= 0m 40s	1	0.3%	100.0	16	30.2%	52.8%	46	13.5%	45.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	7	13.2%	66.0%	40	11.7%	57.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	13.2%	79.2%	35	10.2%	67.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	15.1%	94.3%	57	16.7%	83.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	1.9%	96.2%	25	7.3%	91.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	3.8%	100.0	11	3.2%	94.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	4	1.2%	95.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.6%	96.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.9%	97.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.6%	97.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.6%	98.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.9%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.6%	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	0	0.0%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	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:	342			53			342			52		

Notes:

Total Records Reported by this PSAP: 394
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 394

Fractile 911 Call Response Time Distribution

Enfield Public Safety Communications Center

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2209	98.0%	98.0%	0	0.0%	0.0%	95	4.2%	4.2%	210	99.5%	99.5%
<= 0m 20s	40	1.8%	99.8%	4	5.1%	5.1%	141	6.3%	10.5%	1	0.5%	100.0
<= 0m 30s	0	0.0%	99.8%	23	29.1%	34.2%	186	8.3%	18.7%	0	0.0%	100.0
<= 0m 40s	0	0.0%	99.8%	26	32.9%	67.1%	200	8.9%	27.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.8%	11	13.9%	81.0%	172	7.6%	35.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.8%	5	6.3%	87.3%	160	7.1%	42.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	99.8%	4	5.1%	92.4%	408	18.1%	60.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	99.8%	2	2.5%	94.9%	235	10.4%	70.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	99.8%	2	2.5%	97.5%	154	6.8%	77.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	99.8%	1	1.3%	98.7%	111	4.9%	82.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	99.8%	1	1.3%	100.0	90	4.0%	86.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	99.8%	0	0.0%	100.0	85	3.8%	90.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	99.8%	0	0.0%	100.0	65	2.9%	93.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	99.8%	0	0.0%	100.0	28	1.2%	94.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	99.8%	0	0.0%	100.0	48	2.1%	96.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	99.8%	0	0.0%	100.0	24	1.1%	97.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	99.8%	0	0.0%	100.0	9	0.4%	98.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	99.8%	0	0.0%	100.0	11	0.5%	98.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	99.8%	0	0.0%	100.0	2	0.1%	98.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	99.8%	0	0.0%	100.0	3	0.1%	98.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	99.8%	0	0.0%	100.0	3	0.1%	98.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	99.8%	0	0.0%	100.0	1	0.0%	99.0%	0	0.0%	100.0
<= 14m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.0%	0	0.0%	100.0
<= 15m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.0%	0	0.0%	100.0
<= 16m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.0%	0	0.0%	100.0
<= 17m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.0%	0	0.0%	100.0
<= 18m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.0%	0	0.0%	100.0
<= 19m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.0%	0	0.0%	100.0
<= 20m 0s	0	0.0%	99.8%	0	0.0%	100.0	0	0.0%	99.0%	0	0.0%	100.0
>= 20m 0s	5	0.2%	100.0	0	0.0%	100.0	23	1.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,254			79			2,254			211		

Notes:

Total Records Reported by this PSAP: 2465
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2465

Fractile 911 Call Response Time Distribution

Fairfield Emergency Communications

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3586	98.7%	98.7%	0	0.0%	0.0%	518	14.3%	14.3%	493	97.6%	97.6%
<= 0m 20s	42	1.2%	99.8%	67	24.2%	24.2%	304	8.4%	22.6%	2	0.4%	98.0%
<= 0m 30s	5	0.1%	99.9%	112	40.4%	64.6%	305	8.4%	31.0%	10	2.0%	100.0
<= 0m 40s	1	0.0%	100.0	52	18.8%	83.4%	379	10.4%	41.4%	0	0.0%	100.0
<= 0m 50s	1	0.0%	100.0	15	5.4%	88.8%	310	8.5%	50.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	4.0%	92.8%	283	7.8%	57.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	13	4.7%	97.5%	689	19.0%	76.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	1.4%	98.9%	362	10.0%	86.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.9%	161	4.4%	91.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.4%	99.3%	103	2.8%	93.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.4%	99.6%	60	1.7%	95.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.6%	30	0.8%	96.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.6%	31	0.9%	97.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.6%	24	0.7%	97.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.4%	100.0	20	0.6%	98.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.5%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.4%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.2%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	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:	3,635			277			3,635			505		

Notes:

Total Records Reported by this PSAP: 4140
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4140

Fractile 911 Call Response Time Distribution

Farmington Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1994	98.0%	98.0%	0	0.0%	0.0%	142	7.0%	7.0%	294	97.7%	97.7%
<= 0m 20s	35	1.7%	99.7%	44	13.0%	13.0%	206	10.1%	17.1%	4	1.3%	99.0%
<= 0m 30s	6	0.3%	100.0	131	38.6%	51.6%	220	10.8%	27.9%	3	1.0%	100.0
<= 0m 40s	0	0.0%	100.0	82	24.2%	75.8%	267	13.1%	41.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	27	8.0%	83.8%	187	9.2%	50.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	19	5.6%	89.4%	131	6.4%	56.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	20	5.9%	95.3%	292	14.3%	71.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	1.5%	96.8%	176	8.6%	79.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	1.2%	97.9%	78	3.8%	83.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	1.2%	99.1%	58	2.9%	86.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.1%	43	2.1%	88.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.1%	46	2.3%	90.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.3%	99.4%	38	1.9%	92.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.4%	37	1.8%	94.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	2	0.6%	100.0	45	2.2%	96.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	28	1.4%	98.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	21	1.0%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	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	1	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,035			339			2,035			301		

Notes:

Total Records Reported by this PSAP: 2336
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2336

Fractile 911 Call Response Time Distribution

Glastonbury Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1537	99.4%	99.4%	0	0.0%	0.0%	96	6.2%	6.2%	212	99.5%	99.5%
<= 0m 20s	10	0.6%	100.0	22	17.2%	17.2%	146	9.4%	15.6%	1	0.5%	100.0
<= 0m 30s	0	0.0%	100.0	58	45.3%	62.5%	154	10.0%	25.6%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	23	18.0%	80.5%	178	11.5%	37.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	9	7.0%	87.5%	131	8.5%	45.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	3.1%	90.6%	117	7.6%	53.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	7.0%	97.7%	310	20.0%	73.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.8%	98.4%	201	13.0%	86.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.8%	99.2%	93	6.0%	92.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.2%	27	1.7%	93.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.2%	14	0.9%	94.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.2%	10	0.6%	95.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.2%	8	0.5%	96.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.2%	7	0.5%	96.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.8%	100.0	14	0.9%	97.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.8%	98.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	98.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	98.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.1%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	99.5%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	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	2	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:	1,547			128			1,547			213		

Notes:

Total Records Reported by this PSAP: 1760
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1760

Fractile 911 Call Response Time Distribution

Granby Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	897	96.9%	96.9%	1	0.2%	0.2%	63	6.8%	6.8%	111	93.3%	93.3%
<= 0m 20s	21	2.3%	99.1%	59	11.8%	12.0%	55	5.9%	12.7%	2	1.7%	95.0%
<= 0m 30s	8	0.9%	100.0	109	21.8%	33.7%	94	10.2%	22.9%	6	5.0%	100.0
<= 0m 40s	0	0.0%	100.0	108	21.6%	55.3%	133	14.4%	37.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	78	15.6%	70.9%	115	12.4%	49.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	51	10.2%	81.0%	83	9.0%	58.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	74	14.8%	95.8%	208	22.5%	81.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	14	2.8%	98.6%	100	10.8%	91.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.6%	99.2%	22	2.4%	94.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.4%	12	1.3%	95.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.4%	99.8%	9	1.0%	96.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	5	0.5%	97.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	8	0.9%	97.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	5	0.5%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	7	0.8%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	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	0	0.0%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	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:	926			501			926			119		

Notes:

Total Records Reported by this PSAP: 1045
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1045

Fractile 911 Call Response Time Distribution

Greenwich Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3728	99.7%	99.7%	0	0.0%	0.0%	460	12.3%	12.3%	954	99.2%	99.2%
<= 0m 20s	9	0.2%	99.9%	10	8.6%	8.6%	476	12.7%	25.0%	1	0.1%	99.3%
<= 0m 30s	0	0.0%	99.9%	28	24.1%	32.8%	440	11.8%	36.8%	1	0.1%	99.4%
<= 0m 40s	0	0.0%	99.9%	42	36.2%	69.0%	482	12.9%	49.7%	0	0.0%	99.4%
<= 0m 50s	0	0.0%	99.9%	11	9.5%	78.4%	360	9.6%	59.3%	0	0.0%	99.4%
<= 1m 0s	0	0.0%	99.9%	5	4.3%	82.8%	275	7.4%	66.7%	0	0.0%	99.4%
<= 1m 30s	2	0.1%	100.0	11	9.5%	92.2%	533	14.3%	80.9%	1	0.1%	99.5%
<= 2m 0s	0	0.0%	100.0	7	6.0%	98.3%	270	7.2%	88.1%	0	0.0%	99.5%
<= 2m 30s	0	0.0%	100.0	2	1.7%	100.0	135	3.6%	91.7%	0	0.0%	99.5%
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	77	2.1%	93.8%	0	0.0%	99.5%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	49	1.3%	95.1%	0	0.0%	99.5%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	39	1.0%	96.1%	1	0.1%	99.6%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	33	0.9%	97.0%	0	0.0%	99.6%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	27	0.7%	97.8%	0	0.0%	99.6%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	28	0.7%	98.5%	0	0.0%	99.6%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.5%	99.0%	0	0.0%	99.6%
<= 8m 0s	1	0.0%	100.0	0	0.0%	100.0	14	0.4%	99.4%	0	0.0%	99.6%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.3%	99.6%	0	0.0%	99.6%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	99.6%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.9%	0	0.0%	99.6%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	99.6%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.6%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.6%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.6%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	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	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	4	0.4%	100.0
Tot. Counts:	3,740			116			3,740			962		

Notes:

Total Records Reported by this PSAP: 4702
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4702

Fractile 911 Call Response Time Distribution

Groton Emergency Dispatch Center

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3407	99.8%	99.8%	15	1.8%	1.8%	201	5.9%	5.9%	461	99.6%	99.6%
<= 0m 20s	7	0.2%	100.0	210	25.8%	27.6%	201	5.9%	11.8%	2	0.4%	100.0
<= 0m 30s	0	0.0%	100.0	269	33.0%	60.6%	339	9.9%	21.7%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	168	20.6%	81.2%	445	13.0%	34.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	46	5.6%	86.9%	304	8.9%	43.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	32	3.9%	90.8%	186	5.4%	49.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	44	5.4%	96.2%	471	13.8%	62.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	14	1.7%	97.9%	390	11.4%	74.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	6	0.7%	98.7%	354	10.4%	84.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	0.4%	99.0%	197	5.8%	90.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.2%	99.3%	104	3.0%	93.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	0.2%	99.5%	62	1.8%	95.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	2	0.2%	99.8%	30	0.9%	96.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	24	0.7%	96.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.1%	99.9%	34	1.0%	97.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.1%	100.0	28	0.8%	98.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.4%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	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:	3,414			815			3,414			463		

Notes:

Total Records Reported by this PSAP: 3877
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 3877

Fractile 911 Call Response Time Distribution

Guilford Emergency Communications

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1231	98.0%	98.0%	0	0.0%	0.0%	345	27.5%	27.5%	163	97.0%	97.0%
<= 0m 20s	21	1.7%	99.7%	91	28.8%	28.8%	122	9.7%	37.2%	1	0.6%	97.6%
<= 0m 30s	4	0.3%	100.0	127	40.2%	69.0%	176	14.0%	51.2%	4	2.4%	100.0
<= 0m 40s	0	0.0%	100.0	62	19.6%	88.6%	210	16.7%	67.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	17	5.4%	94.0%	131	10.4%	78.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	2.8%	96.8%	77	6.1%	84.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	2.8%	99.7%	112	8.9%	93.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.3%	100.0	40	3.2%	96.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	14	1.1%	97.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.8%	98.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,256			316			1,256			168		

Notes:

Total Records Reported by this PSAP: 1424
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1424

Fractile 911 Call Response Time Distribution

Guilford Emergency Communications

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1231	98.0%	98.0%	0	0.0%	0.0%	345	27.5%	27.5%	163	97.0%	97.0%
<= 0m 20s	21	1.7%	99.7%	91	28.8%	28.8%	122	9.7%	37.2%	1	0.6%	97.6%
<= 0m 30s	4	0.3%	100.0	127	40.2%	69.0%	176	14.0%	51.2%	4	2.4%	100.0
<= 0m 40s	0	0.0%	100.0	62	19.6%	88.6%	210	16.7%	67.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	17	5.4%	94.0%	131	10.4%	78.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	2.8%	96.8%	77	6.1%	84.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	2.8%	99.7%	112	8.9%	93.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.3%	100.0	40	3.2%	96.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	14	1.1%	97.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.8%	98.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,256			316			1,256			168		

Notes:

Total Records Reported by this PSAP: 1424
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1424

Fractile 911 Call Response Time Distribution

Hamden Central Communications

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5104	98.5%	98.5%	1	0.4%	0.4%	635	12.3%	12.3%	780	98.9%	98.9%
<= 0m 20s	74	1.4%	100.0	58	25.3%	25.8%	667	12.9%	25.1%	3	0.4%	99.2%
<= 0m 30s	2	0.0%	100.0	89	38.9%	64.6%	560	10.8%	35.9%	4	0.5%	99.7%
<= 0m 40s	0	0.0%	100.0	41	17.9%	82.5%	527	10.2%	46.1%	0	0.0%	99.7%
<= 0m 50s	0	0.0%	100.0	12	5.2%	87.8%	378	7.3%	53.4%	1	0.1%	99.9%
<= 1m 0s	0	0.0%	100.0	11	4.8%	92.6%	365	7.0%	60.5%	0	0.0%	99.9%
<= 1m 30s	0	0.0%	100.0	12	5.2%	97.8%	935	18.1%	78.5%	0	0.0%	99.9%
<= 2m 0s	0	0.0%	100.0	2	0.9%	98.7%	592	11.4%	89.9%	1	0.1%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.7%	225	4.3%	94.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.7%	103	2.0%	96.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.4%	99.1%	43	0.8%	97.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.4%	99.6%	22	0.4%	97.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.4%	100.0	25	0.5%	98.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	25	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	19	0.4%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.3%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	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	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:	5,180			229			5,180			789		

Notes:

Total Records Reported by this PSAP: 5969
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 5969

Fractile 911 Call Response Time Distribution

Hartford Emergency Communications Ctr.

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	24152	92.3%	92.3%	2	0.2%	0.2%	3998	15.3%	15.3%	5493	95.3%	95.3%
<= 0m 20s	1770	6.8%	99.1%	154	17.9%	18.2%	2773	10.6%	25.9%	88	1.5%	96.8%
<= 0m 30s	209	0.8%	99.9%	263	30.6%	48.8%	2411	9.2%	35.1%	143	2.5%	99.3%
<= 0m 40s	11	0.0%	100.0	177	20.6%	69.4%	2624	10.0%	45.2%	2	0.0%	99.3%
<= 0m 50s	3	0.0%	100.0	86	10.0%	79.4%	2140	8.2%	53.4%	0	0.0%	99.3%
<= 1m 0s	1	0.0%	100.0	41	4.8%	84.2%	2044	7.8%	61.2%	1	0.0%	99.3%
<= 1m 30s	1	0.0%	100.0	80	9.3%	93.5%	4586	17.5%	78.7%	0	0.0%	99.3%
<= 2m 0s	0	0.0%	100.0	24	2.8%	96.3%	2233	8.5%	87.3%	0	0.0%	99.3%
<= 2m 30s	0	0.0%	100.0	15	1.7%	98.0%	1198	4.6%	91.8%	2	0.0%	99.4%
<= 3m 0s	0	0.0%	100.0	9	1.0%	99.1%	595	2.3%	94.1%	1	0.0%	99.4%
<= 3m 30s	0	0.0%	100.0	3	0.3%	99.4%	379	1.4%	95.6%	0	0.0%	99.4%
<= 4m 0s	0	0.0%	100.0	3	0.3%	99.8%	226	0.9%	96.4%	0	0.0%	99.4%
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.9%	146	0.6%	97.0%	1	0.0%	99.4%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	148	0.6%	97.6%	0	0.0%	99.4%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.9%	205	0.8%	98.3%	0	0.0%	99.4%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.9%	144	0.6%	98.9%	2	0.0%	99.4%
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.9%	101	0.4%	99.3%	0	0.0%	99.4%
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.9%	54	0.2%	99.5%	1	0.0%	99.4%
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.9%	50	0.2%	99.7%	1	0.0%	99.5%
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.9%	22	0.1%	99.8%	0	0.0%	99.5%
<= 12m 0s	0	0.0%	100.0	0	0.0%	99.9%	13	0.0%	99.8%	2	0.0%	99.5%
<= 13m 0s	0	0.0%	100.0	0	0.0%	99.9%	9	0.0%	99.9%	1	0.0%	99.5%
<= 14m 0s	0	0.0%	100.0	0	0.0%	99.9%	16	0.1%	99.9%	0	0.0%	99.5%
<= 15m 0s	0	0.0%	100.0	0	0.0%	99.9%	5	0.0%	99.9%	0	0.0%	99.5%
<= 16m 0s	0	0.0%	100.0	0	0.0%	99.9%	6	0.0%	100.0	1	0.0%	99.5%
<= 17m 0s	0	0.0%	100.0	0	0.0%	99.9%	2	0.0%	100.0	0	0.0%	99.5%
<= 18m 0s	0	0.0%	100.0	0	0.0%	99.9%	1	0.0%	100.0	0	0.0%	99.5%
<= 19m 0s	0	0.0%	100.0	0	0.0%	99.9%	2	0.0%	100.0	1	0.0%	99.5%
<= 20m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0	1	0.0%	99.6%
>= 20m 0s	6	0.0%	100.0	1	0.1%	100.0	7	0.0%	100.0	25	0.4%	100.0
Tot. Counts:	26,153			859			26,138			5,766		

Notes:

Total Records Reported by this PSAP: 31919
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 31919

Fractile 911 Call Response Time Distribution

Ledyard Emergency Communication Ctr.

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1605	98.7%	98.7%	0	0.0%	0.0%	187	11.5%	11.5%	367	98.1%	98.1%
<= 0m 20s	20	1.2%	99.9%	39	7.3%	7.3%	151	9.3%	20.8%	4	1.1%	99.2%
<= 0m 30s	1	0.1%	100.0	140	26.3%	33.6%	168	10.3%	31.1%	3	0.8%	100.0
<= 0m 40s	0	0.0%	100.0	144	27.0%	60.6%	225	13.8%	45.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	85	15.9%	76.5%	198	12.2%	57.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	40	7.5%	84.1%	133	8.2%	65.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	54	10.1%	94.2%	243	14.9%	80.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	18	3.4%	97.6%	98	6.0%	86.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	9	1.7%	99.2%	63	3.9%	90.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.4%	32	2.0%	92.1%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.6%	19	1.2%	93.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.8%	9	0.6%	93.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	11	0.7%	94.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	100.0	5	0.3%	94.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.6%	95.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.7%	96.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.4%	96.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	96.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	97.0%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	97.2%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	97.3%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	97.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.6%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	97.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	97.8%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	97.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	98.0%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	98.2%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	30	1.8%	100.0	0	0.0%	100.0
Tot. Counts:	1,626			533			1,626			374		

Notes:

Total Records Reported by this PSAP: 2000
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2000

Fractile 911 Call Response Time Distribution

Litchfield County Dispatch

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3301	98.8%	98.8%	2	0.1%	0.1%	150	4.5%	4.5%	339	98.5%	98.5%
<= 0m 20s	35	1.0%	99.8%	372	24.3%	24.5%	216	6.5%	11.0%	2	0.6%	99.1%
<= 0m 30s	6	0.2%	100.0	564	36.9%	61.4%	412	12.3%	23.3%	3	0.9%	100.0
<= 0m 40s	0	0.0%	100.0	285	18.7%	80.0%	696	20.8%	44.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	114	7.5%	87.5%	379	11.3%	55.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	64	4.2%	91.7%	231	6.9%	62.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	95	6.2%	97.9%	399	11.9%	74.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	19	1.2%	99.1%	220	6.6%	80.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	5	0.3%	99.5%	98	2.9%	83.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	5	0.3%	99.8%	47	1.4%	85.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.1%	99.9%	45	1.3%	86.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.9%	77	2.3%	88.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	81	2.4%	91.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.1%	100.0	97	2.9%	94.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	90	2.7%	96.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	36	1.1%	98.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.6%	98.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.3%	98.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.4%	99.2%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.3%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.5%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.7%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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	2	0.1%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	3,342			1,528			3,342			344		

Notes:

Total Records Reported by this PSAP: 3686
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 3686

Fractile 911 Call Response Time Distribution

Madison Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	848	99.6%	99.6%	0	0.0%	0.0%	43	5.1%	5.1%	101	100.0%	100.0
<= 0m 20s	3	0.4%	100.0	5	8.6%	8.6%	71	8.3%	13.4%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	21	36.2%	44.8%	70	8.2%	21.6%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	16	27.6%	72.4%	77	9.0%	30.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	4	6.9%	79.3%	69	8.1%	38.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	6.9%	86.2%	53	6.2%	45.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	8.6%	94.8%	134	15.7%	60.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	3.4%	98.3%	137	16.1%	76.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.3%	78	9.2%	86.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.3%	34	4.0%	90.0%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	1.7%	100.0	25	2.9%	92.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	15	1.8%	94.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	9	1.1%	95.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.7%	96.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	96.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	97.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.8%	98.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	98.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.6%	99.2%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.7%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	851			58			851			101		

Notes:

Total Records Reported by this PSAP: 952
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 952

Fractile 911 Call Response Time Distribution

Manchester Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4717	99.8%	99.8%	0	0.0%	0.0%	499	10.6%	10.6%	601	100.0%	100.0
<= 0m 20s	9	0.2%	100.0	30	14.2%	14.2%	480	10.2%	20.7%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	84	39.8%	54.0%	527	11.2%	31.9%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	47	22.3%	76.3%	492	10.4%	42.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	25	11.8%	88.2%	403	8.5%	50.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	8	3.8%	91.9%	365	7.7%	58.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	13	6.2%	98.1%	946	20.0%	78.5%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.9%	99.1%	508	10.7%	89.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.5%	99.5%	197	4.2%	93.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.5%	100.0	98	2.1%	95.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	58	1.2%	96.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	38	0.8%	97.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	28	0.6%	98.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	22	0.5%	98.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	27	0.6%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.3%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	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	3	0.1%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	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:	4,726			211			4,726			601		

Notes:

Total Records Reported by this PSAP: 5327
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 5327

Fractile 911 Call Response Time Distribution

Meriden Fire and Emergency Services

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4694	99.2%	99.2%	16	1.3%	1.3%	573	12.1%	12.1%	711	88.4%	88.4%
<= 0m 20s	23	0.5%	99.7%	348	27.7%	29.0%	599	12.7%	24.8%	0	0.0%	88.4%
<= 0m 30s	5	0.1%	99.8%	451	35.9%	64.9%	542	11.5%	36.2%	1	0.1%	88.6%
<= 0m 40s	0	0.0%	99.8%	254	20.2%	85.2%	479	10.1%	46.3%	0	0.0%	88.6%
<= 0m 50s	0	0.0%	99.8%	64	5.1%	90.3%	324	6.8%	53.2%	0	0.0%	88.6%
<= 1m 0s	0	0.0%	99.8%	55	4.4%	94.7%	226	4.8%	58.0%	0	0.0%	88.6%
<= 1m 30s	0	0.0%	99.8%	41	3.3%	97.9%	491	10.4%	68.3%	1	0.1%	88.7%
<= 2m 0s	0	0.0%	99.8%	13	1.0%	99.0%	267	5.6%	74.0%	0	0.0%	88.7%
<= 2m 30s	0	0.0%	99.8%	5	0.4%	99.4%	183	3.9%	77.9%	0	0.0%	88.7%
<= 3m 0s	0	0.0%	99.8%	0	0.0%	99.4%	175	3.7%	81.6%	0	0.0%	88.7%
<= 3m 30s	0	0.0%	99.8%	2	0.2%	99.5%	217	4.6%	86.1%	0	0.0%	88.7%
<= 4m 0s	0	0.0%	99.8%	0	0.0%	99.5%	255	5.4%	91.5%	0	0.0%	88.7%
<= 4m 30s	0	0.0%	99.8%	1	0.1%	99.6%	118	2.5%	94.0%	0	0.0%	88.7%
<= 5m 0s	0	0.0%	99.8%	0	0.0%	99.6%	71	1.5%	95.5%	0	0.0%	88.7%
<= 6m 0s	0	0.0%	99.8%	0	0.0%	99.6%	67	1.4%	96.9%	0	0.0%	88.7%
<= 7m 0s	0	0.0%	99.8%	0	0.0%	99.6%	40	0.8%	97.8%	2	0.2%	88.9%
<= 8m 0s	0	0.0%	99.8%	0	0.0%	99.6%	29	0.6%	98.4%	1	0.1%	89.1%
<= 9m 0s	0	0.0%	99.8%	0	0.0%	99.6%	18	0.4%	98.8%	0	0.0%	89.1%
<= 10m 0s	0	0.0%	99.8%	0	0.0%	99.6%	12	0.3%	99.0%	0	0.0%	89.1%
<= 11m 0s	0	0.0%	99.8%	0	0.0%	99.6%	3	0.1%	99.1%	0	0.0%	89.1%
<= 12m 0s	0	0.0%	99.8%	0	0.0%	99.6%	3	0.1%	99.2%	0	0.0%	89.1%
<= 13m 0s	0	0.0%	99.8%	0	0.0%	99.6%	3	0.1%	99.2%	0	0.0%	89.1%
<= 14m 0s	0	0.0%	99.8%	0	0.0%	99.6%	3	0.1%	99.3%	0	0.0%	89.1%
<= 15m 0s	0	0.0%	99.8%	0	0.0%	99.6%	3	0.1%	99.3%	1	0.1%	89.2%
<= 16m 0s	0	0.0%	99.8%	0	0.0%	99.6%	0	0.0%	99.3%	0	0.0%	89.2%
<= 17m 0s	0	0.0%	99.8%	0	0.0%	99.6%	1	0.0%	99.4%	0	0.0%	89.2%
<= 18m 0s	0	0.0%	99.8%	0	0.0%	99.6%	0	0.0%	99.4%	0	0.0%	89.2%
<= 19m 0s	0	0.0%	99.8%	0	0.0%	99.6%	1	0.0%	99.4%	0	0.0%	89.2%
<= 20m 0s	0	0.0%	99.8%	0	0.0%	99.6%	1	0.0%	99.4%	1	0.1%	89.3%
>= 20m 0s	10	0.2%	100.0	5	0.4%	100.0	27	0.6%	100.0	82	10.2%	99.5%
Tot. Counts:	4,732			1,255			4,731			800		

Notes:

Total Records Reported by this PSAP: 5536
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 5536

Fractile 911 Call Response Time Distribution

Middletown Central Communications

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3453	94.5%	94.5%	2	1.1%	1.1%	259	7.1%	7.1%	629	94.0%	94.0%
<= 0m 20s	151	4.1%	98.6%	11	5.8%	6.8%	263	7.2%	14.3%	2	0.3%	94.3%
<= 0m 30s	14	0.4%	99.0%	58	30.5%	37.4%	242	6.6%	20.9%	14	2.1%	96.4%
<= 0m 40s	1	0.0%	99.0%	46	24.2%	61.6%	234	6.4%	27.3%	0	0.0%	96.4%
<= 0m 50s	0	0.0%	99.0%	24	12.6%	74.2%	197	5.4%	32.7%	0	0.0%	96.4%
<= 1m 0s	1	0.0%	99.0%	14	7.4%	81.6%	172	4.7%	37.4%	0	0.0%	96.4%
<= 1m 30s	0	0.0%	99.0%	19	10.0%	91.6%	498	13.6%	51.0%	0	0.0%	96.4%
<= 2m 0s	0	0.0%	99.0%	7	3.7%	95.3%	405	11.1%	62.1%	1	0.1%	96.6%
<= 2m 30s	0	0.0%	99.0%	4	2.1%	97.4%	421	11.5%	73.6%	0	0.0%	96.6%
<= 3m 0s	0	0.0%	99.0%	2	1.1%	98.4%	358	9.8%	83.4%	0	0.0%	96.6%
<= 3m 30s	0	0.0%	99.0%	2	1.1%	99.5%	216	5.9%	89.3%	0	0.0%	96.6%
<= 4m 0s	0	0.0%	99.0%	1	0.5%	100.0	112	3.1%	92.4%	0	0.0%	96.6%
<= 4m 30s	0	0.0%	99.0%	0	0.0%	100.0	84	2.3%	94.7%	0	0.0%	96.6%
<= 5m 0s	0	0.0%	99.0%	0	0.0%	100.0	48	1.3%	96.0%	0	0.0%	96.6%
<= 6m 0s	0	0.0%	99.0%	0	0.0%	100.0	43	1.2%	97.2%	1	0.1%	96.7%
<= 7m 0s	0	0.0%	99.0%	0	0.0%	100.0	24	0.7%	97.8%	0	0.0%	96.7%
<= 8m 0s	0	0.0%	99.0%	0	0.0%	100.0	17	0.5%	98.3%	0	0.0%	96.7%
<= 9m 0s	1	0.0%	99.1%	0	0.0%	100.0	7	0.2%	98.5%	0	0.0%	96.7%
<= 10m 0s	0	0.0%	99.1%	0	0.0%	100.0	11	0.3%	98.8%	0	0.0%	96.7%
<= 11m 0s	0	0.0%	99.1%	0	0.0%	100.0	3	0.1%	98.9%	0	0.0%	96.7%
<= 12m 0s	0	0.0%	99.1%	0	0.0%	100.0	4	0.1%	99.0%	1	0.1%	96.9%
<= 13m 0s	0	0.0%	99.1%	0	0.0%	100.0	3	0.1%	99.1%	2	0.3%	97.2%
<= 14m 0s	0	0.0%	99.1%	0	0.0%	100.0	3	0.1%	99.2%	0	0.0%	97.2%
<= 15m 0s	0	0.0%	99.1%	0	0.0%	100.0	0	0.0%	99.2%	0	0.0%	97.2%
<= 16m 0s	0	0.0%	99.1%	0	0.0%	100.0	1	0.0%	99.2%	0	0.0%	97.2%
<= 17m 0s	0	0.0%	99.1%	0	0.0%	100.0	1	0.0%	99.2%	0	0.0%	97.2%
<= 18m 0s	0	0.0%	99.1%	0	0.0%	100.0	1	0.0%	99.2%	0	0.0%	97.2%
<= 19m 0s	0	0.0%	99.1%	0	0.0%	100.0	0	0.0%	99.2%	1	0.1%	97.3%
<= 20m 0s	0	0.0%	99.1%	0	0.0%	100.0	1	0.0%	99.3%	0	0.0%	97.3%
>= 20m 0s	14	0.4%	99.5%	0	0.0%	100.0	10	0.3%	99.5%	17	2.5%	99.9%
Tot. Counts:	3,635			190			3,638			668		

Notes:

Total Records Reported by this PSAP: 4324
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4324

Fractile 911 Call Response Time Distribution

Milford Fire Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3466	98.3%	98.3%	3	0.2%	0.2%	271	7.7%	7.7%	582	97.0%	97.0%
<= 0m 20s	49	1.4%	99.7%	323	22.8%	23.0%	389	11.0%	18.7%	5	0.8%	97.8%
<= 0m 30s	9	0.3%	99.9%	605	42.8%	65.8%	686	19.4%	38.2%	10	1.7%	99.5%
<= 0m 40s	2	0.1%	100.0	307	21.7%	87.5%	695	19.7%	57.9%	0	0.0%	99.5%
<= 0m 50s	0	0.0%	100.0	96	6.8%	94.3%	419	11.9%	69.7%	0	0.0%	99.5%
<= 1m 0s	0	0.0%	100.0	39	2.8%	97.0%	277	7.9%	77.6%	1	0.2%	99.7%
<= 1m 30s	1	0.0%	100.0	34	2.4%	99.4%	508	14.4%	92.0%	0	0.0%	99.7%
<= 2m 0s	0	0.0%	100.0	5	0.4%	99.8%	178	5.0%	97.1%	0	0.0%	99.7%
<= 2m 30s	0	0.0%	100.0	2	0.1%	99.9%	63	1.8%	98.8%	0	0.0%	99.7%
<= 3m 0s	0	0.0%	100.0	1	0.1%	100.0	18	0.5%	99.3%	0	0.0%	99.7%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.3%	99.6%	0	0.0%	99.7%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	99.7%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	99.7%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	99.7%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	99.7%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.7%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	99.7%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	99.7%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	2	0.3%	100.0
Tot. Counts:	3,527			1,415			3,527			600		

Notes:

Total Records Reported by this PSAP: 4127
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4127

Fractile 911 Call Response Time Distribution

Monroe Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1146	95.4%	95.4%	0	0.0%	0.0%	83	6.9%	6.9%	194	94.6%	94.6%
<= 0m 20s	48	4.0%	99.4%	92	19.1%	19.1%	127	10.6%	17.5%	6	2.9%	97.6%
<= 0m 30s	7	0.6%	100.0	160	33.2%	52.3%	130	10.8%	28.3%	5	2.4%	100.0
<= 0m 40s	0	0.0%	100.0	103	21.4%	73.7%	141	11.7%	40.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	50	10.4%	84.0%	83	6.9%	47.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	33	6.8%	90.9%	83	6.9%	53.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	34	7.1%	97.9%	204	17.0%	70.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.8%	98.8%	117	9.7%	80.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.6%	99.4%	76	6.3%	86.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.4%	99.8%	53	4.4%	91.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	28	2.3%	93.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	19	1.6%	95.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	11	0.9%	96.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	6	0.5%	96.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	11	0.9%	97.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.9%	98.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.8%	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	0	0.0%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	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:	1,201			482			1,201			205		

Notes:

Total Records Reported by this PSAP: 1406
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1406

Fractile 911 Call Response Time Distribution

Montville Dispatch

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1214	96.7%	96.7%	3	0.7%	0.7%	115	9.2%	9.2%	148	99.3%	99.3%
<= 0m 20s	33	2.6%	99.4%	144	31.9%	32.5%	139	11.1%	20.2%	0	0.0%	99.3%
<= 0m 30s	7	0.6%	99.9%	187	41.4%	73.9%	275	21.9%	42.2%	1	0.7%	100.0
<= 0m 40s	0	0.0%	99.9%	79	17.5%	91.4%	326	26.0%	68.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.9%	23	5.1%	96.5%	156	12.4%	80.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.9%	12	2.7%	99.1%	89	7.1%	87.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	99.9%	3	0.7%	99.8%	91	7.3%	94.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	99.9%	0	0.0%	99.8%	29	2.3%	97.2%	0	0.0%	100.0
<= 2m 30s	1	0.1%	100.0	1	0.2%	100.0	10	0.8%	98.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	98.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	98.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	99.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.5%	99.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	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	1	0.1%	100.0	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,255			452			1,255			149		

Notes:

Total Records Reported by this PSAP: 1404
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1404

Fractile 911 Call Response Time Distribution

Naugatuck Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1781	98.5%	98.5%	168	21.4%	21.4%	129	7.1%	7.1%	177	97.3%	97.3%
<= 0m 20s	27	1.5%	99.9%	422	53.8%	75.3%	215	11.9%	19.0%	0	0.0%	97.3%
<= 0m 30s	0	0.0%	99.9%	117	14.9%	90.2%	284	15.7%	34.7%	5	2.7%	100.0
<= 0m 40s	1	0.1%	100.0	46	5.9%	96.0%	314	17.4%	52.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	15	1.9%	98.0%	222	12.3%	64.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	0.5%	98.5%	162	9.0%	73.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	1.0%	99.5%	265	14.6%	87.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.3%	99.7%	110	6.1%	94.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.3%	100.0	47	2.6%	96.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	18	1.0%	97.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	98.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	98.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	100.0	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,809			784			1,809			182		

Notes:

Total Records Reported by this PSAP: 1991
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1991

Fractile 911 Call Response Time Distribution

New Britain Public Safety

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	7633	92.9%	99.6%	117	41.3%	41.3%	52	0.7%	0.7%	368	27.6%	98.6%
<= 0m 20s	25	0.0%	99.9%	0	0.0%	41.3%	181	2.4%	3.0%	0	0.0%	98.6%
<= 0m 30s	2	0.0%	100.0	0	0.0%	41.3%	289	3.8%	6.8%	0	0.0%	98.6%
<= 0m 40s	0	0.0%	100.0	0	0.0%	41.3%	399	5.2%	12.0%	0	0.0%	98.6%
<= 0m 50s	0	0.0%	100.0	0	0.0%	41.3%	463	6.0%	18.1%	0	0.0%	98.6%
<= 1m 0s	0	0.0%	100.0	46	16.3%	57.6%	586	7.7%	25.7%	4	0.3%	98.9%
<= 1m 30s	0	0.0%	100.0	94	33.2%	90.8%	1821	23.8%	49.5%	14	1.1%	100.0
<= 2m 0s	0	0.0%	100.0	11	3.9%	94.7%	1274	16.6%	66.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	7	2.5%	97.2%	853	11.1%	77.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	3	1.1%	98.2%	508	6.6%	83.9%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	2	0.7%	98.9%	314	4.1%	88.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.9%	232	3.0%	91.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.4%	99.3%	129	1.7%	92.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.3%	114	1.5%	94.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.4%	99.6%	160	2.1%	96.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.4%	100.0	103	1.3%	97.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	63	0.8%	98.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	46	0.6%	99.0%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	25	0.3%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	26	0.3%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	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	2	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	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:	7,660			283			7,660			386		

Notes:

Total Records Reported by this PSAP: 8993
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 8993

Fractile 911 Call Response Time Distribution

New Canaan Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	951	98.0%	98.0%	1	0.3%	0.3%	132	13.6%	13.6%	269	95.7%	95.7%
<= 0m 20s	17	1.8%	99.8%	49	15.1%	15.4%	166	17.1%	30.7%	2	0.7%	96.4%
<= 0m 30s	2	0.2%	100.0	124	38.3%	53.7%	117	12.1%	42.8%	1	0.4%	96.8%
<= 0m 40s	0	0.0%	100.0	80	24.7%	78.4%	124	12.8%	55.6%	0	0.0%	96.8%
<= 0m 50s	0	0.0%	100.0	34	10.5%	88.9%	84	8.7%	64.2%	0	0.0%	96.8%
<= 1m 0s	0	0.0%	100.0	12	3.7%	92.6%	64	6.6%	70.8%	0	0.0%	96.8%
<= 1m 30s	0	0.0%	100.0	18	5.6%	98.1%	134	13.8%	84.6%	0	0.0%	96.8%
<= 2m 0s	0	0.0%	100.0	5	1.5%	99.7%	63	6.5%	91.1%	0	0.0%	96.8%
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.7%	44	4.5%	95.7%	0	0.0%	96.8%
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.7%	24	2.5%	98.1%	0	0.0%	96.8%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	2	0.2%	98.4%	0	0.0%	96.8%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	5	0.5%	98.9%	0	0.0%	96.8%
<= 4m 30s	0	0.0%	100.0	1	0.3%	100.0	1	0.1%	99.0%	0	0.0%	96.8%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.3%	0	0.0%	96.8%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.6%	0	0.0%	96.8%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	1	0.4%	97.2%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	97.2%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	97.2%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	97.2%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	97.2%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	97.2%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.2%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.4%	97.5%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.5%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.5%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.5%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.4%	97.9%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.9%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.9%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	6	2.1%	100.0
Tot. Counts:	970			324			970			281		

Notes:

Total Records Reported by this PSAP: 1251
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1251

Fractile 911 Call Response Time Distribution

New Haven ERS

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	22310	97.1%	97.1%	29	0.3%	0.3%	3138	13.7%	13.7%	4160	97.6%	97.6%
<= 0m 20s	600	2.6%	99.7%	2504	26.8%	27.1%	2731	11.9%	25.5%	28	0.7%	98.2%
<= 0m 30s	66	0.3%	100.0	3390	36.3%	63.4%	3703	16.1%	41.6%	55	1.3%	99.5%
<= 0m 40s	5	0.0%	100.0	1703	18.2%	81.6%	3686	16.0%	57.7%	0	0.0%	99.5%
<= 0m 50s	2	0.0%	100.0	717	7.7%	89.3%	2472	10.8%	68.4%	0	0.0%	99.5%
<= 1m 0s	0	0.0%	100.0	375	4.0%	93.3%	1648	7.2%	75.6%	0	0.0%	99.5%
<= 1m 30s	0	0.0%	100.0	437	4.7%	98.0%	3164	13.8%	89.4%	0	0.0%	99.5%
<= 2m 0s	0	0.0%	100.0	117	1.3%	99.2%	1296	5.6%	95.0%	2	0.0%	99.6%
<= 2m 30s	0	0.0%	100.0	37	0.4%	99.6%	532	2.3%	97.3%	1	0.0%	99.6%
<= 3m 0s	0	0.0%	100.0	16	0.2%	99.8%	237	1.0%	98.4%	0	0.0%	99.6%
<= 3m 30s	0	0.0%	100.0	8	0.1%	99.9%	122	0.5%	98.9%	0	0.0%	99.6%
<= 4m 0s	0	0.0%	100.0	4	0.0%	99.9%	70	0.3%	99.2%	1	0.0%	99.6%
<= 4m 30s	0	0.0%	100.0	2	0.0%	99.9%	37	0.2%	99.4%	0	0.0%	99.6%
<= 5m 0s	0	0.0%	100.0	1	0.0%	99.9%	30	0.1%	99.5%	0	0.0%	99.6%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.9%	48	0.2%	99.7%	0	0.0%	99.6%
<= 7m 0s	0	0.0%	100.0	3	0.0%	100.0	30	0.1%	99.8%	2	0.0%	99.7%
<= 8m 0s	0	0.0%	100.0	1	0.0%	100.0	16	0.1%	99.9%	0	0.0%	99.7%
<= 9m 0s	0	0.0%	100.0	1	0.0%	100.0	10	0.0%	99.9%	1	0.0%	99.7%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	100.0	2	0.0%	99.7%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.0%	100.0	0	0.0%	99.7%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.8%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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	1	0.0%	99.8%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%
>= 20m 0s	1	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	7	0.2%	100.0
Tot. Counts:	22,984			9,345			22,984			4,263		

Notes:

Total Records Reported by this PSAP: 27247
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 27247

Fractile 911 Call Response Time Distribution

New London Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3281	99.3%	99.3%	0	0.0%	0.0%	268	8.1%	8.1%	411	99.8%	99.8%
<= 0m 20s	21	0.6%	100.0	9	10.7%	10.7%	476	14.4%	22.5%	1	0.2%	100.0
<= 0m 30s	0	0.0%	100.0	31	36.9%	47.6%	529	16.0%	38.5%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	24	28.6%	76.2%	502	15.2%	53.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	5	6.0%	82.1%	329	10.0%	63.7%	0	0.0%	100.0
<= 1m 0s	1	0.0%	100.0	3	3.6%	85.7%	284	8.6%	72.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	6.0%	91.7%	458	13.9%	86.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	3.6%	95.2%	203	6.1%	92.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	3.6%	98.8%	101	3.1%	95.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	1.2%	100.0	48	1.5%	96.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	32	1.0%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	20	0.6%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	18	0.5%	98.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.2%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.4%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	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	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%	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:	3,303			84			3,303			412		

Notes:

Total Records Reported by this PSAP: 3715
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 3715

Fractile 911 Call Response Time Distribution

New Milford Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1787	99.6%	99.6%	0	0.0%	0.0%	155	8.6%	8.6%	247	99.2%	99.2%
<= 0m 20s	8	0.4%	100.0	24	14.5%	14.5%	277	15.4%	24.1%	2	0.8%	100.0
<= 0m 30s	0	0.0%	100.0	60	36.1%	50.6%	220	12.3%	36.3%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	41	24.7%	75.3%	273	15.2%	51.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	22	13.3%	88.6%	177	9.9%	61.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	4.2%	92.8%	192	10.7%	72.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	6.0%	98.8%	300	16.7%	88.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	0.6%	99.4%	101	5.6%	94.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.6%	100.0	32	1.8%	96.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	28	1.6%	97.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	98.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	98.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	98.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	98.9%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.3%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	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	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:	1,795			166			1,795			249		

Notes:

Total Records Reported by this PSAP: 2044
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2044

Fractile 911 Call Response Time Distribution

Newington Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2130	98.1%	98.1%	3	0.6%	0.6%	208	9.6%	9.6%	316	97.2%	97.2%
<= 0m 20s	33	1.5%	99.6%	101	21.7%	22.4%	247	11.4%	21.0%	2	0.6%	97.8%
<= 0m 30s	8	0.4%	100.0	155	33.3%	55.7%	325	15.0%	35.9%	7	2.2%	100.0
<= 0m 40s	0	0.0%	100.0	98	21.1%	76.8%	349	16.1%	52.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	62	13.3%	90.1%	227	10.5%	62.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	20	4.3%	94.4%	185	8.5%	71.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	17	3.7%	98.1%	357	16.4%	87.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	0.9%	98.9%	110	5.1%	92.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.6%	99.6%	42	1.9%	94.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.6%	21	1.0%	95.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.6%	25	1.2%	96.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.8%	15	0.7%	97.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	8	0.4%	97.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.6%	98.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.7%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	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	0	0.0%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,171			465			2,171			325		

Notes:

Total Records Reported by this PSAP: 2496
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2496

Fractile 911 Call Response Time Distribution

Newtown Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1473	99.1%	99.1%	0	0.0%	0.0%	71	4.8%	4.8%	188	98.9%	98.9%
<= 0m 20s	9	0.6%	99.7%	32	24.2%	24.2%	126	8.5%	13.3%	0	0.0%	98.9%
<= 0m 30s	4	0.3%	100.0	55	41.7%	65.9%	151	10.2%	23.4%	2	1.1%	100.0
<= 0m 40s	0	0.0%	100.0	22	16.7%	82.6%	149	10.0%	33.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	6	4.5%	87.1%	121	8.1%	41.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	3.0%	90.2%	116	7.8%	49.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	10	7.6%	97.7%	255	17.2%	66.6%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.5%	99.2%	151	10.2%	76.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.2%	112	7.5%	84.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.2%	61	4.1%	88.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.2%	49	3.3%	91.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.8%	100.0	26	1.7%	93.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	13	0.9%	94.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.9%	95.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	17	1.1%	96.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	16	1.1%	97.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.6%	98.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.6%	98.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	99.2%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.4%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.5%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	1,486			132			1,486			190		

Notes:

Total Records Reported by this PSAP: 1676
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1676

Fractile 911 Call Response Time Distribution

North Haven Emergency Communications

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1505	99.0%	99.0%	0	0.0%	100.0	118	7.8%	7.8%	189	99.5%	99.5%
<= 0m 20s	11	0.7%	99.7%	0	0.0%	100.0	144	9.5%	17.2%	0	0.0%	99.5%
<= 0m 30s	3	0.2%	99.9%	0	0.0%	100.0	185	12.2%	29.4%	1	0.5%	100.0
<= 0m 40s	1	0.1%	100.0	0	0.0%	100.0	276	18.2%	47.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	0	0.0%	100.0	219	14.4%	62.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	0	0.0%	100.0	148	9.7%	71.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	0	0.0%	100.0	228	15.0%	86.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	74	4.9%	91.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	34	2.2%	93.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	21	1.4%	95.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	13	0.9%	96.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	96.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	97.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.9%	98.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	98.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	98.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	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:	1,520			0			1,520			190		

Notes:

Total Records Reported by this PSAP: 1710
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1710

Fractile 911 Call Response Time Distribution

Northwest CT Public Safety Comm. Center

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4213	99.6%	99.6%	22	1.5%	1.5%	418	9.9%	9.9%	502	98.8%	98.8%
<= 0m 20s	15	0.4%	100.0	507	34.8%	36.3%	365	8.6%	18.5%	0	0.0%	98.8%
<= 0m 30s	1	0.0%	100.0	516	35.4%	71.7%	397	9.4%	27.9%	6	1.2%	100.0
<= 0m 40s	0	0.0%	100.0	213	14.6%	86.3%	519	12.3%	40.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	82	5.6%	91.9%	344	8.1%	48.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	49	3.4%	95.3%	319	7.5%	55.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	47	3.2%	98.5%	904	21.4%	77.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	12	0.8%	99.3%	594	14.0%	91.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.3%	99.6%	188	4.4%	95.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	4	0.3%	99.9%	76	1.8%	97.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.9%	37	0.9%	98.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.9%	22	0.5%	98.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	10	0.2%	99.1%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	6	0.1%	99.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.1%	99.9%	9	0.2%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.1%	100.0	7	0.2%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	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:	4,229			1,458			4,229			508		

Notes:

Total Records Reported by this PSAP: 4737
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4737

Fractile 911 Call Response Time Distribution

Norwalk Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6092	97.5%	97.5%	0	0.0%	0.0%	613	9.8%	9.8%	1399	98.5%	98.5%
<= 0m 20s	150	2.4%	99.9%	36	15.9%	15.9%	665	10.6%	20.4%	3	0.2%	98.7%
<= 0m 30s	9	0.1%	100.0	64	28.3%	44.2%	566	9.1%	29.5%	3	0.2%	98.9%
<= 0m 40s	0	0.0%	100.0	54	23.9%	68.1%	572	9.2%	38.6%	0	0.0%	98.9%
<= 0m 50s	0	0.0%	100.0	23	10.2%	78.3%	502	8.0%	46.7%	0	0.0%	98.9%
<= 1m 0s	0	0.0%	100.0	15	6.6%	85.0%	476	7.6%	54.3%	0	0.0%	98.9%
<= 1m 30s	0	0.0%	100.0	16	7.1%	92.0%	1149	18.4%	72.7%	0	0.0%	98.9%
<= 2m 0s	0	0.0%	100.0	6	2.7%	94.7%	655	10.5%	83.2%	0	0.0%	98.9%
<= 2m 30s	0	0.0%	100.0	2	0.9%	95.6%	335	5.4%	88.5%	0	0.0%	98.9%
<= 3m 0s	0	0.0%	100.0	2	0.9%	96.5%	201	3.2%	91.7%	0	0.0%	98.9%
<= 3m 30s	0	0.0%	100.0	3	1.3%	97.8%	142	2.3%	94.0%	0	0.0%	98.9%
<= 4m 0s	0	0.0%	100.0	0	0.0%	97.8%	76	1.2%	95.2%	0	0.0%	98.9%
<= 4m 30s	0	0.0%	100.0	0	0.0%	97.8%	63	1.0%	96.2%	0	0.0%	98.9%
<= 5m 0s	0	0.0%	100.0	0	0.0%	97.8%	50	0.8%	97.0%	0	0.0%	98.9%
<= 6m 0s	0	0.0%	100.0	2	0.9%	98.7%	63	1.0%	98.0%	0	0.0%	98.9%
<= 7m 0s	0	0.0%	100.0	1	0.4%	99.1%	37	0.6%	98.6%	0	0.0%	98.9%
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.1%	24	0.4%	99.0%	1	0.1%	99.0%
<= 9m 0s	0	0.0%	100.0	1	0.4%	99.6%	24	0.4%	99.4%	0	0.0%	99.0%
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.6%	10	0.2%	99.6%	0	0.0%	99.0%
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.6%	10	0.2%	99.7%	0	0.0%	99.0%
<= 12m 0s	0	0.0%	100.0	0	0.0%	99.6%	5	0.1%	99.8%	0	0.0%	99.0%
<= 13m 0s	0	0.0%	100.0	0	0.0%	99.6%	3	0.0%	99.8%	0	0.0%	99.0%
<= 14m 0s	0	0.0%	100.0	0	0.0%	99.6%	1	0.0%	99.9%	0	0.0%	99.0%
<= 15m 0s	0	0.0%	100.0	0	0.0%	99.6%	4	0.1%	99.9%	0	0.0%	99.0%
<= 16m 0s	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	99.9%	0	0.0%	99.0%
<= 17m 0s	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	99.9%	0	0.0%	99.0%
<= 18m 0s	0	0.0%	100.0	0	0.0%	99.6%	1	0.0%	99.9%	0	0.0%	99.0%
<= 19m 0s	0	0.0%	100.0	0	0.0%	99.6%	1	0.0%	100.0	2	0.1%	99.2%
<= 20m 0s	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0	0	0.0%	99.2%
>= 20m 0s	0	0.0%	100.0	1	0.4%	100.0	3	0.0%	100.0	12	0.8%	100.0
Tot. Counts:	6,251			226			6,251			1,420		

Notes:

Total Records Reported by this PSAP: 7671
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 7671

Fractile 911 Call Response Time Distribution

Norwich Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4050	98.3%	98.3%	11	0.8%	0.8%	343	8.3%	8.3%	492	98.8%	98.8%
<= 0m 20s	67	1.6%	99.9%	660	48.6%	49.4%	385	9.3%	17.7%	2	0.4%	99.2%
<= 0m 30s	3	0.1%	100.0	405	29.8%	79.2%	424	10.3%	28.0%	4	0.8%	100.0
<= 0m 40s	0	0.0%	100.0	163	12.0%	91.2%	471	11.4%	39.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	47	3.5%	94.6%	344	8.3%	47.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	20	1.5%	96.1%	283	6.9%	54.6%	0	0.0%	100.0
<= 1m 30s	1	0.0%	100.0	33	2.4%	98.5%	811	19.7%	74.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	10	0.7%	99.3%	460	11.2%	85.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	7	0.5%	99.8%	248	6.0%	91.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	131	3.2%	94.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.9%	64	1.6%	96.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.9%	56	1.4%	97.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.1%	99.9%	32	0.8%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	15	0.4%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.9%	24	0.6%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.1%	100.0	11	0.3%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	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	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:	4,121			1,359			4,121			498		

Notes:

Total Records Reported by this PSAP: 4619
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4619

Fractile 911 Call Response Time Distribution

Old Saybrook Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	526	98.3%	98.3%	0	0.0%	0.0%	36	6.7%	6.7%	48	100.0	100.0
<= 0m 20s	8	1.5%	99.8%	0	0.0%	0.0%	20	3.7%	10.5%	0	0.0%	100.0
<= 0m 30s	1	0.2%	100.0	1	6.7%	6.7%	26	4.9%	15.3%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	2	13.3%	20.0%	32	6.0%	21.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	2	13.3%	33.3%	43	8.0%	29.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	40.0%	73.3%	53	9.9%	39.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	2	13.3%	86.7%	136	25.4%	64.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	6.7%	93.3%	67	12.5%	77.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	6.7%	100.0	36	6.7%	83.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	20	3.7%	87.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	16	3.0%	90.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	14	2.6%	93.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.9%	94.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	7	1.3%	95.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	1.3%	96.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	1.3%	98.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.7%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.9%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	535			15			535			48		

Notes:

Total Records Reported by this PSAP: 583
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 583

Fractile 911 Call Response Time Distribution

Orange Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1336	98.5%	98.5%	0	0.0%	0.0%	101	7.4%	7.4%	119	98.3%	98.3%
<= 0m 20s	18	1.3%	99.9%	50	10.7%	10.7%	143	10.5%	18.0%	1	0.8%	99.2%
<= 0m 30s	2	0.1%	100.0	134	28.6%	39.2%	158	11.7%	29.6%	1	0.8%	100.0
<= 0m 40s	0	0.0%	100.0	135	28.8%	68.0%	213	15.7%	45.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	69	14.7%	82.7%	190	14.0%	59.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	36	7.7%	90.4%	134	9.9%	69.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	30	6.4%	96.8%	213	15.7%	85.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	9	1.9%	98.7%	89	6.6%	91.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	99.1%	41	3.0%	94.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.1%	25	1.8%	96.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.4%	9	0.7%	97.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.2%	99.6%	12	0.9%	97.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.2%	99.8%	5	0.4%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	100.0	5	0.4%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.6%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	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:	1,356			469			1,356			121		

Notes:

Total Records Reported by this PSAP: 1477
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1477

Fractile 911 Call Response Time Distribution

Plainville Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1183	98.7%	98.7%	0	0.0%	0.0%	159	13.3%	13.3%	221	87.4%	87.4%
<= 0m 20s	10	0.8%	99.6%	104	27.5%	27.5%	112	9.3%	22.6%	1	0.4%	87.7%
<= 0m 30s	1	0.1%	99.7%	114	30.2%	57.7%	101	8.4%	31.1%	0	0.0%	87.7%
<= 0m 40s	0	0.0%	99.7%	74	19.6%	77.2%	102	8.5%	39.6%	0	0.0%	87.7%
<= 0m 50s	0	0.0%	99.7%	25	6.6%	83.9%	85	7.1%	46.7%	0	0.0%	87.7%
<= 1m 0s	0	0.0%	99.7%	24	6.3%	90.2%	53	4.4%	51.1%	0	0.0%	87.7%
<= 1m 30s	0	0.0%	99.7%	27	7.1%	97.4%	130	10.9%	61.9%	0	0.0%	87.7%
<= 2m 0s	0	0.0%	99.7%	5	1.3%	98.7%	95	7.9%	69.9%	0	0.0%	87.7%
<= 2m 30s	0	0.0%	99.7%	1	0.3%	98.9%	49	4.1%	74.0%	0	0.0%	87.7%
<= 3m 0s	0	0.0%	99.7%	1	0.3%	99.2%	40	3.3%	77.3%	0	0.0%	87.7%
<= 3m 30s	0	0.0%	99.7%	0	0.0%	99.2%	45	3.8%	81.1%	0	0.0%	87.7%
<= 4m 0s	0	0.0%	99.7%	0	0.0%	99.2%	47	3.9%	85.0%	0	0.0%	87.7%
<= 4m 30s	0	0.0%	99.7%	0	0.0%	99.2%	40	3.3%	88.3%	0	0.0%	87.7%
<= 5m 0s	0	0.0%	99.7%	0	0.0%	99.2%	29	2.4%	90.7%	0	0.0%	87.7%
<= 6m 0s	0	0.0%	99.7%	0	0.0%	99.2%	42	3.5%	94.2%	0	0.0%	87.7%
<= 7m 0s	0	0.0%	99.7%	0	0.0%	99.2%	20	1.7%	95.9%	0	0.0%	87.7%
<= 8m 0s	0	0.0%	99.7%	0	0.0%	99.2%	15	1.3%	97.2%	0	0.0%	87.7%
<= 9m 0s	0	0.0%	99.7%	0	0.0%	99.2%	10	0.8%	98.0%	0	0.0%	87.7%
<= 10m 0s	0	0.0%	99.7%	0	0.0%	99.2%	5	0.4%	98.4%	0	0.0%	87.7%
<= 11m 0s	0	0.0%	99.7%	0	0.0%	99.2%	2	0.2%	98.6%	0	0.0%	87.7%
<= 12m 0s	0	0.0%	99.7%	0	0.0%	99.2%	2	0.2%	98.7%	0	0.0%	87.7%
<= 13m 0s	0	0.0%	99.7%	0	0.0%	99.2%	7	0.6%	99.3%	0	0.0%	87.7%
<= 14m 0s	0	0.0%	99.7%	0	0.0%	99.2%	0	0.0%	99.3%	0	0.0%	87.7%
<= 15m 0s	0	0.0%	99.7%	0	0.0%	99.2%	0	0.0%	99.3%	0	0.0%	87.7%
<= 16m 0s	0	0.0%	99.7%	0	0.0%	99.2%	1	0.1%	99.4%	0	0.0%	87.7%
<= 17m 0s	0	0.0%	99.7%	0	0.0%	99.2%	1	0.1%	99.5%	0	0.0%	87.7%
<= 18m 0s	0	0.0%	99.7%	0	0.0%	99.2%	0	0.0%	99.5%	0	0.0%	87.7%
<= 19m 0s	0	0.0%	99.7%	0	0.0%	99.2%	0	0.0%	99.5%	0	0.0%	87.7%
<= 20m 0s	0	0.0%	99.7%	0	0.0%	99.2%	0	0.0%	99.5%	0	0.0%	87.7%
>= 20m 0s	3	0.3%	99.9%	3	0.8%	100.0	6	0.5%	100.0	15	5.9%	93.7%
Tot. Counts:	1,197			378			1,198			237		

Notes:

Total Records Reported by this PSAP: 1451
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1451

Fractile 911 Call Response Time Distribution

Plymouth Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	761	98.3%	98.3%	0	0.0%	0.0%	41	5.3%	5.3%	112	100.0%	100.0
<= 0m 20s	13	1.7%	100.0	28	22.6%	22.6%	43	5.6%	10.9%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	44	35.5%	58.1%	65	8.4%	19.3%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	26	21.0%	79.0%	78	10.1%	29.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	8	6.5%	85.5%	68	8.8%	38.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	7.3%	92.7%	48	6.2%	44.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	3	2.4%	95.2%	106	13.7%	58.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	2.4%	97.6%	70	9.0%	67.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.6%	99.2%	76	9.8%	76.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.2%	49	6.3%	83.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.2%	41	5.3%	88.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.2%	23	3.0%	91.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.2%	19	2.5%	93.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.8%	100.0	9	1.2%	95.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	15	1.9%	97.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	1.4%	98.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.5%	99.0%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.8%	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	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:	774			124			774			112		

Notes:

Total Records Reported by this PSAP: 886
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 886

Fractile 911 Call Response Time Distribution

Putnam Police & Fire Communications Center

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	458	92.7%	92.7%	0	0.0%	0.0%	58	11.7%	11.7%	98	97.0%	97.0%
<= 0m 20s	31	6.3%	99.0%	10	23.3%	23.3%	52	10.5%	22.3%	1	1.0%	98.0%
<= 0m 30s	5	1.0%	100.0	16	37.2%	60.5%	46	9.3%	31.6%	2	2.0%	100.0
<= 0m 40s	0	0.0%	100.0	11	25.6%	86.0%	71	14.4%	46.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	5	11.6%	97.7%	53	10.7%	56.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	0	0.0%	97.7%	59	11.9%	68.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	1	2.3%	100.0	76	15.4%	84.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	36	7.3%	91.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	16	3.2%	94.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	5	1.0%	95.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	5	1.0%	96.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	97.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.6%	97.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.6%	98.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	99.0%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	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:	494			43			494			101		

Notes:

Total Records Reported by this PSAP: 595
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 595

Fractile 911 Call Response Time Distribution

Quinebaug Valley Emergency Communications

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6655	98.9%	98.9%	5	0.2%	0.2%	597	8.9%	8.9%	905	99.0%	99.0%
<= 0m 20s	64	1.0%	99.9%	378	13.4%	13.6%	582	8.7%	17.5%	3	0.3%	99.3%
<= 0m 30s	7	0.1%	100.0	998	35.4%	49.0%	782	11.6%	29.2%	6	0.7%	100.0
<= 0m 40s	0	0.0%	100.0	790	28.0%	77.0%	1215	18.1%	47.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	302	10.7%	87.7%	902	13.4%	60.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	153	5.4%	93.1%	542	8.1%	68.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	139	4.9%	98.0%	957	14.2%	82.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	37	1.3%	99.3%	502	7.5%	90.4%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	7	0.2%	99.6%	276	4.1%	94.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	7	0.2%	99.8%	135	2.0%	96.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.0%	99.9%	59	0.9%	97.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.0%	99.9%	47	0.7%	98.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.0%	99.9%	30	0.4%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.9%	10	0.1%	98.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	23	0.3%	99.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.3%	99.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.2%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	1	0.0%	100.0	11	0.2%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.0%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	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	1	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	6,726			2,821			6,726			914		

Notes:

Total Records Reported by this PSAP: 7640
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 7640

Fractile 911 Call Response Time Distribution

Ridgefield Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1324	98.7%	98.7%	13	2.6%	2.6%	138	10.3%	10.3%	291	98.3%	98.3%
<= 0m 20s	18	1.3%	100.0	269	54.3%	57.0%	175	13.0%	23.3%	2	0.7%	99.0%
<= 0m 30s	0	0.0%	100.0	142	28.7%	85.7%	202	15.1%	38.4%	3	1.0%	100.0
<= 0m 40s	0	0.0%	100.0	37	7.5%	93.1%	221	16.5%	54.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	13	2.6%	95.8%	164	12.2%	67.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	9	1.8%	97.6%	102	7.6%	74.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	1.8%	99.4%	195	14.5%	89.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	99.4%	67	5.0%	94.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.4%	99.8%	25	1.9%	96.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	16	1.2%	97.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	10	0.7%	98.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	6	0.4%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	5	0.4%	98.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	100.0	2	0.1%	99.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.5%	99.7%	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%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	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:	1,342			495			1,342			296		

Notes:

Total Records Reported by this PSAP: 1638
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1638

Fractile 911 Call Response Time Distribution

Rocky Hill Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1355	97.3%	97.3%	2	2.6%	2.6%	93	6.7%	6.7%	150	100.0%	100.0%
<= 0m 20s	34	2.4%	99.8%	34	43.6%	46.2%	184	13.2%	19.9%	0	0.0%	100.0%
<= 0m 30s	3	0.2%	100.0%	18	23.1%	69.2%	153	11.0%	30.9%	0	0.0%	100.0%
<= 0m 40s	0	0.0%	100.0%	15	19.2%	88.5%	163	11.7%	42.6%	0	0.0%	100.0%
<= 0m 50s	0	0.0%	100.0%	5	6.4%	94.9%	133	9.6%	52.2%	0	0.0%	100.0%
<= 1m 0s	0	0.0%	100.0%	2	2.6%	97.4%	147	10.6%	62.7%	0	0.0%	100.0%
<= 1m 30s	0	0.0%	100.0%	1	1.3%	98.7%	257	18.5%	81.2%	0	0.0%	100.0%
<= 2m 0s	0	0.0%	100.0%	0	0.0%	98.7%	129	9.3%	90.4%	0	0.0%	100.0%
<= 2m 30s	0	0.0%	100.0%	0	0.0%	98.7%	57	4.1%	94.5%	0	0.0%	100.0%
<= 3m 0s	0	0.0%	100.0%	1	1.3%	100.0%	23	1.7%	96.2%	0	0.0%	100.0%
<= 3m 30s	0	0.0%	100.0%	0	0.0%	100.0%	9	0.6%	96.8%	0	0.0%	100.0%
<= 4m 0s	0	0.0%	100.0%	0	0.0%	100.0%	6	0.4%	97.3%	0	0.0%	100.0%
<= 4m 30s	0	0.0%	100.0%	0	0.0%	100.0%	8	0.6%	97.8%	0	0.0%	100.0%
<= 5m 0s	0	0.0%	100.0%	0	0.0%	100.0%	6	0.4%	98.3%	0	0.0%	100.0%
<= 6m 0s	0	0.0%	100.0%	0	0.0%	100.0%	7	0.5%	98.8%	0	0.0%	100.0%
<= 7m 0s	0	0.0%	100.0%	0	0.0%	100.0%	8	0.6%	99.4%	0	0.0%	100.0%
<= 8m 0s	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	99.4%	0	0.0%	100.0%
<= 9m 0s	0	0.0%	100.0%	0	0.0%	100.0%	3	0.2%	99.6%	0	0.0%	100.0%
<= 10m 0s	0	0.0%	100.0%	0	0.0%	100.0%	2	0.1%	99.7%	0	0.0%	100.0%
<= 11m 0s	0	0.0%	100.0%	0	0.0%	100.0%	2	0.1%	99.9%	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:	1,392			78			1,392			150		

Notes:

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

Fractile 911 Call Response Time Distribution

Shelton Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2494	98.7%	98.7%	20	2.3%	2.3%	190	7.5%	7.5%	421	99.1%	99.1%
<= 0m 20s	29	1.1%	99.8%	393	44.3%	46.5%	296	11.7%	19.2%	2	0.5%	99.5%
<= 0m 30s	4	0.2%	100.0	273	30.7%	77.3%	449	17.8%	37.0%	2	0.5%	100.0
<= 0m 40s	0	0.0%	100.0	116	13.1%	90.3%	433	17.1%	54.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	40	4.5%	94.8%	291	11.5%	65.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	18	2.0%	96.8%	199	7.9%	73.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	20	2.3%	99.1%	366	14.5%	88.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.3%	99.4%	149	5.9%	93.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.3%	99.8%	55	2.2%	96.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.8%	30	1.2%	97.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	13	0.5%	97.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	13	0.5%	98.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	12	0.5%	98.8%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.1%	99.9%	10	0.4%	99.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.9%	5	0.2%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.9%	5	0.2%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.9%	3	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.9%	2	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	99.9%	2	0.1%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	99.9%	2	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	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:	2,527			888			2,527			425		

Notes:

Total Records Reported by this PSAP: 2952
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2952

Fractile 911 Call Response Time Distribution

Simsbury Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1259	97.3%	97.3%	0	0.0%	0.0%	353	27.3%	27.3%	222	84.4%	84.4%
<= 0m 20s	26	2.0%	99.3%	3	9.4%	9.4%	97	7.5%	34.8%	3	1.1%	85.6%
<= 0m 30s	6	0.5%	99.8%	6	18.8%	28.1%	95	7.3%	42.1%	13	4.9%	90.5%
<= 0m 40s	2	0.2%	99.9%	8	25.0%	53.1%	78	6.0%	48.1%	0	0.0%	90.5%
<= 0m 50s	0	0.0%	99.9%	6	18.8%	71.9%	76	5.9%	54.0%	0	0.0%	90.5%
<= 1m 0s	0	0.0%	99.9%	3	9.4%	81.3%	60	4.6%	58.7%	0	0.0%	90.5%
<= 1m 30s	0	0.0%	99.9%	3	9.4%	90.6%	165	12.8%	71.4%	1	0.4%	90.9%
<= 2m 0s	0	0.0%	99.9%	1	3.1%	93.8%	74	5.7%	77.1%	0	0.0%	90.9%
<= 2m 30s	0	0.0%	99.9%	1	3.1%	96.9%	50	3.9%	81.0%	0	0.0%	90.9%
<= 3m 0s	0	0.0%	99.9%	0	0.0%	96.9%	45	3.5%	84.5%	0	0.0%	90.9%
<= 3m 30s	0	0.0%	99.9%	0	0.0%	96.9%	36	2.8%	87.2%	0	0.0%	90.9%
<= 4m 0s	0	0.0%	99.9%	1	3.1%	100.0	35	2.7%	90.0%	0	0.0%	90.9%
<= 4m 30s	0	0.0%	99.9%	0	0.0%	100.0	28	2.2%	92.1%	0	0.0%	90.9%
<= 5m 0s	0	0.0%	99.9%	0	0.0%	100.0	21	1.6%	93.7%	0	0.0%	90.9%
<= 6m 0s	0	0.0%	99.9%	0	0.0%	100.0	26	2.0%	95.7%	0	0.0%	90.9%
<= 7m 0s	0	0.0%	99.9%	0	0.0%	100.0	19	1.5%	97.2%	0	0.0%	90.9%
<= 8m 0s	0	0.0%	99.9%	0	0.0%	100.0	11	0.9%	98.1%	0	0.0%	90.9%
<= 9m 0s	0	0.0%	99.9%	0	0.0%	100.0	11	0.9%	98.9%	0	0.0%	90.9%
<= 10m 0s	0	0.0%	99.9%	0	0.0%	100.0	2	0.2%	99.1%	0	0.0%	90.9%
<= 11m 0s	0	0.0%	99.9%	0	0.0%	100.0	7	0.5%	99.6%	0	0.0%	90.9%
<= 12m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	90.9%
<= 13m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	90.9%
<= 14m 0s	0	0.0%	99.9%	0	0.0%	100.0	3	0.2%	99.9%	0	0.0%	90.9%
<= 15m 0s	0	0.0%	99.9%	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	90.9%
<= 16m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	90.9%
<= 17m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	90.9%
<= 18m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	90.9%
<= 19m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	90.9%
<= 20m 0s	0	0.0%	99.9%	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	90.9%
>= 20m 0s	1	0.1%	100.0	0	0.0%	100.0	0	0.0%	100.0	24	9.1%	100.0
Tot. Counts:	1,294			32			1,294			263		

Notes:

Total Records Reported by this PSAP: 1557
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1557

Fractile 911 Call Response Time Distribution

Southbury Public Safety

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	992	93.2%	93.2%	0	0.0%	0.0%	63	5.9%	5.9%	136	92.5%	92.5%
<= 0m 20s	60	5.6%	98.9%	3	5.8%	5.8%	95	8.9%	14.8%	2	1.4%	93.9%
<= 0m 30s	11	1.0%	99.9%	24	46.2%	51.9%	111	10.4%	25.3%	9	6.1%	100.0
<= 0m 40s	1	0.1%	100.0	13	25.0%	76.9%	116	10.9%	36.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	6	11.5%	88.5%	121	11.4%	47.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	2	3.8%	92.3%	99	9.3%	56.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	1	1.9%	94.2%	215	20.2%	77.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	94.2%	117	11.0%	88.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	1.9%	96.2%	53	5.0%	93.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	1.9%	98.1%	24	2.3%	95.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.1%	13	1.2%	96.5%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	1.9%	100.0	5	0.5%	97.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	97.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	97.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.6%	98.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.7%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	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	2	0.2%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,064			52			1,064			147		

Notes:

Total Records Reported by this PSAP: 1211
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1211

Fractile 911 Call Response Time Distribution

South Central Emergency Comm. Ctr.

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1718	98.7%	98.7%	0	0.0%	0.0%	32	1.8%	1.8%	51	98.1%	98.1%
<= 0m 20s	20	1.1%	99.9%	13	11.0%	11.0%	36	2.1%	3.9%	0	0.0%	98.1%
<= 0m 30s	2	0.1%	100.0	34	28.8%	39.8%	38	2.2%	6.1%	0	0.0%	98.1%
<= 0m 40s	0	0.0%	100.0	31	26.3%	66.1%	72	4.1%	10.2%	0	0.0%	98.1%
<= 0m 50s	0	0.0%	100.0	18	15.3%	81.4%	118	6.8%	17.0%	0	0.0%	98.1%
<= 1m 0s	0	0.0%	100.0	6	5.1%	86.4%	168	9.7%	26.7%	0	0.0%	98.1%
<= 1m 30s	0	0.0%	100.0	14	11.9%	98.3%	601	34.5%	61.2%	0	0.0%	98.1%
<= 2m 0s	0	0.0%	100.0	1	0.8%	99.2%	406	23.3%	84.5%	0	0.0%	98.1%
<= 2m 30s	0	0.0%	100.0	1	0.8%	100.0	143	8.2%	92.8%	0	0.0%	98.1%
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	43	2.5%	95.2%	0	0.0%	98.1%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	17	1.0%	96.2%	0	0.0%	98.1%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.6%	96.8%	0	0.0%	98.1%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	97.2%	0	0.0%	98.1%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.5%	97.7%	0	0.0%	98.1%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	98.2%	0	0.0%	98.1%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	98.7%	0	0.0%	98.1%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.0%	0	0.0%	98.1%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.4%	0	0.0%	98.1%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.6%	0	0.0%	98.1%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	98.1%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	98.1%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	98.1%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.1%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.1%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	98.1%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.1%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	1.9%	100.0
Tot. Counts:	1,740			118			1,740			52		

Notes:

Total Records Reported by this PSAP: 1792
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1792

Fractile 911 Call Response Time Distribution

Southington Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2367	99.3%	99.3%	0	0.0%	0.0%	220	9.2%	9.3%	283	99.6%	99.6%
<= 0m 20s	15	0.6%	100.0	285	34.9%	34.9%	209	8.8%	18.0%	0	0.0%	99.6%
<= 0m 30s	1	0.0%	100.0	278	34.1%	69.0%	204	8.6%	26.6%	1	0.4%	100.0
<= 0m 40s	0	0.0%	100.0	142	17.4%	86.4%	269	11.3%	37.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	55	6.7%	93.1%	210	8.8%	46.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	24	2.9%	96.1%	170	7.1%	53.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	23	2.8%	98.9%	334	14.0%	67.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	0.4%	99.3%	254	10.7%	78.5%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.2%	99.5%	200	8.4%	86.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.6%	108	4.5%	91.4%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	3	0.4%	100.0	60	2.5%	94.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	43	1.8%	95.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	14	0.6%	96.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.8%	97.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	24	1.0%	98.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	19	0.8%	99.0%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.5%	99.5%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.7%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	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%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	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:	2,383			816			2,382			284		

Notes:

Total Records Reported by this PSAP: 2667
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2667

Fractile 911 Call Response Time Distribution

South Windsor Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1281	98.8%	98.8%	0	0.0%	0.0%	103	7.9%	7.9%	176	97.2%	97.2%
<= 0m 20s	16	1.2%	100.0	18	14.4%	14.4%	114	8.8%	16.7%	2	1.1%	98.3%
<= 0m 30s	0	0.0%	100.0	49	39.2%	53.6%	104	8.0%	24.7%	1	0.6%	98.9%
<= 0m 40s	0	0.0%	100.0	33	26.4%	80.0%	143	11.0%	35.8%	0	0.0%	98.9%
<= 0m 50s	0	0.0%	100.0	8	6.4%	86.4%	121	9.3%	45.1%	0	0.0%	98.9%
<= 1m 0s	0	0.0%	100.0	8	6.4%	92.8%	103	7.9%	53.0%	0	0.0%	98.9%
<= 1m 30s	0	0.0%	100.0	3	2.4%	95.2%	218	16.8%	69.9%	0	0.0%	98.9%
<= 2m 0s	0	0.0%	100.0	3	2.4%	97.6%	112	8.6%	78.5%	0	0.0%	98.9%
<= 2m 30s	0	0.0%	100.0	0	0.0%	97.6%	72	5.6%	84.0%	0	0.0%	98.9%
<= 3m 0s	0	0.0%	100.0	0	0.0%	97.6%	35	2.7%	86.7%	0	0.0%	98.9%
<= 3m 30s	0	0.0%	100.0	1	0.8%	98.4%	26	2.0%	88.7%	0	0.0%	98.9%
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.4%	24	1.9%	90.6%	0	0.0%	98.9%
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.4%	12	0.9%	91.5%	0	0.0%	98.9%
<= 5m 0s	0	0.0%	100.0	2	1.6%	100.0	20	1.5%	93.1%	0	0.0%	98.9%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	22	1.7%	94.8%	0	0.0%	98.9%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	21	1.6%	96.4%	0	0.0%	98.9%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	16	1.2%	97.6%	0	0.0%	98.9%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.8%	98.5%	0	0.0%	98.9%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.6%	99.1%	0	0.0%	98.9%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.3%	0	0.0%	98.9%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.5%	0	0.0%	98.9%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.8%	0	0.0%	98.9%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	98.9%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	98.9%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	98.9%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	98.9%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	98.9%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.9%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	98.9%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	2	1.1%	100.0
Tot. Counts:	1,297			125			1,297			181		

Notes:

Total Records Reported by this PSAP: 1478
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1478

Fractile 911 Call Response Time Distribution

Stamford Emergency Communications

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	9726	94.6%	94.6%	1	0.2%	0.2%	1845	17.9%	17.9%	2934	94.5%	94.5%
<= 0m 20s	453	4.4%	99.0%	103	25.1%	25.3%	1268	12.3%	30.3%	41	1.3%	95.8%
<= 0m 30s	90	0.9%	99.9%	126	30.7%	56.0%	970	9.4%	39.7%	105	3.4%	99.2%
<= 0m 40s	2	0.0%	99.9%	72	17.5%	73.5%	930	9.0%	48.8%	0	0.0%	99.2%
<= 0m 50s	3	0.0%	99.9%	26	6.3%	79.8%	788	7.7%	56.4%	0	0.0%	99.2%
<= 1m 0s	3	0.0%	100.0	22	5.4%	85.2%	737	7.2%	63.6%	0	0.0%	99.2%
<= 1m 30s	1	0.0%	100.0	32	7.8%	92.9%	1638	15.9%	79.5%	3	0.1%	99.3%
<= 2m 0s	1	0.0%	100.0	18	4.4%	97.3%	788	7.7%	87.2%	0	0.0%	99.3%
<= 2m 30s	0	0.0%	100.0	4	1.0%	98.3%	463	4.5%	91.7%	0	0.0%	99.3%
<= 3m 0s	0	0.0%	100.0	3	0.7%	99.0%	260	2.5%	94.2%	1	0.0%	99.3%
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.3%	159	1.5%	95.8%	1	0.0%	99.4%
<= 4m 0s	0	0.0%	100.0	2	0.5%	99.8%	106	1.0%	96.8%	0	0.0%	99.4%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	74	0.7%	97.5%	0	0.0%	99.4%
<= 5m 0s	1	0.0%	100.0	0	0.0%	99.8%	55	0.5%	98.1%	0	0.0%	99.4%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.8%	50	0.5%	98.6%	1	0.0%	99.4%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.8%	58	0.6%	99.1%	0	0.0%	99.4%
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.8%	27	0.3%	99.4%	0	0.0%	99.4%
<= 9m 0s	0	0.0%	100.0	1	0.2%	100.0	19	0.2%	99.6%	1	0.0%	99.4%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.1%	99.7%	2	0.1%	99.5%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.1%	99.8%	0	0.0%	99.5%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.9%	0	0.0%	99.5%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	100.0	0	0.0%	99.5%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	1	0.0%	99.5%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	100.0	1	0.0%	99.5%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	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	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	13	0.4%	100.0
Tot. Counts:	10,280			411			10,280			3,105		

Notes:

Total Records Reported by this PSAP: 13385
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 13385

Fractile 911 Call Response Time Distribution

Stonington Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1072	98.5%	98.5%	0	0.0%	0.0%	79	7.3%	7.3%	0	0.0%	100.0
<= 0m 20s	15	1.4%	99.9%	53	26.6%	26.6%	90	8.3%	15.5%	0	0.0%	100.0
<= 0m 30s	1	0.1%	100.0	76	38.2%	64.8%	125	11.5%	27.0%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	44	22.1%	86.9%	173	15.9%	42.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	13	6.5%	93.5%	142	13.1%	56.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	5	2.5%	96.0%	114	10.5%	66.5%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	4.0%	100.0	174	16.0%	82.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	0	0.0%	100.0	71	6.5%	89.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	25	2.3%	91.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	25	2.3%	93.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	16	1.5%	95.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.7%	95.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	13	1.2%	97.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	97.4%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	98.3%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.5%	98.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.4%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.2%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,088			199			1,088			0		

Notes:

Total Records Reported by this PSAP: 1196
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1196

Fractile 911 Call Response Time Distribution

Stratford Emergency Communications Center

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	4089	99.3%	99.3%	0	0.0%	0.0%	440	10.7%	10.7%	481	98.2%	98.2%
<= 0m 20s	28	0.7%	100.0	124	34.0%	34.0%	459	11.1%	21.9%	5	1.0%	99.2%
<= 0m 30s	1	0.0%	100.0	150	41.1%	75.1%	473	11.5%	33.3%	3	0.6%	99.8%
<= 0m 40s	0	0.0%	100.0	50	13.7%	88.8%	424	10.3%	43.6%	0	0.0%	99.8%
<= 0m 50s	0	0.0%	100.0	21	5.8%	94.5%	292	7.1%	50.7%	0	0.0%	99.8%
<= 1m 0s	0	0.0%	100.0	10	2.7%	97.3%	287	7.0%	57.7%	0	0.0%	99.8%
<= 1m 30s	0	0.0%	100.0	5	1.4%	98.6%	660	16.0%	73.7%	0	0.0%	99.8%
<= 2m 0s	0	0.0%	100.0	3	0.8%	99.5%	394	9.6%	83.3%	1	0.2%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.3%	99.7%	290	7.0%	90.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.7%	144	3.5%	93.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.7%	77	1.9%	95.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.7%	46	1.1%	96.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	1	0.3%	100.0	30	0.7%	97.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	22	0.5%	98.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	31	0.8%	98.8%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	23	0.6%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.3%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	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:	4,118			365			4,117			490		

Notes:

Total Records Reported by this PSAP: 4608
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4608

Fractile 911 Call Response Time Distribution

Suffield Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	626	95.4%	95.4%	2	1.9%	1.9%	45	6.9%	6.9%	88	97.8%	97.8%
<= 0m 20s	29	4.4%	99.8%	22	20.4%	22.2%	65	9.9%	16.8%	0	0.0%	97.8%
<= 0m 30s	1	0.2%	100.0	44	40.7%	63.0%	94	14.3%	31.1%	2	2.2%	100.0
<= 0m 40s	0	0.0%	100.0	17	15.7%	78.7%	111	16.9%	48.0%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	9	8.3%	87.0%	103	15.7%	63.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	3.7%	90.7%	50	7.6%	71.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	3.7%	94.4%	110	16.8%	88.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	1.9%	96.3%	25	3.8%	91.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.9%	97.2%	17	2.6%	94.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.9%	98.1%	8	1.2%	95.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.1%	6	0.9%	96.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	98.1%	4	0.6%	97.3%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	98.1%	3	0.5%	97.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.9%	99.1%	5	0.8%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.9%	100.0	5	0.8%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.5%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	656			108			656			90		

Notes:

Total Records Reported by this PSAP: 746
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 746

Fractile 911 Call Response Time Distribution

Thomaston Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	313	96.0%	96.0%	0	0.0%	0.0%	12	3.7%	3.7%	33	89.2%	89.2%
<= 0m 20s	12	3.7%	99.7%	6	12.8%	12.8%	24	7.4%	11.0%	1	2.7%	91.9%
<= 0m 30s	0	0.0%	99.7%	14	29.8%	42.6%	27	8.3%	19.3%	3	8.1%	100.0
<= 0m 40s	0	0.0%	99.7%	11	23.4%	66.0%	43	13.2%	32.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.7%	7	14.9%	80.9%	45	13.8%	46.3%	0	0.0%	100.0
<= 1m 0s	1	0.3%	100.0	3	6.4%	87.2%	35	10.7%	57.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	3	6.4%	93.6%	59	18.1%	75.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	4.3%	97.9%	35	10.7%	85.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	97.9%	8	2.5%	88.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	2.1%	100.0	6	1.8%	90.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	7	2.1%	92.3%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	7	2.1%	94.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	6	1.8%	96.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	1.2%	97.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.9%	98.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.6%	99.1%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.3%	99.4%	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	1	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:	326			47			326			37		

Notes:

Total Records Reported by this PSAP: 363
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 363

Fractile 911 Call Response Time Distribution

Tolland County Mutual Aid Dispatch Center

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6842	98.3%	98.3%	21	0.7%	0.7%	399	5.7%	5.7%	698	98.2%	98.2%
<= 0m 20s	112	1.6%	99.9%	928	31.2%	31.9%	789	11.3%	17.1%	4	0.6%	98.7%
<= 0m 30s	8	0.1%	100.0	1091	36.6%	68.5%	1410	20.3%	37.3%	9	1.3%	100.0
<= 0m 40s	0	0.0%	100.0	521	17.5%	86.0%	1556	22.3%	59.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	213	7.2%	93.1%	923	13.3%	72.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	79	2.7%	95.8%	623	8.9%	81.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	95	3.2%	99.0%	803	11.5%	93.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	16	0.5%	99.5%	229	3.3%	96.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	13	0.4%	99.9%	79	1.1%	97.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.9%	47	0.7%	98.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.9%	24	0.3%	98.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.9%	18	0.3%	99.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.9%	17	0.2%	99.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.0%	100.0	8	0.1%	99.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.2%	99.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	1	0.0%	100.0	6	0.1%	99.8%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	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%	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	2	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	6,962			2,979			6,962			711		

Notes:

Total Records Reported by this PSAP: 7673
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 7673

Fractile 911 Call Response Time Distribution

Torrington Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2617	99.7%	99.7%	1	0.1%	0.1%	183	7.0%	7.0%	187	100.0%	100.0
<= 0m 20s	6	0.2%	99.9%	540	51.1%	51.2%	138	5.3%	12.2%	0	0.0%	100.0
<= 0m 30s	2	0.1%	100.0	311	29.5%	80.7%	182	6.9%	19.2%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	129	12.2%	92.9%	188	7.2%	26.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	32	3.0%	95.9%	198	7.5%	33.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	15	1.4%	97.3%	190	7.2%	41.1%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	17	1.6%	99.0%	569	21.7%	62.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	6	0.6%	99.5%	416	15.8%	78.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	3	0.3%	99.8%	225	8.6%	87.2%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.1%	99.9%	115	4.4%	91.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.1%	100.0	55	2.1%	93.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	48	1.8%	95.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	23	0.9%	96.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	24	0.9%	97.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.8%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	21	0.8%	98.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.3%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	4	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	2	0.1%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,625			1,056			2,625			187		

Notes:

Total Records Reported by this PSAP: 2812
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2812

Fractile 911 Call Response Time Distribution

Trumbull Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2042	99.8%	99.8%	0	0.0%	0.0%	99	4.8%	4.8%	337	100.0%	100.0
<= 0m 20s	5	0.2%	100.0	7	4.6%	4.6%	175	8.5%	13.4%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	38	25.0%	29.6%	173	8.5%	21.8%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	44	28.9%	58.6%	199	9.7%	31.6%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	23	15.1%	73.7%	144	7.0%	38.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	16	10.5%	84.2%	146	7.1%	45.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	14	9.2%	93.4%	335	16.4%	62.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	7	4.6%	98.0%	349	17.0%	79.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.7%	98.7%	217	10.6%	89.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.7%	99.3%	77	3.8%	93.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.7%	100.0	42	2.1%	95.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	22	1.1%	96.6%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	11	0.5%	97.2%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	97.6%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.8%	98.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.5%	98.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.1%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.4%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.6%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,047			152			2,047			337		

Notes:

Total Records Reported by this PSAP: 2384
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2384

Fractile 911 Call Response Time Distribution

UCONN Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1809	99.5%	99.5%	0	0.0%	0.0%	470	25.8%	25.8%	118	98.3%	98.3%
<= 0m 20s	8	0.4%	99.9%	14	11.7%	11.7%	535	29.4%	55.3%	1	0.8%	99.2%
<= 0m 30s	2	0.1%	100.0	40	33.3%	45.0%	210	11.5%	66.8%	1	0.8%	100.0
<= 0m 40s	0	0.0%	100.0	32	26.7%	71.7%	143	7.9%	74.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	16	13.3%	85.0%	92	5.1%	79.7%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	8	6.7%	91.7%	56	3.1%	82.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	5.0%	96.7%	108	5.9%	88.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	3.3%	100.0	45	2.5%	91.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	100.0	26	1.4%	92.6%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.9%	93.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	27	1.5%	95.1%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.7%	95.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	15	0.8%	96.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.5%	97.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	19	1.0%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	98.8%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.2%	99.3%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.5%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
Tot. Counts:	1,819			120			1,819			120		

Notes:

Total Records Reported by this PSAP: 1939
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1939

Fractile 911 Call Response Time Distribution

Valley Shore Emergency Communications, Inc.

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	6111	98.2%	98.2%	17	0.5%	0.5%	573	9.2%	9.2%	702	99.0%	99.0%
<= 0m 20s	100	1.6%	99.8%	684	19.9%	20.4%	675	10.8%	20.1%	1	0.1%	99.2%
<= 0m 30s	12	0.2%	100.0	1480	43.1%	63.5%	885	14.2%	34.3%	6	0.8%	100.0
<= 0m 40s	0	0.0%	100.0	798	23.2%	86.7%	1345	21.6%	55.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	244	7.1%	93.8%	904	14.5%	70.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	106	3.1%	96.9%	535	8.6%	79.0%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	74	2.2%	99.1%	767	12.3%	91.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	24	0.7%	99.8%	279	4.5%	95.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.1%	99.9%	119	1.9%	97.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	0.1%	99.9%	34	0.5%	98.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.9%	25	0.4%	98.7%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.0%	100.0	14	0.2%	98.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.1%	99.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.2%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	1	0.0%	100.0	14	0.2%	99.4%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	9	0.1%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	8	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	6	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	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	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	2	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	6,223			3,435			6,223			709		

Notes:

Total Records Reported by this PSAP: 6932
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 6932

Fractile 911 Call Response Time Distribution

Vernon Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1967	97.4%	97.4%	11	1.3%	1.3%	134	6.6%	6.6%	252	94.4%	94.4%
<= 0m 20s	50	2.5%	99.9%	264	31.2%	32.5%	230	11.4%	18.0%	6	2.2%	96.6%
<= 0m 30s	3	0.1%	100.0	292	34.6%	67.1%	330	16.3%	34.4%	7	2.6%	99.3%
<= 0m 40s	0	0.0%	100.0	149	17.6%	84.7%	358	17.7%	52.1%	0	0.0%	99.3%
<= 0m 50s	0	0.0%	100.0	59	7.0%	91.7%	246	12.2%	64.3%	0	0.0%	99.3%
<= 1m 0s	0	0.0%	100.0	34	4.0%	95.7%	184	9.1%	73.4%	0	0.0%	99.3%
<= 1m 30s	0	0.0%	100.0	25	3.0%	98.7%	296	14.7%	88.0%	0	0.0%	99.3%
<= 2m 0s	0	0.0%	100.0	8	0.9%	99.6%	100	5.0%	93.0%	0	0.0%	99.3%
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.6%	48	2.4%	95.3%	0	0.0%	99.3%
<= 3m 0s	0	0.0%	100.0	3	0.4%	100.0	36	1.8%	97.1%	0	0.0%	99.3%
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	15	0.7%	97.9%	0	0.0%	99.3%
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.6%	98.5%	0	0.0%	99.3%
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	98.7%	0	0.0%	99.3%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.0%	0	0.0%	99.3%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.5%	99.5%	0	0.0%	99.3%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.6%	0	0.0%	99.3%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	1	0.4%	99.6%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.8%	0	0.0%	99.6%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.8%	0	0.0%	99.6%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	99.6%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.6%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	99.6%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	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	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	1	0.4%	100.0
Tot. Counts:	2,020			845			2,020			267		

Notes:

Total Records Reported by this PSAP: 2287
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2287

Fractile 911 Call Response Time Distribution

Wallingford Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2551	99.9%	99.9%	0	0.0%	0.0%	186	7.3%	7.3%	330	99.7%	99.7%
<= 0m 20s	2	0.1%	100.0	47	32.2%	32.2%	285	11.2%	18.4%	0	0.0%	99.7%
<= 0m 30s	0	0.0%	100.0	46	31.5%	63.7%	332	13.0%	31.5%	1	0.3%	100.0
<= 0m 40s	0	0.0%	100.0	29	19.9%	83.6%	305	11.9%	43.4%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	5	3.4%	87.0%	281	11.0%	54.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	6	4.1%	91.1%	225	8.8%	63.2%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	8	5.5%	96.6%	522	20.4%	83.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	2.7%	99.3%	240	9.4%	93.1%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.3%	78	3.1%	96.1%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.7%	100.0	35	1.4%	97.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	17	0.7%	98.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	98.4%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	12	0.5%	98.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.1%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	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:	2,553			146			2,553			331		

Notes:

Total Records Reported by this PSAP: 2884
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2884

Fractile 911 Call Response Time Distribution

Waterbury Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	12773	91.3%	91.4%	2	0.4%	0.4%	914	6.5%	6.5%	1837	91.9%	91.9%
<= 0m 20s	992	7.1%	98.5%	111	24.2%	24.7%	899	6.4%	13.0%	41	2.1%	93.9%
<= 0m 30s	183	1.3%	99.8%	131	28.6%	53.3%	1196	8.6%	21.5%	112	5.6%	99.5%
<= 0m 40s	17	0.1%	99.9%	78	17.0%	70.3%	1189	8.5%	30.0%	1	0.1%	99.6%
<= 0m 50s	8	0.1%	100.0	39	8.5%	78.8%	933	6.7%	36.7%	0	0.0%	99.6%
<= 1m 0s	1	0.0%	100.0	21	4.6%	83.4%	854	6.1%	42.8%	2	0.1%	99.7%
<= 1m 30s	2	0.0%	100.0	42	9.2%	92.6%	2311	16.5%	59.3%	0	0.0%	99.7%
<= 2m 0s	0	0.0%	100.0	18	3.9%	96.5%	1635	11.7%	71.0%	0	0.0%	99.7%
<= 2m 30s	0	0.0%	100.0	8	1.7%	98.3%	1042	7.5%	78.5%	0	0.0%	99.7%
<= 3m 0s	0	0.0%	100.0	4	0.9%	99.1%	843	6.0%	84.5%	0	0.0%	99.7%
<= 3m 30s	0	0.0%	100.0	1	0.2%	99.3%	602	4.3%	88.8%	0	0.0%	99.7%
<= 4m 0s	0	0.0%	100.0	2	0.4%	99.8%	487	3.5%	92.3%	0	0.0%	99.7%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	285	2.0%	94.3%	0	0.0%	99.7%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.8%	181	1.3%	95.6%	0	0.0%	99.7%
<= 6m 0s	0	0.0%	100.0	1	0.2%	100.0	221	1.6%	97.2%	0	0.0%	99.7%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	123	0.9%	98.1%	0	0.0%	99.7%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	65	0.5%	98.5%	0	0.0%	99.7%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	51	0.4%	98.9%	0	0.0%	99.7%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	48	0.3%	99.2%	0	0.0%	99.7%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	26	0.2%	99.4%	0	0.0%	99.7%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	32	0.2%	99.7%	0	0.0%	99.7%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.1%	99.8%	0	0.0%	99.7%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.0%	99.8%	0	0.0%	99.7%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.0%	99.8%	0	0.0%	99.7%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	99.7%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	99.7%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	99.7%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	99.7%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	99.7%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.1%	100.0	6	0.3%	100.0
Tot. Counts:	13,976			458			13,984			1,999		

Notes:

Total Records Reported by this PSAP: 15983
 Number of Records not Processed due to Bad Data: 8
 Total Records Analyzed: 15975

Fractile 911 Call Response Time Distribution

Waterford Emergency Communications Center

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1799	98.7%	98.7%	0	0.0%	0.0%	115	6.3%	6.3%	254	99.2%	99.2%
<= 0m 20s	23	1.3%	99.9%	79	25.6%	25.6%	200	11.0%	17.3%	1	0.4%	99.6%
<= 0m 30s	1	0.1%	100.0	130	42.1%	67.6%	276	15.1%	32.4%	1	0.4%	100.0
<= 0m 40s	0	0.0%	100.0	65	21.0%	88.7%	298	16.3%	48.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	16	5.2%	93.9%	210	11.5%	60.3%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	7	2.3%	96.1%	189	10.4%	70.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	9	2.9%	99.0%	265	14.5%	85.2%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	2	0.6%	99.7%	85	4.7%	89.9%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.7%	45	2.5%	92.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.3%	100.0	35	1.9%	94.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	21	1.2%	95.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	12	0.7%	96.1%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	12	0.7%	96.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.6%	97.3%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.8%	98.1%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.4%	98.5%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.7%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.3%	99.6%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	99.7%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	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	0	0.0%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.8%	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	2	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:	1,823			309			1,823			256		

Notes:

Total Records Reported by this PSAP: 2079
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2079

Fractile 911 Call Response Time Distribution

Watertown Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1428	99.7%	99.7%	0	0.0%	0.0%	113	7.9%	7.9%	214	100.0%	100.0
<= 0m 20s	5	0.3%	100.0	30	15.3%	15.3%	142	9.9%	17.8%	0	0.0%	100.0
<= 0m 30s	0	0.0%	100.0	79	40.3%	55.6%	168	11.7%	29.5%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	42	21.4%	77.0%	171	11.9%	41.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	19	9.7%	86.7%	166	11.6%	53.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	11	5.6%	92.3%	142	9.9%	62.9%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	11	5.6%	98.0%	236	16.5%	79.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.5%	99.5%	109	7.6%	87.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.5%	56	3.9%	90.9%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.5%	100.0	20	1.4%	92.3%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	19	1.3%	93.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	16	1.1%	94.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	17	1.2%	96.0%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.6%	96.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	17	1.2%	97.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.9%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.6%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.3%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	1,433			196			1,433			214		

Notes:

Total Records Reported by this PSAP: 1647
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 1647

Fractile 911 Call Response Time Distribution

West Hartford Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	3993	99.5%	99.5%	0	0.0%	0.0%	441	11.0%	11.0%	574	99.7%	99.7%
<= 0m 20s	17	0.4%	100.0	30	5.5%	5.5%	520	13.0%	24.0%	1	0.2%	99.8%
<= 0m 30s	2	0.0%	100.0	106	19.4%	24.9%	515	12.8%	36.8%	1	0.2%	100.0
<= 0m 40s	0	0.0%	100.0	134	24.5%	49.5%	579	14.4%	51.2%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	72	13.2%	62.6%	440	11.0%	62.2%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	67	12.3%	74.9%	300	7.5%	69.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	102	18.7%	93.6%	456	11.4%	81.0%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	29	5.3%	98.9%	212	5.3%	86.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	4	0.7%	99.6%	97	2.4%	88.7%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.8%	60	1.5%	90.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	48	1.2%	91.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	44	1.1%	92.5%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.8%	56	1.4%	93.9%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.2%	100.0	51	1.3%	95.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	62	1.5%	96.7%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	57	1.4%	98.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	31	0.8%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.4%	99.3%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.2%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.1%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.0%	99.9%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	99.9%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	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:	4,012			546			4,012			576		

Notes:

Total Records Reported by this PSAP: 4588
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 4588

Fractile 911 Call Response Time Distribution

West Haven E.R.S. 911 Center

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	5723	99.5%	99.5%	36	7.5%	7.5%	536	9.3%	9.3%	763	97.8%	97.8%
<= 0m 20s	31	0.5%	100.0	181	37.7%	45.2%	748	13.0%	22.3%	0	0.0%	97.8%
<= 0m 30s	0	0.0%	100.0	143	29.8%	75.0%	823	14.3%	36.6%	1	0.1%	97.9%
<= 0m 40s	0	0.0%	100.0	64	13.3%	88.3%	852	14.8%	51.4%	0	0.0%	97.9%
<= 0m 50s	0	0.0%	100.0	22	4.6%	92.9%	602	10.5%	61.9%	0	0.0%	97.9%
<= 1m 0s	0	0.0%	100.0	14	2.9%	95.8%	471	8.2%	70.1%	0	0.0%	97.9%
<= 1m 30s	0	0.0%	100.0	14	2.9%	98.8%	943	16.4%	86.5%	0	0.0%	97.9%
<= 2m 0s	0	0.0%	100.0	4	0.8%	99.6%	396	6.9%	93.4%	0	0.0%	97.9%
<= 2m 30s	0	0.0%	100.0	0	0.0%	99.6%	154	2.7%	96.0%	0	0.0%	97.9%
<= 3m 0s	0	0.0%	100.0	1	0.2%	99.8%	73	1.3%	97.3%	0	0.0%	97.9%
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.8%	48	0.8%	98.1%	0	0.0%	97.9%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.8%	35	0.6%	98.7%	0	0.0%	97.9%
<= 4m 30s	0	0.0%	100.0	1	0.2%	100.0	14	0.2%	99.0%	0	0.0%	97.9%
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	15	0.3%	99.3%	0	0.0%	97.9%
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	17	0.3%	99.5%	0	0.0%	97.9%
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.1%	99.7%	0	0.0%	97.9%
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.2%	99.9%	0	0.0%	97.9%
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.1%	99.9%	0	0.0%	97.9%
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	97.9%
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.9%
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	97.9%
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	97.9%
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.9%
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.9%
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.9%
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.9%
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.9%
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.9%
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	97.9%
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	16	2.1%	100.0
Tot. Counts:	5,754			480			5,753			780		

Notes:

Total Records Reported by this PSAP: 6534
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 6534

Fractile 911 Call Response Time Distribution

Weston Communications

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	530	98.0%	98.0%	0	0.0%	0.0%	91	16.8%	16.8%	92	97.9%	97.9%
<= 0m 20s	11	2.0%	100.0	13	24.1%	24.1%	84	15.5%	32.3%	1	1.1%	98.9%
<= 0m 30s	0	0.0%	100.0	12	22.2%	46.3%	76	14.0%	46.4%	1	1.1%	100.0
<= 0m 40s	0	0.0%	100.0	8	14.8%	61.1%	78	14.4%	60.8%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	10	18.5%	79.6%	53	9.8%	70.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	7.4%	87.0%	44	8.1%	78.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	4	7.4%	94.4%	57	10.5%	89.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	1.9%	96.3%	21	3.9%	93.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	1.9%	98.1%	12	2.2%	95.4%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	1.9%	100.0	6	1.1%	96.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.9%	97.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	97.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	3	0.6%	98.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	98.5%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	98.9%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.6%	99.4%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.6%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.8%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	541			54			541			94		

Notes:

Total Records Reported by this PSAP: 635
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 635

Fractile 911 Call Response Time Distribution

Westport Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2243	99.1%	99.1%	0	0.0%	0.0%	462	20.4%	20.4%	381	98.7%	98.7%
<= 0m 20s	20	0.9%	100.0	38	13.2%	13.2%	430	19.0%	39.4%	1	0.3%	99.0%
<= 0m 30s	1	0.0%	100.0	129	44.8%	58.0%	202	8.9%	48.3%	4	1.0%	100.0
<= 0m 40s	0	0.0%	100.0	63	21.9%	79.9%	227	10.0%	58.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	23	8.0%	87.8%	176	7.8%	66.1%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	16	5.6%	93.4%	146	6.4%	72.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	12	4.2%	97.6%	307	13.6%	86.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	1.7%	99.3%	151	6.7%	92.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.3%	99.7%	56	2.5%	95.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.3%	100.0	28	1.2%	96.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	21	0.9%	97.4%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	13	0.6%	98.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	13	0.6%	98.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.2%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	10	0.4%	99.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.3%	99.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.1%	99.7%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.1%	100.0	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	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:	2,264			288			2,264			386		

Notes:

Total Records Reported by this PSAP: 2650
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2650

Fractile 911 Call Response Time Distribution

Wethersfield Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1973	98.1%	98.1%	1	0.1%	0.1%	177	8.8%	8.8%	333	95.4%	95.4%
<= 0m 20s	38	1.9%	100.0	89	13.3%	13.5%	283	14.1%	22.9%	0	0.0%	95.4%
<= 0m 30s	0	0.0%	100.0	162	24.3%	37.7%	269	13.4%	36.2%	1	0.3%	95.7%
<= 0m 40s	1	0.0%	100.0	145	21.7%	59.4%	295	14.7%	50.9%	0	0.0%	95.7%
<= 0m 50s	0	0.0%	100.0	101	15.1%	74.6%	227	11.3%	62.2%	0	0.0%	95.7%
<= 1m 0s	0	0.0%	100.0	67	10.0%	84.6%	159	7.9%	70.1%	0	0.0%	95.7%
<= 1m 30s	0	0.0%	100.0	79	11.8%	96.4%	333	16.6%	86.6%	0	0.0%	95.7%
<= 2m 0s	0	0.0%	100.0	14	2.1%	98.5%	138	6.9%	93.5%	0	0.0%	95.7%
<= 2m 30s	0	0.0%	100.0	3	0.4%	99.0%	49	2.4%	95.9%	0	0.0%	95.7%
<= 3m 0s	0	0.0%	100.0	2	0.3%	99.3%	20	1.0%	96.9%	0	0.0%	95.7%
<= 3m 30s	0	0.0%	100.0	1	0.1%	99.4%	12	0.6%	97.5%	0	0.0%	95.7%
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.4%	13	0.6%	98.2%	0	0.0%	95.7%
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	7	0.3%	98.5%	0	0.0%	95.7%
<= 5m 0s	0	0.0%	100.0	0	0.0%	99.4%	4	0.2%	98.7%	0	0.0%	95.7%
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.4%	2	0.1%	98.8%	0	0.0%	95.7%
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.4%	5	0.2%	99.1%	1	0.3%	96.0%
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.4%	4	0.2%	99.3%	0	0.0%	96.0%
<= 9m 0s	0	0.0%	100.0	0	0.0%	99.4%	1	0.0%	99.3%	0	0.0%	96.0%
<= 10m 0s	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	99.3%	0	0.0%	96.0%
<= 11m 0s	0	0.0%	100.0	0	0.0%	99.4%	1	0.0%	99.4%	0	0.0%	96.0%
<= 12m 0s	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	99.4%	0	0.0%	96.0%
<= 13m 0s	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	99.4%	0	0.0%	96.0%
<= 14m 0s	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	99.4%	0	0.0%	96.0%
<= 15m 0s	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	99.4%	0	0.0%	96.0%
<= 16m 0s	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	99.4%	0	0.0%	96.0%
<= 17m 0s	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	99.4%	0	0.0%	96.0%
<= 18m 0s	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	99.4%	0	0.0%	96.0%
<= 19m 0s	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	99.4%	0	0.0%	96.0%
<= 20m 0s	0	0.0%	100.0	0	0.0%	99.4%	0	0.0%	99.4%	0	0.0%	96.0%
>= 20m 0s	0	0.0%	100.0	4	0.6%	100.0	13	0.6%	100.0	14	4.0%	100.0
Tot. Counts:	2,012			668			2,012			349		

Notes:

Total Records Reported by this PSAP: 2361
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2361

Fractile 911 Call Response Time Distribution

Willimantic Switchboard Fire Chiefs Assoc.

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	2934	99.3%	99.3%	1	0.2%	0.2%	308	10.4%	10.4%	529	99.6%	99.6%
<= 0m 20s	19	0.6%	100.0	104	17.7%	17.9%	379	12.8%	23.3%	1	0.2%	99.8%
<= 0m 30s	1	0.0%	100.0	225	38.3%	56.1%	417	14.1%	37.4%	1	0.2%	100.0
<= 0m 40s	0	0.0%	100.0	134	22.8%	78.9%	489	16.6%	53.9%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	59	10.0%	88.9%	370	12.5%	66.5%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	31	5.3%	94.2%	269	9.1%	75.6%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	19	3.2%	97.4%	378	12.8%	88.4%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	13	2.2%	99.7%	136	4.6%	93.0%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	0.3%	100.0	68	2.3%	95.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	100.0	27	0.9%	96.2%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	100.0	25	0.8%	97.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	22	0.7%	97.8%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	21	0.7%	98.5%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	11	0.4%	98.8%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	18	0.6%	99.5%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	6	0.2%	99.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	3	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	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%	100.0	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.0%	100.0	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	100.0
Tot. Counts:	2,954			588			2,954			531		

Notes:

Total Records Reported by this PSAP: 3485
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 3485

Fractile 911 Call Response Time Distribution

Wilton Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1201	98.5%	98.5%	0	0.0%	0.0%	133	10.9%	10.9%	277	97.2%	97.2%
<= 0m 20s	17	1.4%	99.9%	19	14.0%	14.0%	178	14.6%	25.5%	4	1.4%	98.6%
<= 0m 30s	1	0.1%	100.0	62	45.6%	59.6%	118	9.7%	35.2%	4	1.4%	100.0
<= 0m 40s	0	0.0%	100.0	25	18.4%	77.9%	175	14.4%	49.5%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	12	8.8%	86.8%	126	10.3%	59.9%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	4	2.9%	89.7%	91	7.5%	67.4%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	7	5.1%	94.9%	201	16.5%	83.8%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	4	2.9%	97.8%	71	5.8%	89.7%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.7%	98.5%	44	3.6%	93.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	98.5%	15	1.2%	94.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	98.5%	6	0.5%	95.0%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	2	1.5%	100.0	12	1.0%	96.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	96.6%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	5	0.4%	97.0%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.7%	97.6%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	12	1.0%	98.6%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	7	0.6%	99.2%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.5%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.5%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.3%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	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:	1,219			136			1,219			285		

Notes:

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

Fractile 911 Call Response Time Distribution

Windsor Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	1786	98.8%	98.8%	2	1.1%	1.1%	133	7.4%	7.4%	279	99.3%	99.3%
<= 0m 20s	19	1.1%	99.9%	28	14.9%	16.0%	152	8.4%	15.8%	2	0.7%	100.0
<= 0m 30s	2	0.1%	100.0	63	33.5%	49.5%	180	10.0%	25.7%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	45	23.9%	73.4%	181	10.0%	35.7%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	29	15.4%	88.8%	164	9.1%	44.8%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	10	5.3%	94.1%	126	7.0%	51.8%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	6	3.2%	97.3%	287	15.9%	67.7%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	3	1.6%	98.9%	165	9.1%	76.8%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	1	0.5%	99.5%	91	5.0%	81.8%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	99.5%	89	4.9%	86.8%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.5%	55	3.0%	89.8%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	99.5%	43	2.4%	92.2%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.5%	28	1.5%	93.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.5%	100.0	26	1.4%	95.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	38	2.1%	97.3%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	16	0.9%	98.2%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	14	0.8%	98.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.2%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.2%	99.4%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	8	0.4%	99.8%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.1%	99.9%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	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:	1,807			188			1,807			281		

Notes:

Total Records Reported by this PSAP: 2088
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 2088

Fractile 911 Call Response Time Distribution

Windsor Locks Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	696	99.0%	99.0%	0	0.0%	0.0%	63	9.0%	9.0%	70	100.0	100.0
<= 0m 20s	6	0.9%	99.9%	2	1.2%	1.2%	76	10.8%	19.8%	0	0.0%	100.0
<= 0m 30s	1	0.1%	100.0	21	12.3%	13.5%	78	11.1%	30.9%	0	0.0%	100.0
<= 0m 40s	0	0.0%	100.0	27	15.8%	29.2%	86	12.2%	43.1%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	31	18.1%	47.4%	74	10.5%	53.6%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	36	21.1%	68.4%	50	7.1%	60.7%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	42	24.6%	93.0%	178	25.3%	86.1%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	7	4.1%	97.1%	44	6.3%	92.3%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	2	1.2%	98.2%	21	3.0%	95.3%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	2	1.2%	99.4%	10	1.4%	96.7%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	0.6%	100.0	6	0.9%	97.6%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.4%	98.0%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	5	0.7%	98.7%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	4	0.6%	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	2	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	1	0.1%	99.9%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.9%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	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:	703			171			703			70		

Notes:

Total Records Reported by this PSAP: 773
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 773

Fractile 911 Call Response Time Distribution

Winsted Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	510	98.1%	98.1%	1	3.6%	3.6%	39	7.5%	7.5%	43	97.7%	97.7%
<= 0m 20s	10	1.9%	100.0	2	7.1%	10.7%	32	6.2%	13.7%	0	0.0%	97.7%
<= 0m 30s	0	0.0%	100.0	4	14.3%	25.0%	31	6.0%	19.6%	1	2.3%	100.0
<= 0m 40s	0	0.0%	100.0	8	28.6%	53.6%	40	7.7%	27.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	100.0	5	17.9%	71.4%	35	6.7%	34.0%	0	0.0%	100.0
<= 1m 0s	0	0.0%	100.0	1	3.6%	75.0%	38	7.3%	41.3%	0	0.0%	100.0
<= 1m 30s	0	0.0%	100.0	5	17.9%	92.9%	81	15.6%	56.9%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	1	3.6%	96.4%	45	8.7%	65.6%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	96.4%	28	5.4%	71.0%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	0	0.0%	96.4%	19	3.7%	74.6%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	1	3.6%	100.0	17	3.3%	77.9%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	0	0.0%	100.0	25	4.8%	82.7%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	100.0	24	4.6%	87.3%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	0	0.0%	100.0	15	2.9%	90.2%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	100.0	21	4.0%	94.2%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	100.0	14	2.7%	96.9%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	100.0	5	1.0%	97.9%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	0	0.0%	100.0	6	1.2%	99.0%	0	0.0%	100.0
<= 10m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.2%	0	0.0%	100.0
<= 11m 0s	0	0.0%	100.0	0	0.0%	100.0	2	0.4%	99.6%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.6%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	99.8%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.8%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	1	0.2%	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:	520			28			520			44		

Notes:

Total Records Reported by this PSAP: 564
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 564

Fractile 911 Call Response Time Distribution

Wolcott Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	834	96.9%	96.9%	0	0.0%	0.0%	58	6.7%	6.7%	122	96.8%	96.8%
<= 0m 20s	25	2.9%	99.8%	17	5.4%	5.4%	81	9.4%	16.1%	2	1.6%	98.4%
<= 0m 30s	1	0.1%	99.9%	98	30.9%	36.3%	91	10.6%	26.7%	2	1.6%	100.0
<= 0m 40s	0	0.0%	99.9%	107	33.8%	70.0%	126	14.6%	41.3%	0	0.0%	100.0
<= 0m 50s	0	0.0%	99.9%	47	14.8%	84.9%	121	14.1%	55.4%	0	0.0%	100.0
<= 1m 0s	0	0.0%	99.9%	19	6.0%	90.9%	92	10.7%	66.1%	0	0.0%	100.0
<= 1m 30s	1	0.1%	100.0	20	6.3%	97.2%	131	15.2%	81.3%	0	0.0%	100.0
<= 2m 0s	0	0.0%	100.0	5	1.6%	98.7%	68	7.9%	89.2%	0	0.0%	100.0
<= 2m 30s	0	0.0%	100.0	0	0.0%	98.7%	28	3.3%	92.5%	0	0.0%	100.0
<= 3m 0s	0	0.0%	100.0	1	0.3%	99.1%	18	2.1%	94.5%	0	0.0%	100.0
<= 3m 30s	0	0.0%	100.0	0	0.0%	99.1%	6	0.7%	95.2%	0	0.0%	100.0
<= 4m 0s	0	0.0%	100.0	1	0.3%	99.4%	6	0.7%	95.9%	0	0.0%	100.0
<= 4m 30s	0	0.0%	100.0	0	0.0%	99.4%	4	0.5%	96.4%	0	0.0%	100.0
<= 5m 0s	0	0.0%	100.0	1	0.3%	99.7%	3	0.3%	96.7%	0	0.0%	100.0
<= 6m 0s	0	0.0%	100.0	0	0.0%	99.7%	11	1.3%	98.0%	0	0.0%	100.0
<= 7m 0s	0	0.0%	100.0	0	0.0%	99.7%	6	0.7%	98.7%	0	0.0%	100.0
<= 8m 0s	0	0.0%	100.0	0	0.0%	99.7%	6	0.7%	99.4%	0	0.0%	100.0
<= 9m 0s	0	0.0%	100.0	1	0.3%	100.0	0	0.0%	99.4%	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	0	0.0%	99.7%	0	0.0%	100.0
<= 12m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 13m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 14m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 15m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 16m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 17m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 18m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 19m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
<= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	0	0.0%	99.7%	0	0.0%	100.0
>= 20m 0s	0	0.0%	100.0	0	0.0%	100.0	3	0.3%	100.0	0	0.0%	100.0
Tot. Counts:	861			317			861			126		

Notes:

Total Records Reported by this PSAP: 987
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 987

Fractile 911 Call Response Time Distribution

Woodbridge Police Department

For Date Range From 1/1/2009 To 3/31/2009

Response Times	Received/Answered			Answered/Transferred			Answered/Hung Up			Received/Abandoned		
	#	%	Cum.	#	%	Cum.	#	%	Cum.	#	%	Cum.
<= 0m 10s	698	95.4%	95.4%	0	0.0%	98.4%	39	5.3%	5.3%	60	95.2%	95.2%
<= 0m 20s	23	3.1%	98.5%	0	0.0%	98.4%	62	8.5%	13.8%	0	0.0%	95.2%
<= 0m 30s	0	0.0%	98.5%	0	0.0%	98.4%	82	11.2%	25.0%	2	3.2%	98.4%
<= 0m 40s	0	0.0%	98.5%	0	0.0%	98.4%	90	12.3%	37.3%	0	0.0%	98.4%
<= 0m 50s	0	0.0%	98.5%	0	0.0%	98.4%	82	11.2%	48.5%	0	0.0%	98.4%
<= 1m 0s	0	0.0%	98.5%	0	0.0%	98.4%	61	8.3%	56.8%	0	0.0%	98.4%
<= 1m 30s	0	0.0%	98.5%	0	0.0%	98.4%	175	23.9%	80.7%	0	0.0%	98.4%
<= 2m 0s	0	0.0%	98.5%	0	0.0%	98.4%	55	7.5%	88.3%	0	0.0%	98.4%
<= 2m 30s	0	0.0%	98.5%	0	0.0%	98.4%	23	3.1%	91.4%	0	0.0%	98.4%
<= 3m 0s	0	0.0%	98.5%	0	0.0%	98.4%	14	1.9%	93.3%	0	0.0%	98.4%
<= 3m 30s	0	0.0%	98.5%	0	0.0%	98.4%	13	1.8%	95.1%	0	0.0%	98.4%
<= 4m 0s	0	0.0%	98.5%	0	0.0%	98.4%	5	0.7%	95.8%	0	0.0%	98.4%
<= 4m 30s	0	0.0%	98.5%	0	0.0%	98.4%	4	0.5%	96.3%	0	0.0%	98.4%
<= 5m 0s	0	0.0%	98.5%	0	0.0%	98.4%	2	0.3%	96.6%	0	0.0%	98.4%
<= 6m 0s	0	0.0%	98.5%	0	0.0%	98.4%	3	0.4%	97.0%	0	0.0%	98.4%
<= 7m 0s	0	0.0%	98.5%	0	0.0%	98.4%	3	0.4%	97.4%	0	0.0%	98.4%
<= 8m 0s	0	0.0%	98.5%	0	0.0%	98.4%	4	0.5%	98.0%	0	0.0%	98.4%
<= 9m 0s	0	0.0%	98.5%	0	0.0%	98.4%	1	0.1%	98.1%	0	0.0%	98.4%
<= 10m 0s	0	0.0%	98.5%	0	0.0%	98.4%	1	0.1%	98.2%	0	0.0%	98.4%
<= 11m 0s	0	0.0%	98.5%	0	0.0%	98.4%	0	0.0%	98.2%	0	0.0%	98.4%
<= 12m 0s	0	0.0%	98.5%	0	0.0%	98.4%	0	0.0%	98.2%	0	0.0%	98.4%
<= 13m 0s	0	0.0%	98.5%	0	0.0%	98.4%	0	0.0%	98.2%	0	0.0%	98.4%
<= 14m 0s	0	0.0%	98.5%	0	0.0%	98.4%	0	0.0%	98.2%	0	0.0%	98.4%
<= 15m 0s	0	0.0%	98.5%	0	0.0%	98.4%	0	0.0%	98.2%	0	0.0%	98.4%
<= 16m 0s	0	0.0%	98.5%	0	0.0%	98.4%	0	0.0%	98.2%	0	0.0%	98.4%
<= 17m 0s	0	0.0%	98.5%	0	0.0%	98.4%	0	0.0%	98.2%	0	0.0%	98.4%
<= 18m 0s	0	0.0%	98.5%	0	0.0%	98.4%	0	0.0%	98.2%	0	0.0%	98.4%
<= 19m 0s	0	0.0%	98.5%	0	0.0%	98.4%	0	0.0%	98.2%	0	0.0%	98.4%
<= 20m 0s	0	0.0%	98.5%	0	0.0%	98.4%	0	0.0%	98.2%	0	0.0%	98.4%
>= 20m 0s	0	0.0%	98.5%	0	0.0%	98.4%	2	0.3%	98.5%	1	1.6%	100.0%
Tot. Counts:	721			0			721			63		

Notes:

Total Records Reported by this PSAP: 795
 Number of Records not Processed due to Bad Data: 0
 Total Records Analyzed: 795