

2021 Office of Emergency Medical Services Annual Report

Connecticut Department of Public Health



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Contents

Introduction	5
Connecticut's EMS Structure	5
Dispatch	6
Unit Info	6
Response	7
Incident Address	7
Response Times	10
Response Times by Town, Class, and Mode	10
Crew Info	13
Scene Info	13
Patient Info	14
Patient Assessment	15
Call Types	16
Fall	18
Vehicle Accident	19
Assault	19
Firearm	19
Burn	20
Influenza Like Illness and Other Respiratory Illnesses	20
Drug Use/Drug Abuse/Intoxication/Overdose	21
Mental Health and Self Harm	23
Cardiac	23
Stroke	26
Transport/Disposition	26
Payment Information	28
Tables	29

List of Figures

1	Complaints Reported By Dispatch and Dispatch Priority	6
2	Response Type of Service Requested and 911-response by Month	7
3	Mutual Aid and Refused Calls by Month	8
4	911-Responses per Hour per Day	8
5	Town Call Volume and Rate	9
6	Overall Response Time and Average Fractile Times	10
7	Town Class	11
8	Distribution of Response Time by Class and Response Mode	11
9	Town Response Time and Rate	12
10	Response Mode and Incident Location	13
11	Scene Delay for 911-responses	13
12	Patient Sex and Race	14
13	Patient Age and Sex	14
14	Initial Patient Acuity	15
15	Patient Assessment	15
16	Reported 911-response by Call Type	16
17	Reported 911-response Categories for Adults and Children	16
18	Possible Injury and Work Related Injuries	17
19	Mechanism of Injury	17
20	Trauma Center Criteria and Injury Risk Factors	18
21	Fall Injuries	18
22	Vehicle Accidents	19
23	Assault Injuries	19
24	Firearm Injuries	20
25	Burn by Age and Sex	20
26	Respiratory Related/Influenza Like Illness Cases per Week	21
27	Drug and Opioid Related Calls by Age and Sex	21
28	Naloxone Administration	22
29	Mental Health and Self Harm 911-response by Age and Sex	23
30	Cardiac Related and Cardiac Arrest Calls by Age and Sex	23
31	CPR Provided, Type of CPR, AED Used?	24
32	Cardiac Arrest	24
33	Cardiac Arrest Location and First Monitored Rhythm	25
34	Who provided CPR and Patient Outcome	25
35	Stroke 911-Response Calls by Age and Sex	26

36	Disposition Category and Response Mode	26
37	Disposition Patient Acuity	27
38	Transport and Turnaround Delay for 911-calls	27
39	Payment CMS Service Level and Primary Method	28

List of Tables

1	Agency Validity Scores across all submitted Patient Care Reports	29
2	Agencies Submitting Data by Level of Care	32
3	Response Times by Agency	35
4	Average Fractile Times	39
5	Average Response Times by Class and Town	42
6	Patient Disposition for 911 Response	45

Introduction

The Office of Emergency Medical Services (OEMS) has statutory authority for the statewide collection of Emergency Medical Services (EMS) data. The OEMS interacts within a network of local, regional, statewide, and national stakeholders and shares data with the National Emergency Medical Services Information System (NEMSIS). The office works with software vendors to standardize submissions and assure the correct processing of records. Data collection for year 2021 was based on the NEMSIS version 3.4.0.

The purpose of this report is to meet the requirements of the [Connecticut State Statutes](#) (19a-177 (8)) and to provide statistics on Connecticut EMS calls filtered by demographics (i.e. age, sex, and race), time (i.e. day of the week, time of day), and location (i.e. town and county). This report only reflects what was reported by EMS providers in patient care reports (PCRs) to the OEMS.

The data was returned from ImageTrend Elite, queried in SQL Server, and processed in R.

Connecticut's EMS Structure

Connecticut has 169 towns. It is the responsibility of OEMS and the individual jurisdiction to identify the primary service area (PSA) provider and to define the level of resources to be provided to that area. Services throughout the state include volunteer, municipal, hospital-based and commercial organizations. It is up to the individual jurisdiction to define acceptable levels of service and response, including response time standards as part of their local EMS plan. Local agencies have to establish mutual aid agreements in place with back-up agencies in order to ensure continuity of service.

Requests for 911-response are handled by public service answering points (PSAPs) for the 396 EMS services throughout the state. Pre-hospital (field) to hospital communications (on-line medical direction) is coordinated via the 13 centralized medical emergency direction (CMEDS) situated throughout the state. EMS agencies are assigned specific CMED resources based on their geography.

In 2021, 178 services submitted 908,370 PCRs to the state. See Table 1 for a summary of total PCRs reported to the state as well as the minimum, maximum, and average validity scores for each reporting EMS service. For each PCR, validation rules check for completeness and highlight fields red or orange if the rule is not satisfied thereby notifying users of data fields that require their attention. The validation score reflects the completeness of each PCR and acts as the first round of quality assurance.

Dispatch

The number one complaint reported by dispatch for 911-response was “sick person” and the majority of 911-response calls had a dispatch priority of critical or emergent (Figure 1).

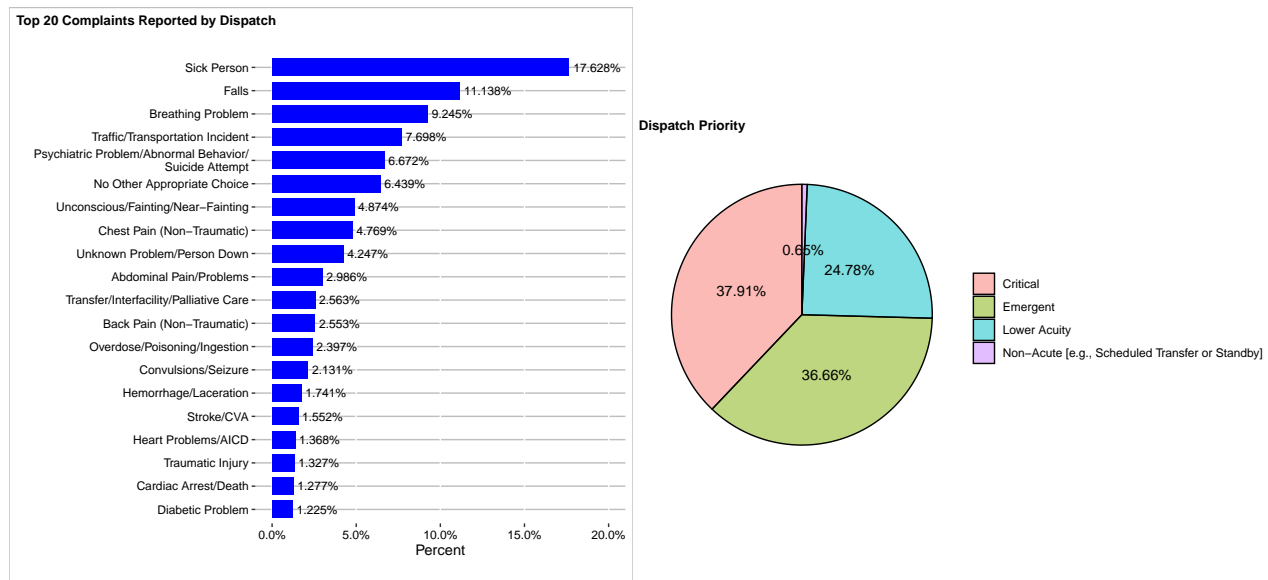


Figure 1: Complaints Reported By Dispatch and Dispatch Priority

Unit Info

90.46% of 911-responses resulted in ground transported (n=604,500), 9.51% of 911-responses were not transported (n=63,525), and 0.04% of 911-responses were air transported (n=250). 63.08% of 911-responses (n=572,989) received advanced life support (ALS) and 36.74% of 911-responses (n=333,726) received basic life support (BLS) In addition there were a small number of specialty critical care calls (n=1,647). See Table 2 for a breakdown of ALS and BLS calls by town.

- **Advanced Life Support (ALS):** Transportation by ground ambulance vehicle with the provision of medically necessary supplies and services including the provision of at least one ALS intervention by ALS personnel trained to the level of the Advanced EMT or paramedic.
- **Basic Life Support (BLS):** Transportation by ground ambulance vehicle as defined by the state. The ambulance must be staffed by an individual who is qualified as an EMT-Basic per state guidelines.

Response

There were a total of 908,370 PCR's submitted to OEMS, including 668,275 for 911-response and 4,887 for mutual aid (Figure 2). There was an average of 55,690 911-responses per month (Figure 2), 407 mutual aid calls per month (Figure 3), and an average of 6,466 calls per month when the patient refused treatment (Figure 3). The majority of 911-responses occurred between 9am and 4pm on weekdays (Figure 4).

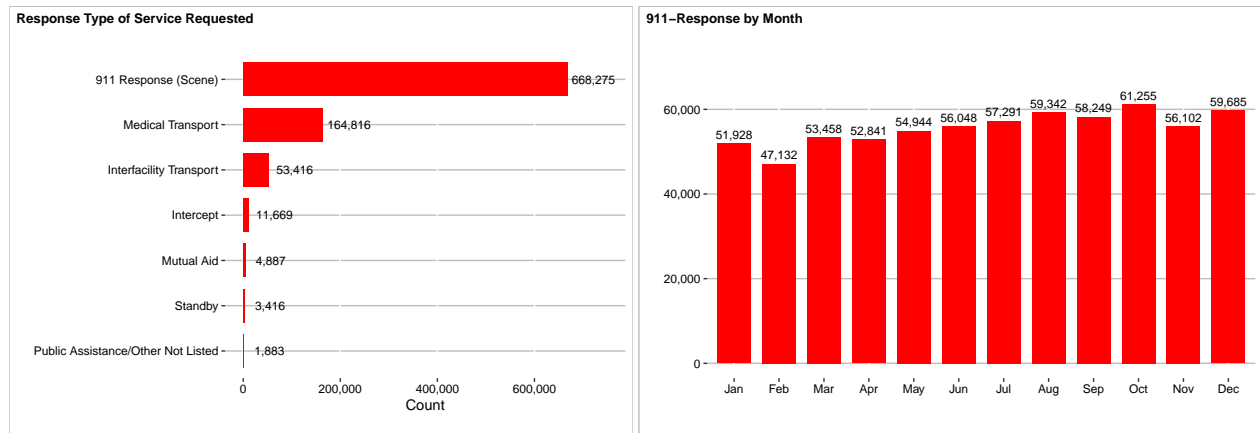


Figure 2: Response Type of Service Requested and 911-response by Month

Definitions for response type of service requested:

- **911 Response (Scene):** Emergent or immediate response to an incident location, regardless of method of notification
- **Medical Transport:** Transports that are not between hospitals or that do not require an immediate response. These are generally for the purpose of transportation to or from an appointment, performance of a procedure, or long-term care
- **Interfacility Transport:** Any transfer, after initial assessment and stabilization, from and to a healthcare facility. This would include specialty hospitals, for the purpose of continuation of acute care, and emergent transfer requests
- **Intercept:** When one EMS provider meets a transporting EMS unit vehicle with the intent of receiving a patient or providing a higher level of care
- **Mutual Aid:** Unit responded to a request to assist another EMS service
- **Public Assistance/Other Not Listed:** The unit responded to provide non-traditional or EMS services not otherwise specified here
- **Standby:** Initial request for service was for purposes of being available in case of a medical/traumatic emergency

Incident Address

Included are two maps of 911-responses by incident location town (Figure 5). The first shows the raw number of 911-responses. The second shows the rate of 911-responses per 1,000 people for each town. For example, a rate of 50 means there were 50 calls for every 1,000 people.

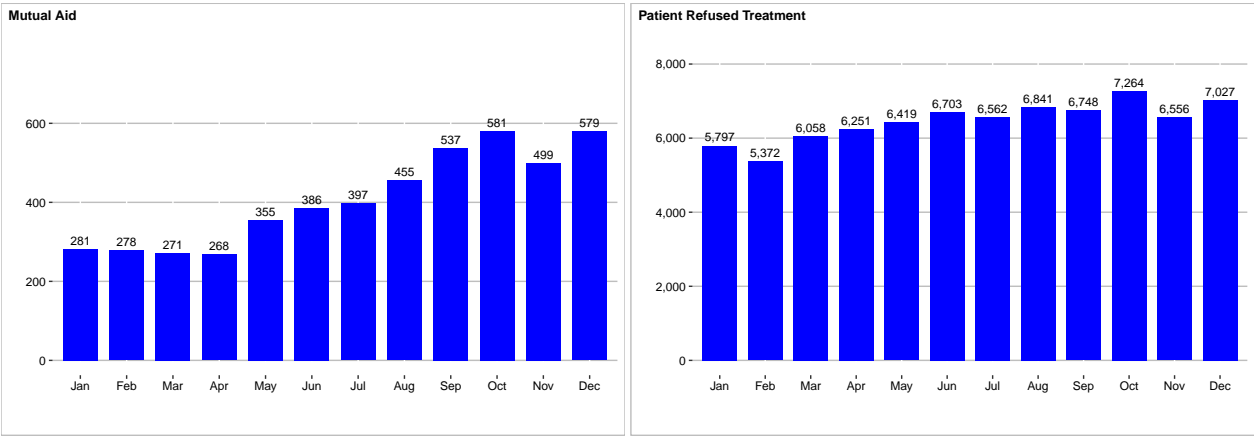


Figure 3: Mutual Aid and Refused Calls by Month

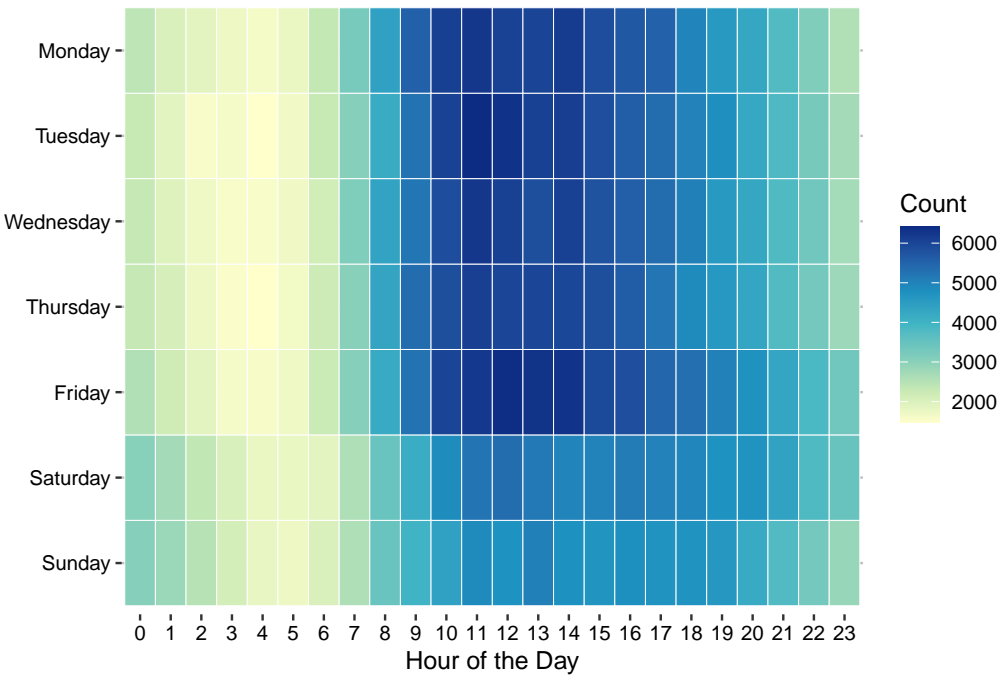


Figure 4: 911-Responses per Hour per Day

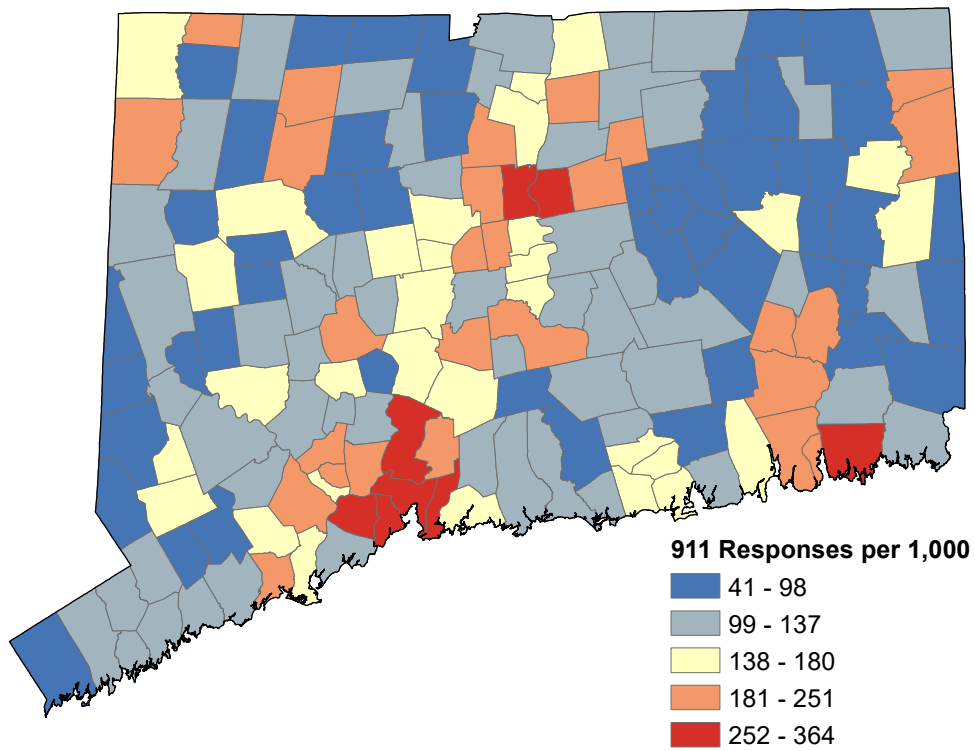
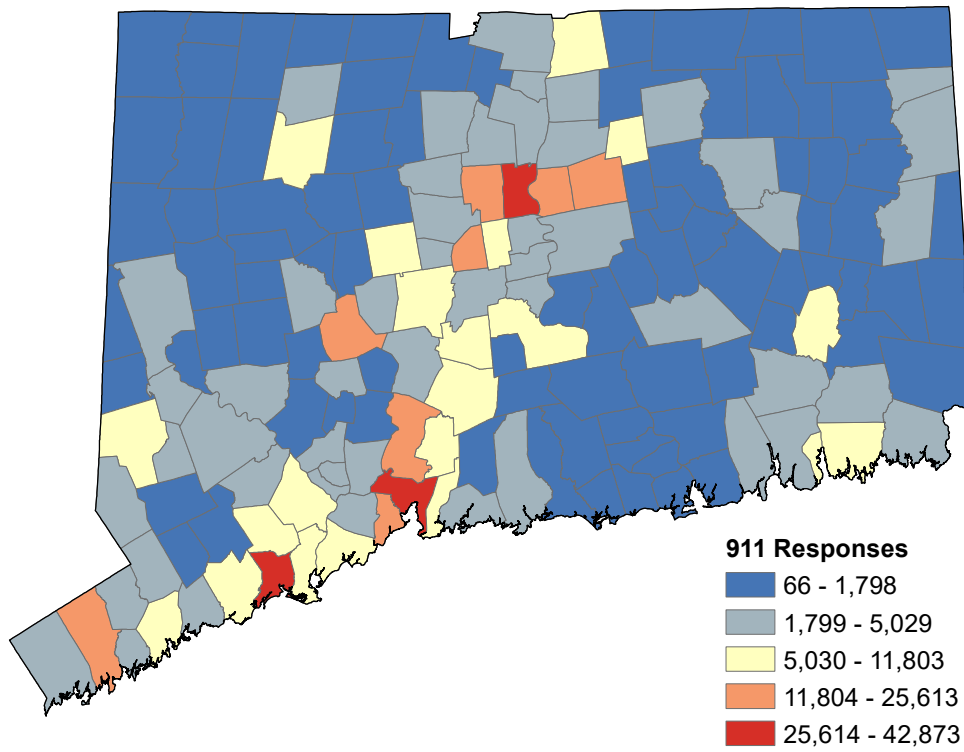


Figure 5: Town Call Volume and Rate

Response Times

The response time metric was calculated as the difference between the time ‘Unit Notified by Dispatch’ to ‘Unit Arrived on Scene’. This metric provides the time it takes a unit to respond to the scene location. Across all 911-responses (n=668,275) the average response time was **9.99** minutes.

However, there were potential outliers given that the minimum response time was -76 minutes and the maximum response time was 63,367 minutes. We identified outliers by calculating the interval between the 2.5 and 97.5 percentiles of response time and excluding those times outside this interval. Response times under 0 minutes or over 46 minutes were excluded. This resulted in excluding 5% (n=35,764) of observations. After removing potential outliers, there were a total of 632,511 911-responses with a mean response time of **7.96** minutes (Figure 6 and Table 3).

The fractile times include the time from first tone to the service en-route to scene (Tone-En Route), the time to arrival at scene (En Route-Scene), time at scene (Scene-Depart Scene), time from scene to disposition (Depart Scene-Destination), and the turn around time (Destination-Back in Service). Figure 6 provides the average fractile times across all calls and Table 4 provides the fractile times for each town.

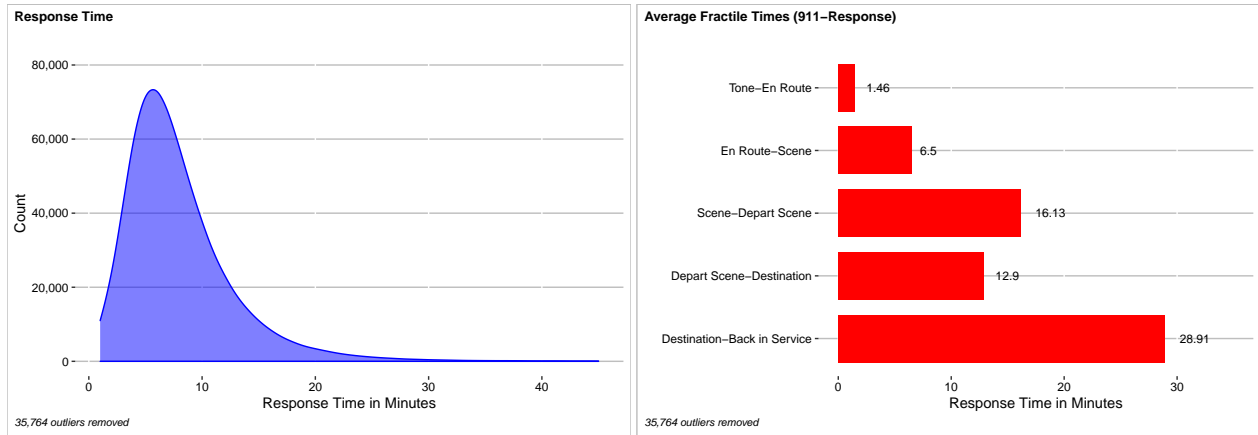


Figure 6: Overall Response Time and Average Fractile Times

Response Times by Town, Class, and Mode

Towns were categorized into urban, suburban, and rural classes by population density. The categories were based on the [US Census](#) definition of Urban (greater than or equal to 1,000 people per square mile) and the [Connecticut State Office of Rural Health](#) definition of Rural (10,000 people or less and less than 500 people per square mile). Figure 7 indicates which towns were classified as urban, suburban, and rural.

- **Urban** (n=45) with population density of greater than or equal to 1,000 people/square mile
- **Suburban** (n=56) with population density of less than 1,000 and greater than or equal to 500 people/square mile
- **Rural** (n=68) with population density less than 500 people/square mile and a population of 10,000 or less.

Urban towns had the most calls 459,372 and shortest average response time of 7.52 minutes. Suburban towns had 132,447 calls with an average response time of 8.38 minutes. Rural towns had the fewest calls 37,474 and the longest average response time of 11.79 minutes.

Figure 8 shows the distribution of response times in minutes by class. See Tables 5 for response times by town and class. Figure 8 also shows the distribution of response times by response mode, i.e. whether the response was emergent or non-emergent. Figure 9 maps the mean response time for each town.

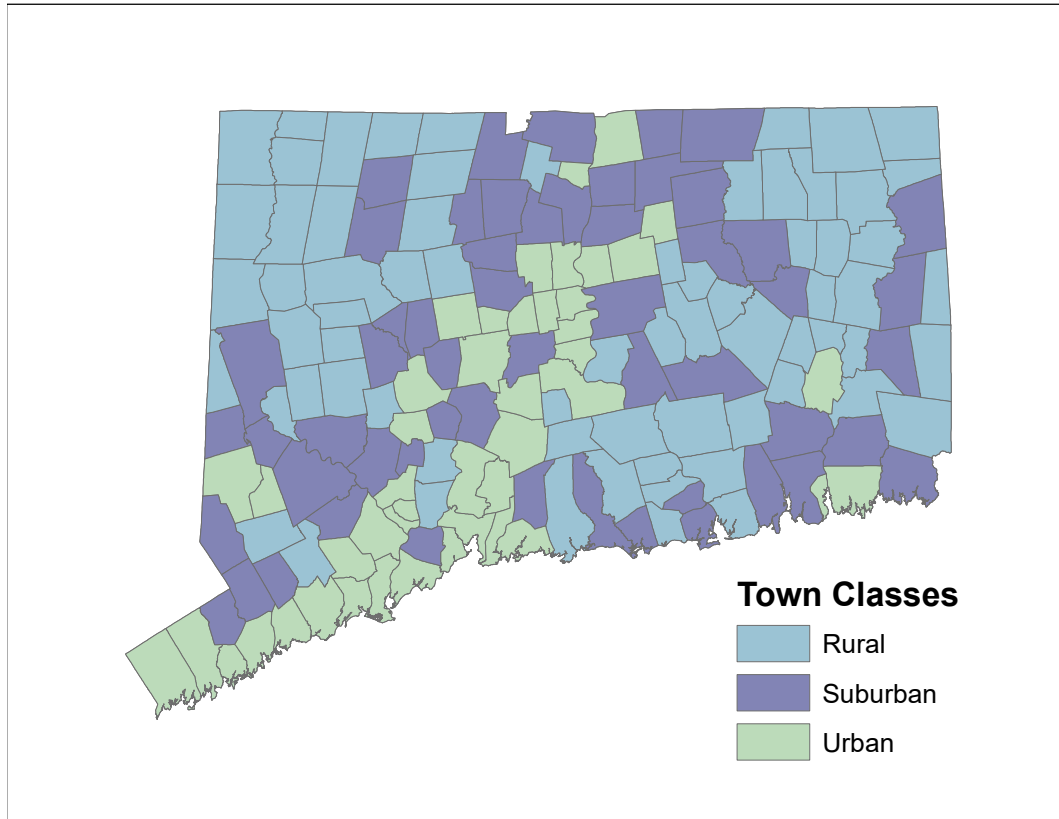


Figure 7: Town Class

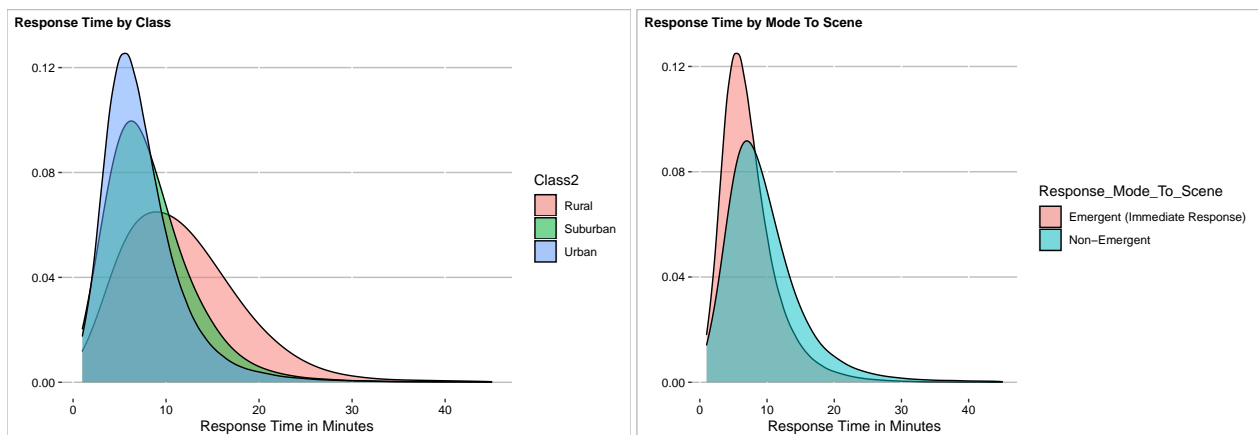


Figure 8: Distribution of Response Time by Class and Response Mode

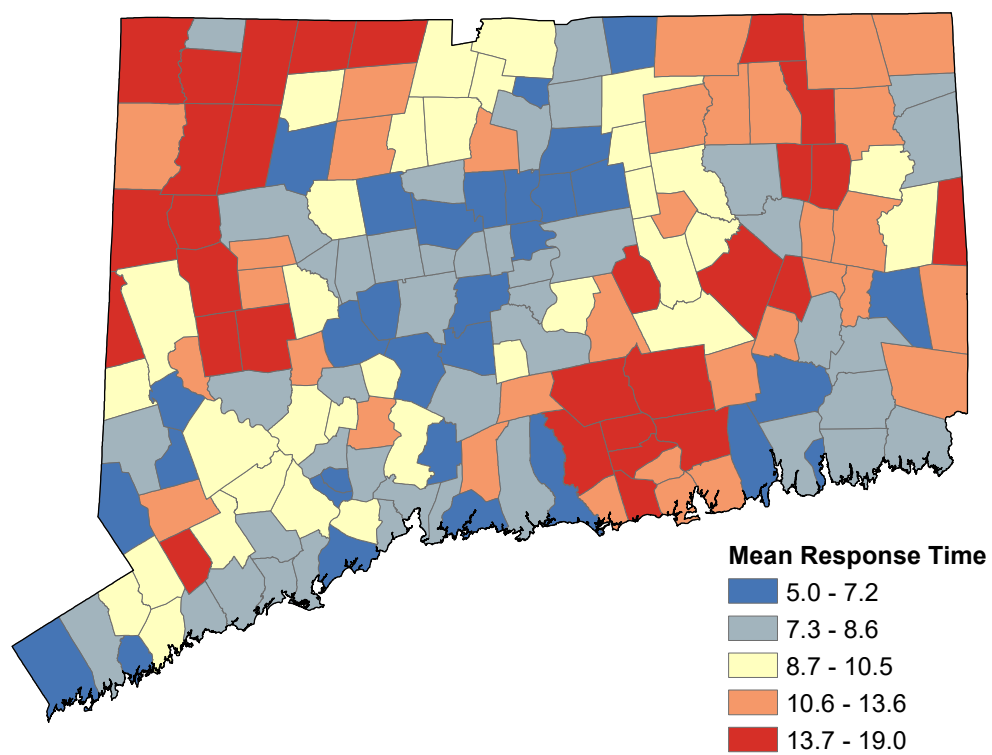


Figure 9: Town Response Time and Rate

Crew Info

There were 6,957 active EMS professionals as identified by the reported crew member IDs on the PCRs.

Scene Info

The majority of 911-responses used lights and sirens to the scene (n=347,487) (Figure 10). Scene incident location was categorized into 16 categories. 61.97% of 911-responses are called to a private residence (n=376,117) (Figure 10). Scene delay is defined as the reason the EMS crew was delayed reaching the patient once on scene. Safety and patient access were the most cited reasons for scene delay (Figure 11).

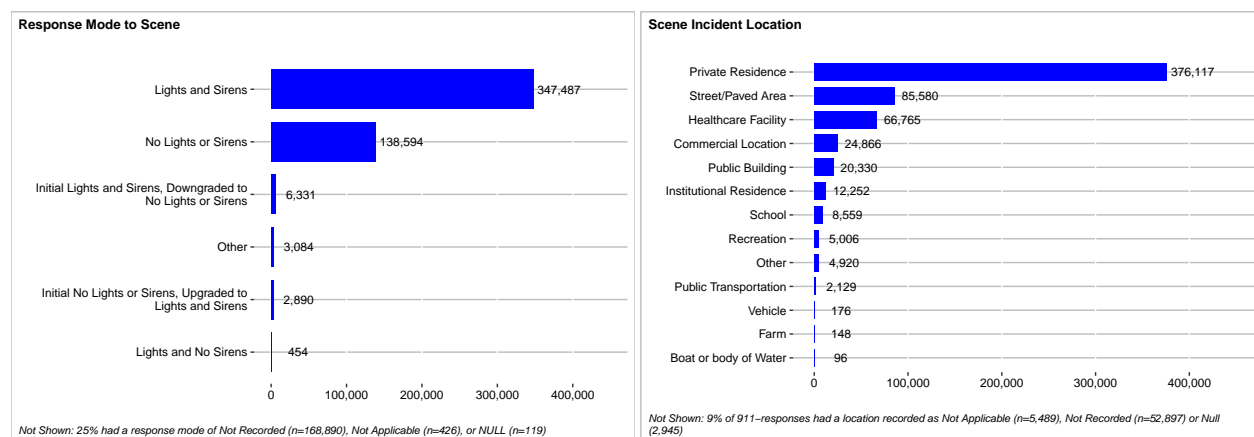


Figure 10: Response Mode and Incident Location

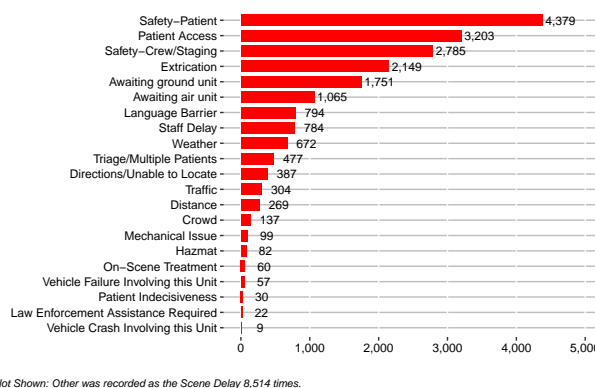


Figure 11: Scene Delay for 911-responses

Patient Info

49.01% of patients (n=285,228) were male, 50.04% of patients (n=291,271) were female, and the remainder were recorded as unable to determine (Figure 12). 67% of patients were white (n=377,153), 19% were black (n=107,340), 13% were Hispanic (n=73,960), and the remaining 1% of patients were recorded as Asian, other, Indian, or Hawaiian (Figure 12). Of patients with a recorded race, 539,781 were reported as single race while 32,403 were reported with multiple races. Males and females between the ages of 50 and 90 represented the majority of 911-responses (Figure 13).

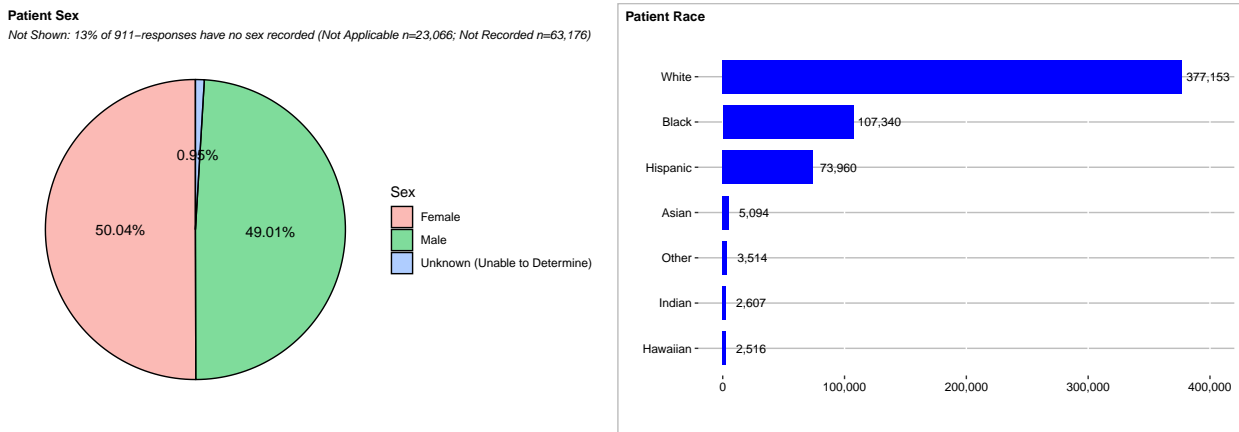


Figure 12: Patient Sex and Race

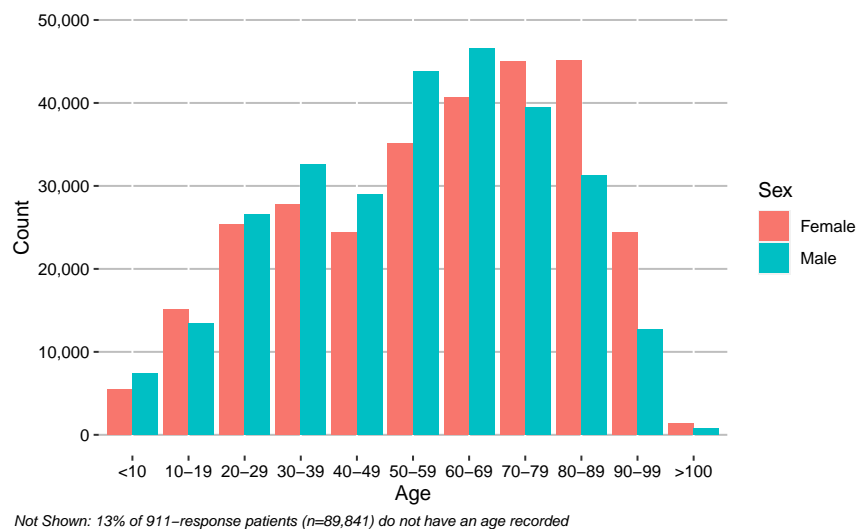


Figure 13: Patient Age and Sex

Patient Assessment

Initial patient acuity was primarily lower acuity (n = 53.61%) (Figure 14). The most cited provider primary impression was unspecified injury (n=37,784) (Figure 15). Being uncooperative and language were the most frequently reported barriers to patient care (n=8,860) (Figure 15).

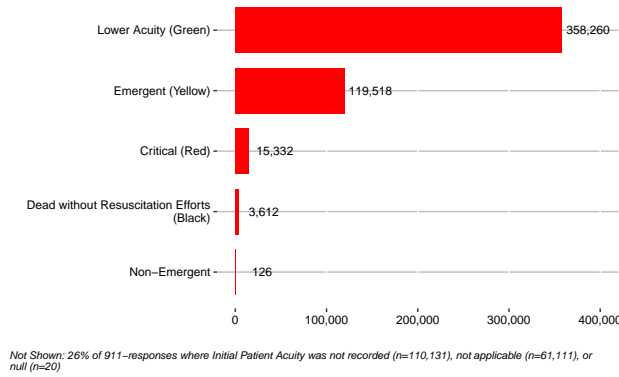


Figure 14: Initial Patient Acuity

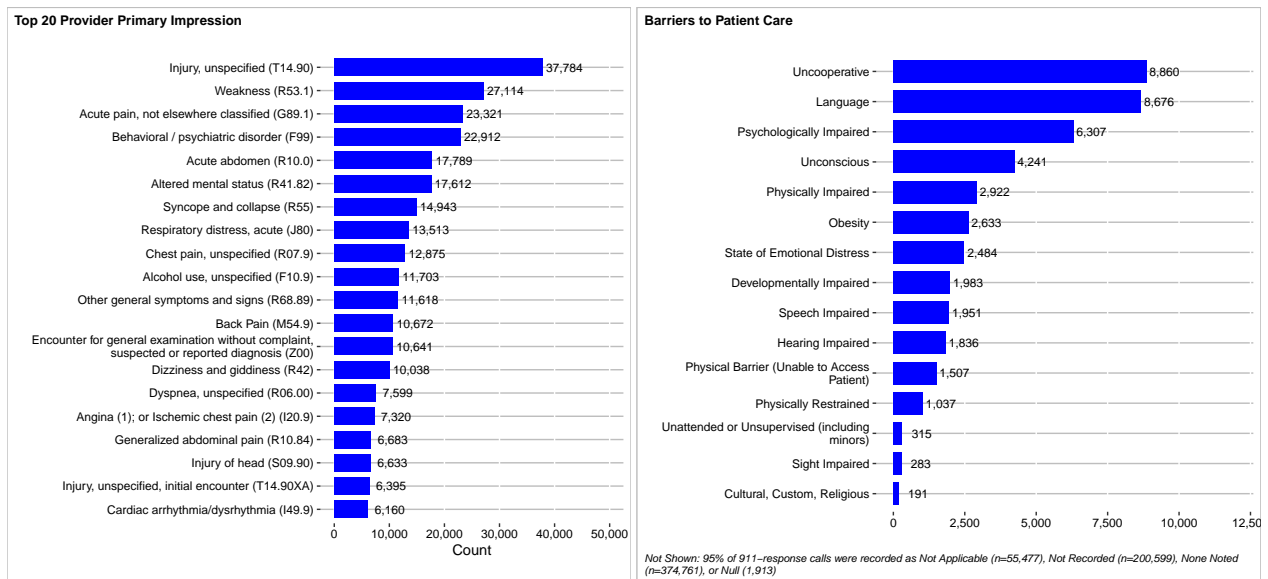
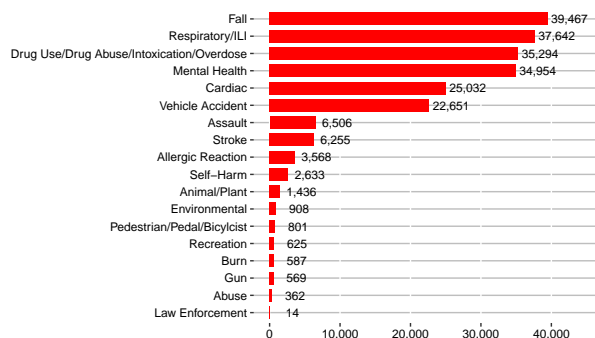


Figure 15: Patient Assessment

Call Types

We classified 911-responses into 18 injury and medical call types (Figure 16) based on the injury cause description and provider primary impression data fields of the PCR. Nevertheless, 50% (n=336,119) of 911-responses were something other than the 18 call types shown (Figure 16). If we split the population at the age of 18, adults and pediatrics have varying emergencies. The highest number of 911-responses for adults (>18) was falls (n=37,686) whereas for patients <18 the highest frequency of 911-responses was for mental health emergencies (n=5,493) (Figure 17).



Not Shown: 17% of 911-responses were reported as Not Recorded (n=65,232), Not Applicable (n=47,616), or NULL (n=4)

Figure 16: Reported 911-response by Call Type

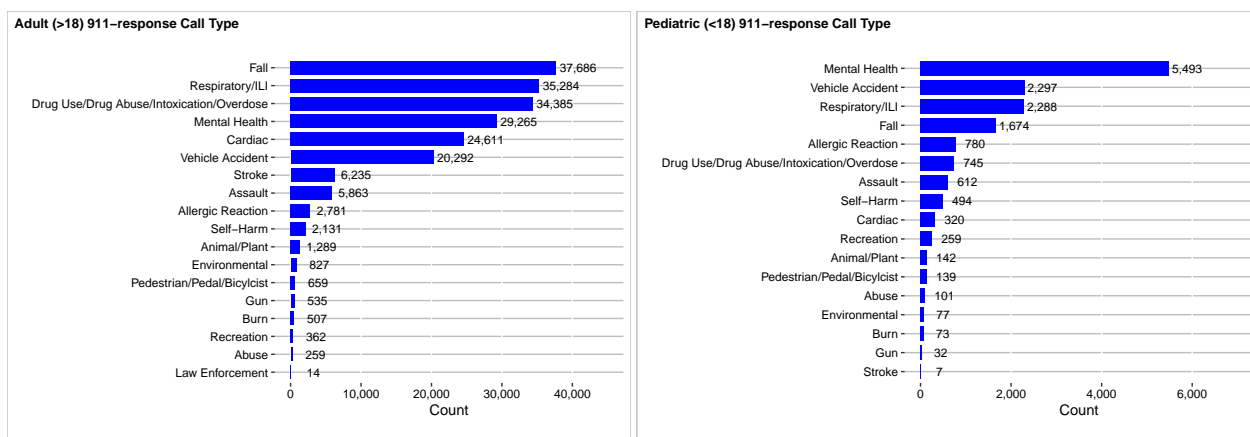


Figure 17: Reported 911-response Categories for Adults and Children

76.15% of patients (n=391,851) had no injury, 20.57% of patients (n=105,837) had an injury, and the remainder were recorded as unknown (Figure 18). 77.58% of patients (n=200,979) had no work related injury, 0.76% of patients (n=1,958) had a work related injury, and the remainder were recorded as unknown (Figure 18).

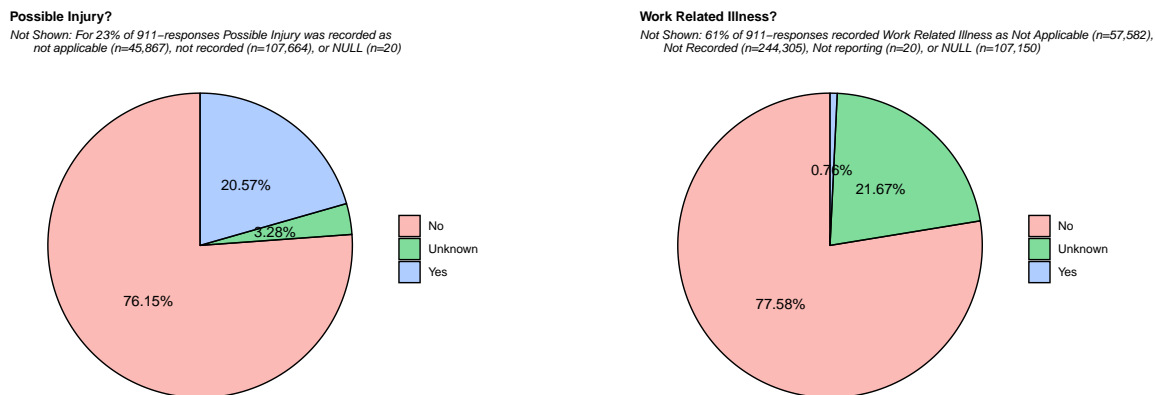


Figure 18: Possible Injury and Work Related Injuries

There were 88,518 PCRs with a 911-response when mechanism of injury was recorded. In Figure 19 we show the mechanism of injury for 911-response with possible injury. The majority of mechanism of injury was recorded as other (n=43,588) (Figure 19).

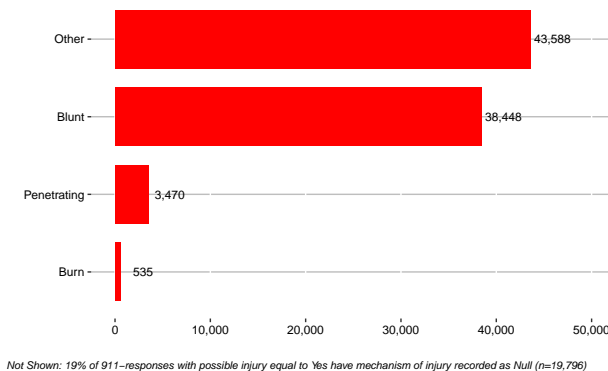


Figure 19: Mechanism of Injury

For 911-response with possible injury (n=105,837) recorded, trauma center criteria and injury risk factors are shown in Figure 20.

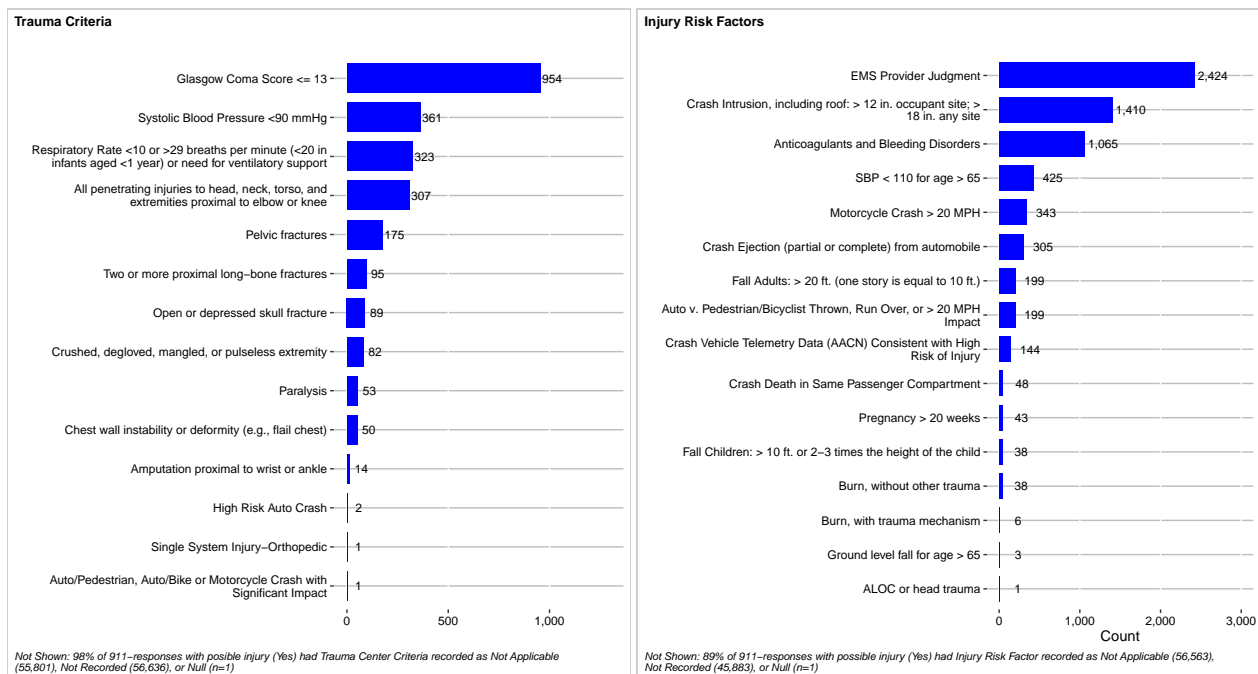


Figure 20: Trauma Center Criteria and Injury Risk Factors

Next we report on certain types of calls in more depth including falls, vehicle accidents, assaults, firearm related, burns, Influenza like illnesses and other respiratory illnesses, mental health and self harm, cardiac, and strokes.

Fall

There were 37,920 injuries categorized as falls. The majority of these occurred in female patients between 70 and 100 years old (Figure 21). For patients over the age of 45, most falls occurred in a private residence (Figure 21).

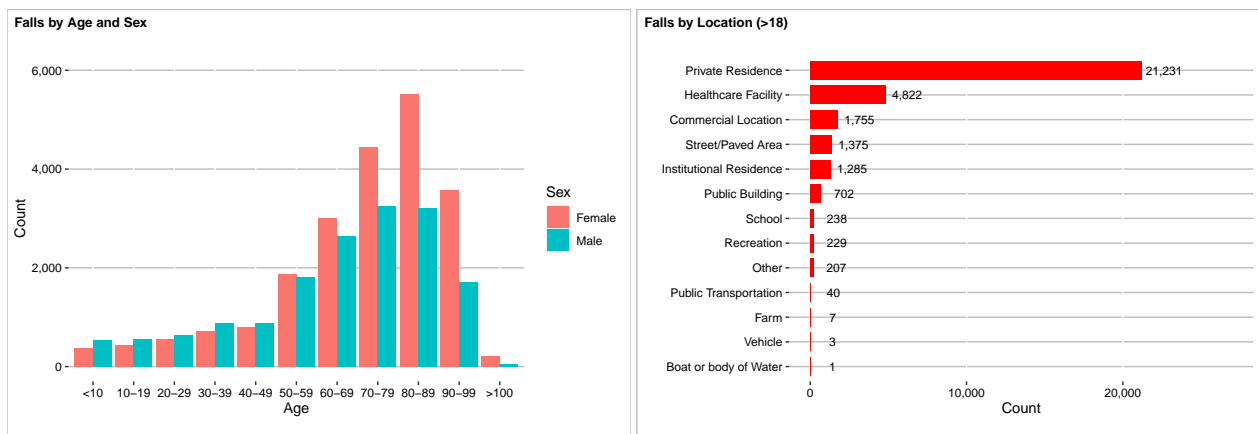


Figure 21: Fall Injuries

Vehicle Accident

There were 21,844 injuries categorized as vehicle accidents. The majority of these occurred in patients between 20 and 40 years old (Figure 22). Weekdays between 3pm and 6pm had the highest number of vehicle accidents (Figure 22).

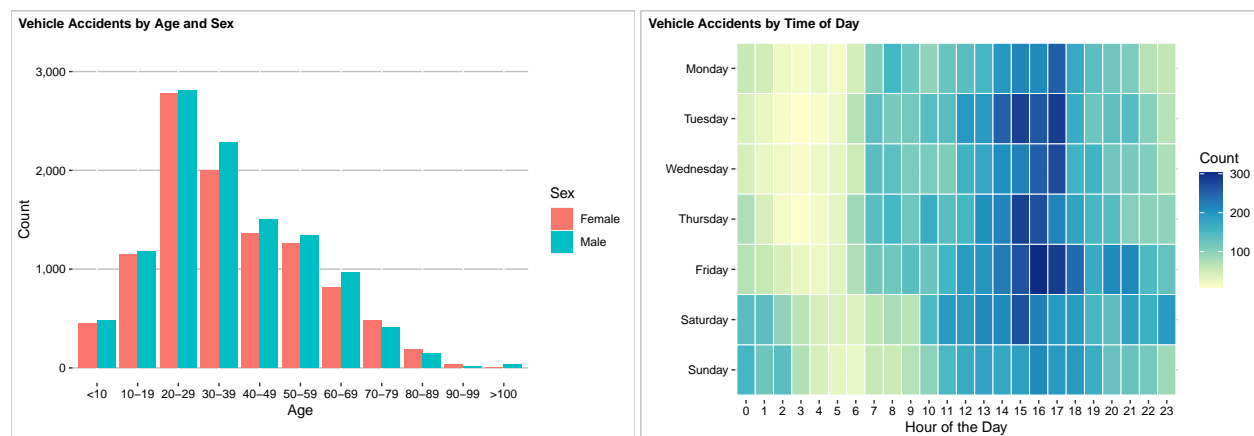


Figure 22: Vehicle Accidents

Assault

There were 6,349 injuries categorized as assault. The majority of these occurred in patients between 20 and 40 years old and were higher for male patients (Figure 23).

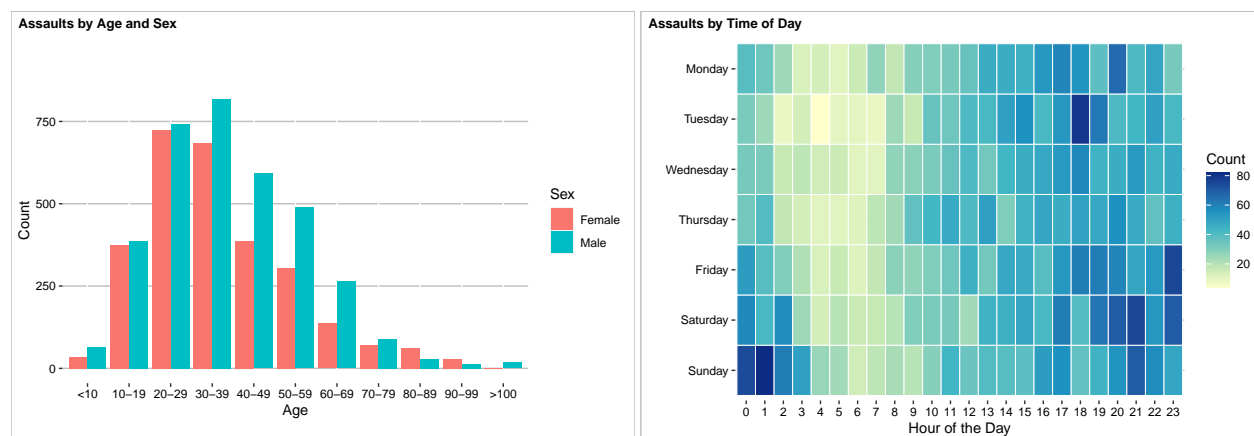


Figure 23: Assault Injuries

Firearm

There were 557 injuries categorized as involving firearms. Male patients represented the majority of injuries caused by firearms (Figure 24).

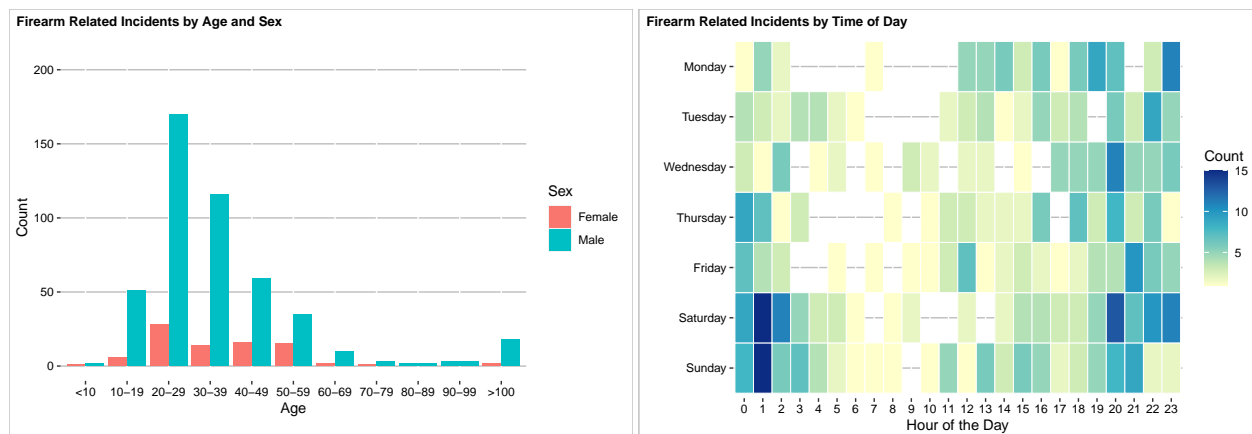


Figure 24: Firearm Injuries

Burn

There were 402 injuries categorized as burns. Males across most age categories had more burn incidents than females (Figure 25).

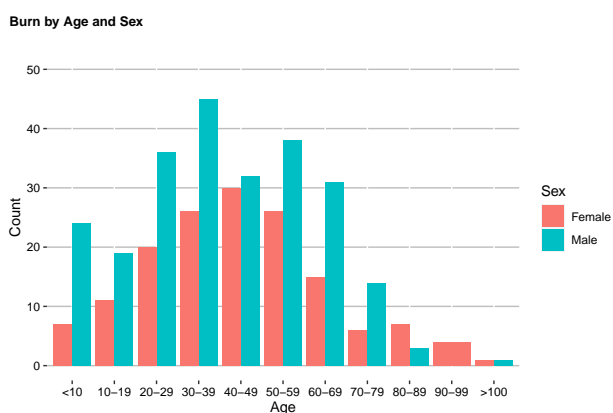


Figure 25: Burn by Age and Sex

Influenza Like Illness and Other Respiratory Illnesses

There were 37,642 911-responses for respiratory or influenza like illness (ILI). There were more 911-responses for respiratory/ILI in October through December.

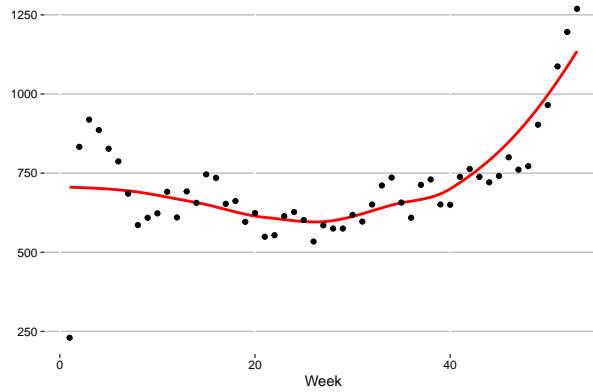


Figure 26: Respiratory Related/Influenza Like Illness Cases per Week

Drug Use/Drug Abuse/Intoxication/Overdose

There were 35,294 911-responses for Drug Use/Drug Abuse/Intoxication/Overdose. Male patients, especially those age 30-60, had the most drug related calls (Figure 27). There were (n=1,831) 911-responses for Opioid related responses. Male patients, especially those age 20-60, had the most opioid related calls (Figure 27).

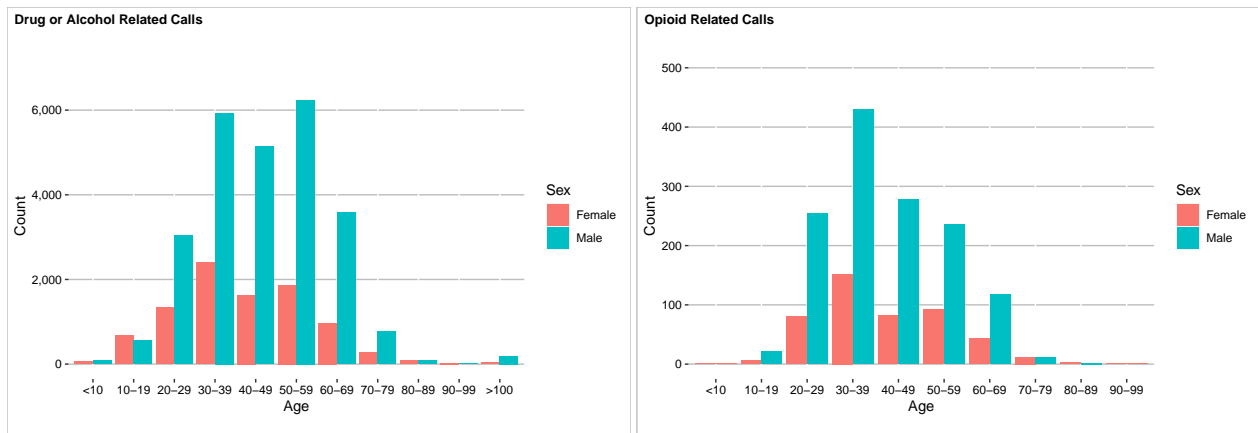


Figure 27: Drug and Opioid Related Calls by Age and Sex

80.10% of patients who received Narcan (n=6,114) did not have Narcan administered prior to EMS arrival while 19.90% of patients who received Narcan (n=1,519) had Narcan administered prior to EMS survival (Figure 28). 68.20% of Narcan (n=4,818) was administered by a paramedic. 5.20% of Narcan (n=367) was administered by a non-healthcare professional (Figure 28). 62.30% of patients (n=4,199) improved after Narcan was administered, 37.61% of patients (n=2,535) remained unchanged, and 0.09% of patients (n=6) worsened with Narcan (Figure 28).

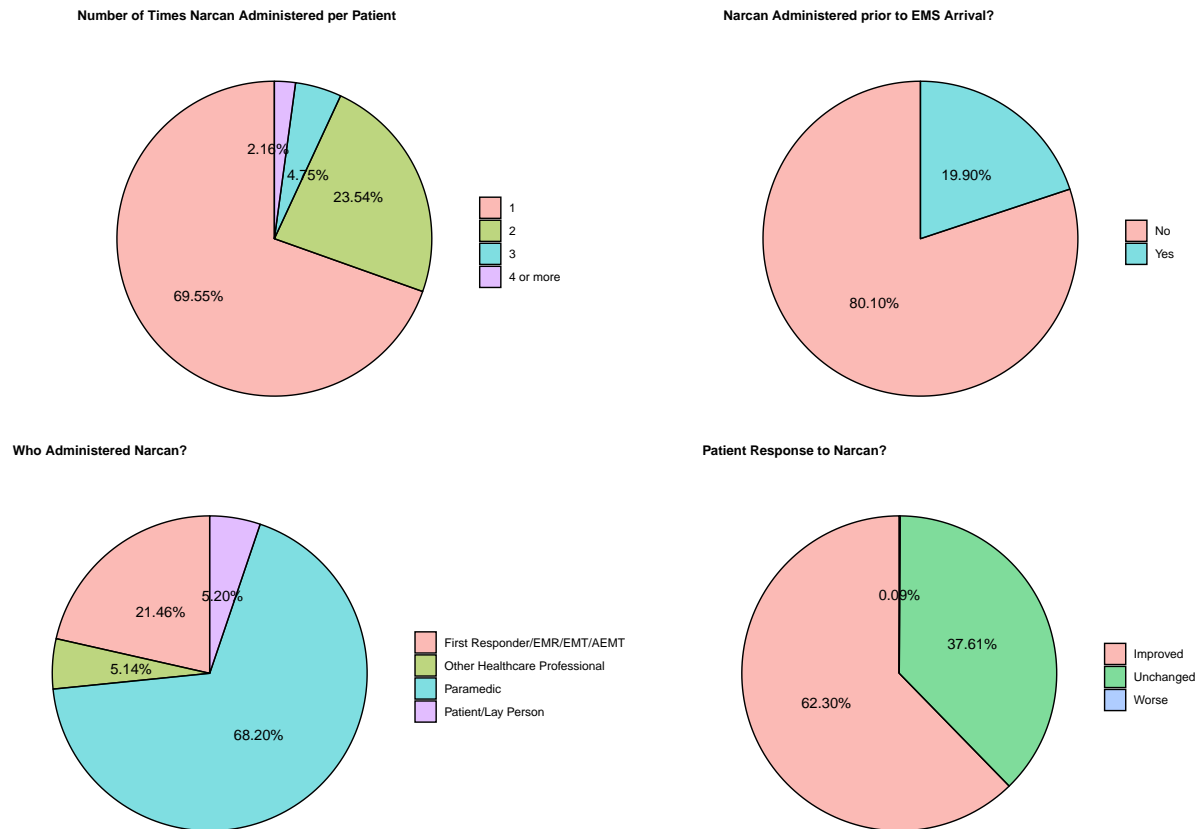


Figure 28: Naloxone Administration

Mental Health and Self Harm

There were 37,587 911-responses for patients with injuries categorized as self harm and with mental health emergencies. Patients between the ages of 10 and 40 had the most mental health emergencies (Figure 29)

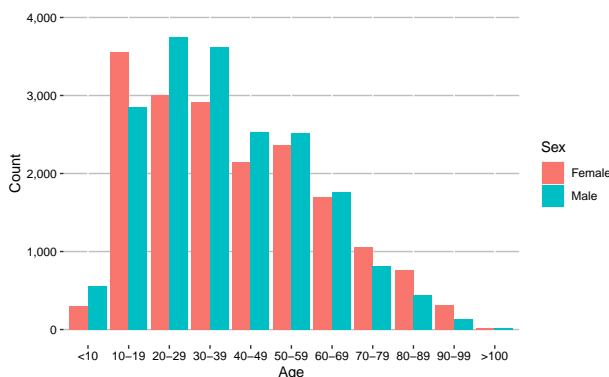


Figure 29: Mental Health and Self Harm 911-response by Age and Sex

Cardiac

There were 25,032 911-responses for patients with cardiac emergencies. Males between the ages of 50 and 80 represented the most cardiac related and cardiac arrest calls (Figure 30). Figure 32 shows reported cardiac arrest by etiology and sex for 911-response calls. There were 10,950 cardiac arrests. In cardiac arrest calls, cardiopulmonary resuscitation (CPR) was provided prior to EMS arrival approximately half of the time and included both ventilations and compressions the majority of the time (Figure 31). An automated external defibrillator (AED) was used with defibrillation in 11.21% of cardiac arrest calls. Most cardiac arrests occurred prior to EMS arrival (Figure 32) and in a private residence (Figure 33). Figures (31, 32, 33, 34) are based on values reported by providers on PCR.

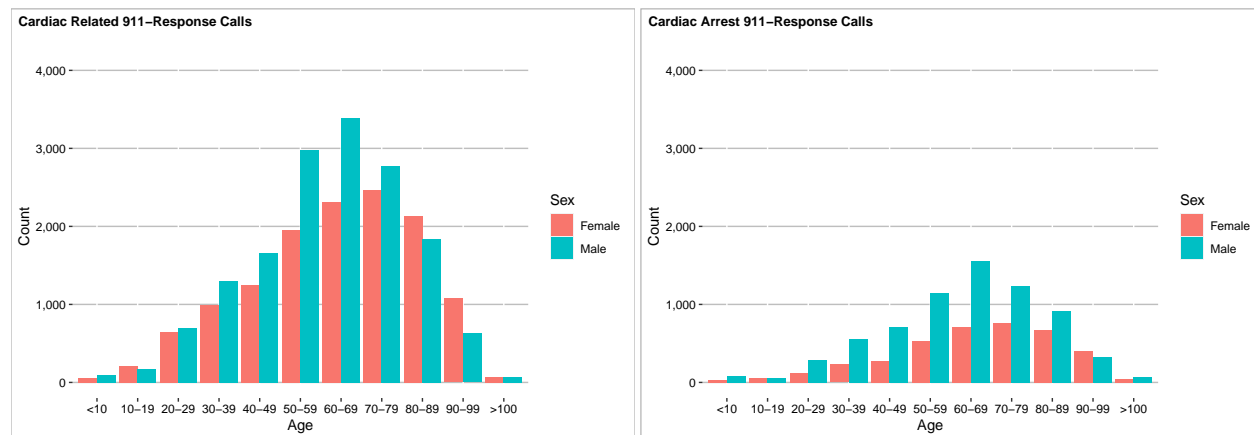


Figure 30: Cardiac Related and Cardiac Arrest Calls by Age and Sex

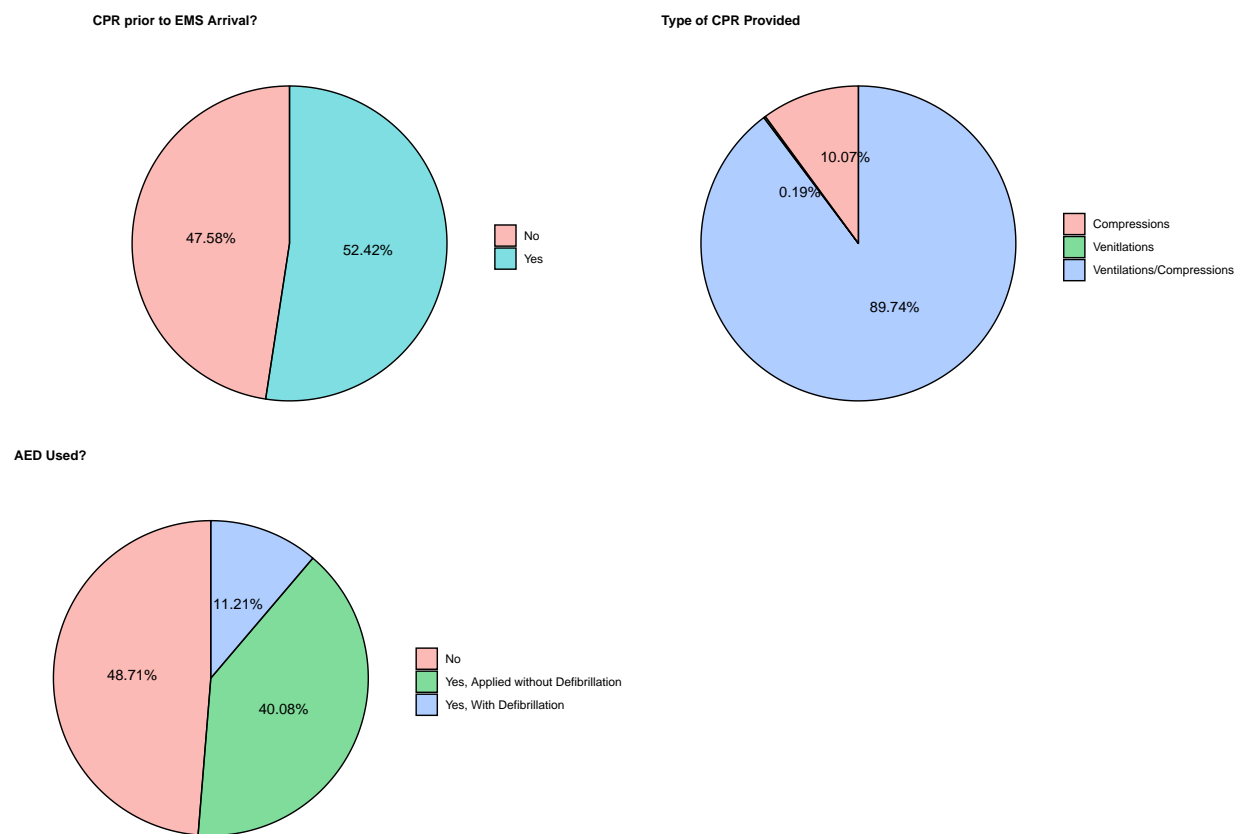


Figure 31: CPR Provided, Type of CPR, AED Used?

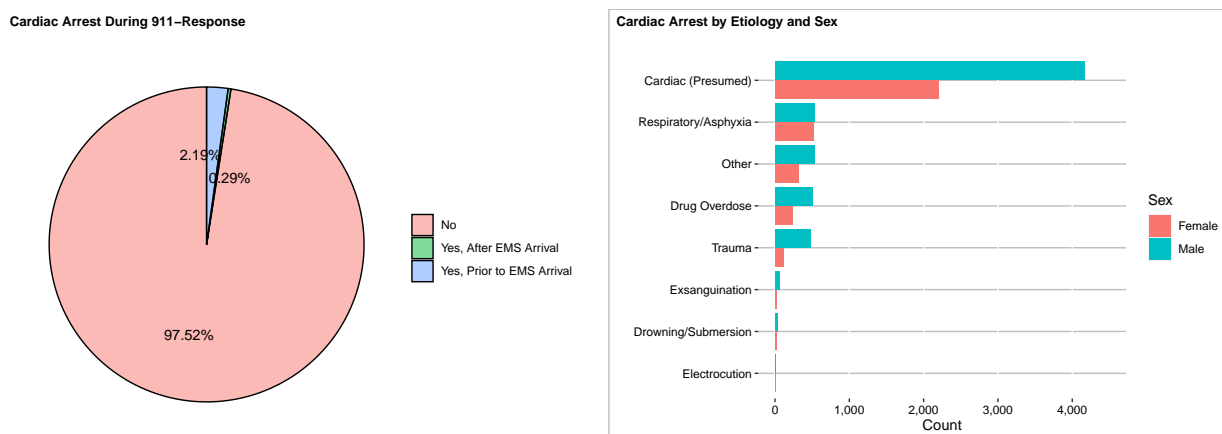


Figure 32: Cardiac Arrest

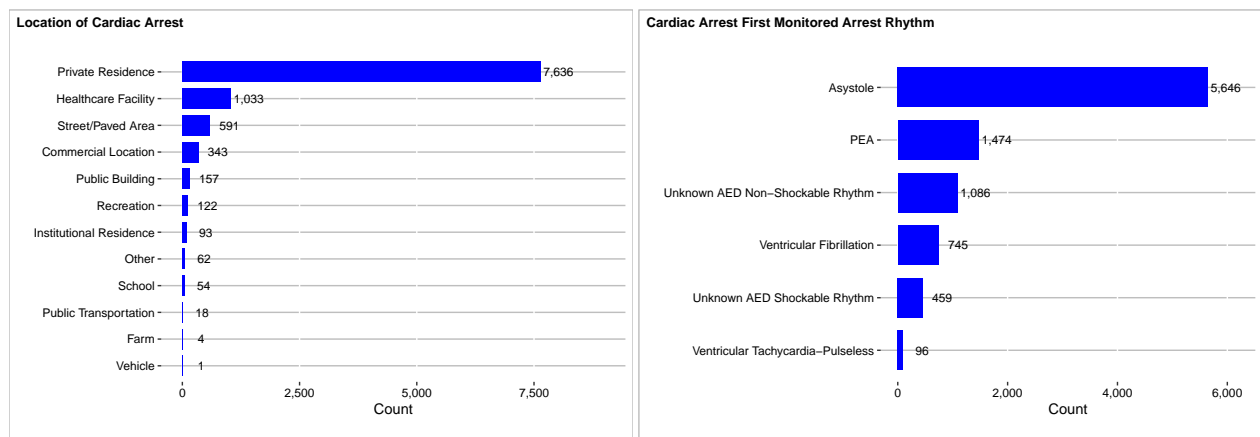


Figure 33: Cardiac Arrest Location and First Monitored Rhythm

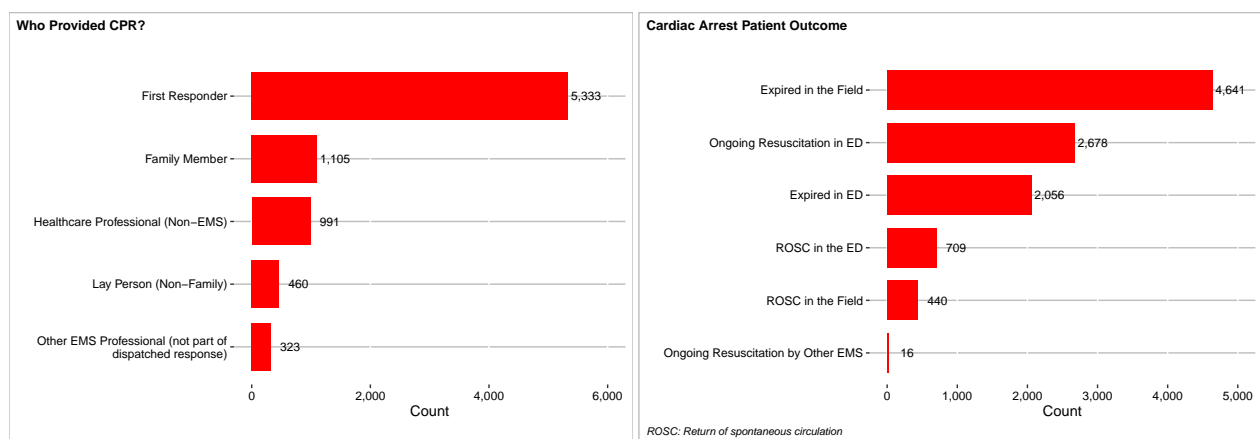


Figure 34: Who provided CPR and Patient Outcome

Stroke

There were 6,257 911-response calls for stroke emergencies. Females between 80-90 years old had the highest frequency of strokes compared to other age brackets (Figure 35).

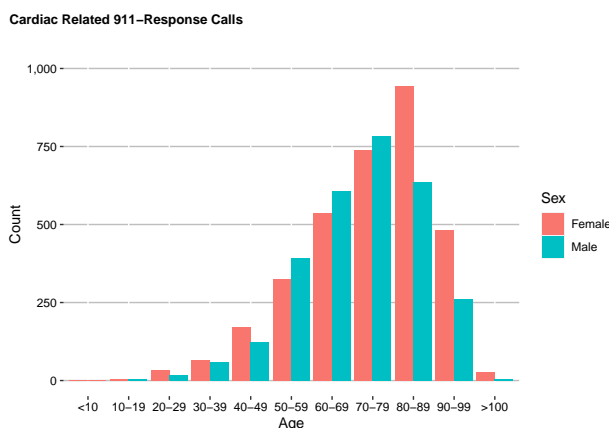


Figure 35: Stroke 911-Response Calls by Age and Sex

Transport/Disposition

The majority of 911-response patients were treated (n=473,434) (Figure 36) and 82.58% did not use lights and sirens from the scene to destination (n=275,301) (Figure 36). Disposition patient acuity, defined by NEMSIS as the acuity of the patient's condition after EMS care, for 911-response was primarily lower acuity 76.24% (Figure 37). Most 911-response patients who were treated were transported by ground ambulance (92.42%) to a hospital ED (83.20%) or non-ED bed (11.63%). The majority of 911-response patients who were treated were transported to Hospital-Other (98.21%). For a breakdown of within hospital dispositions see Figure 37.

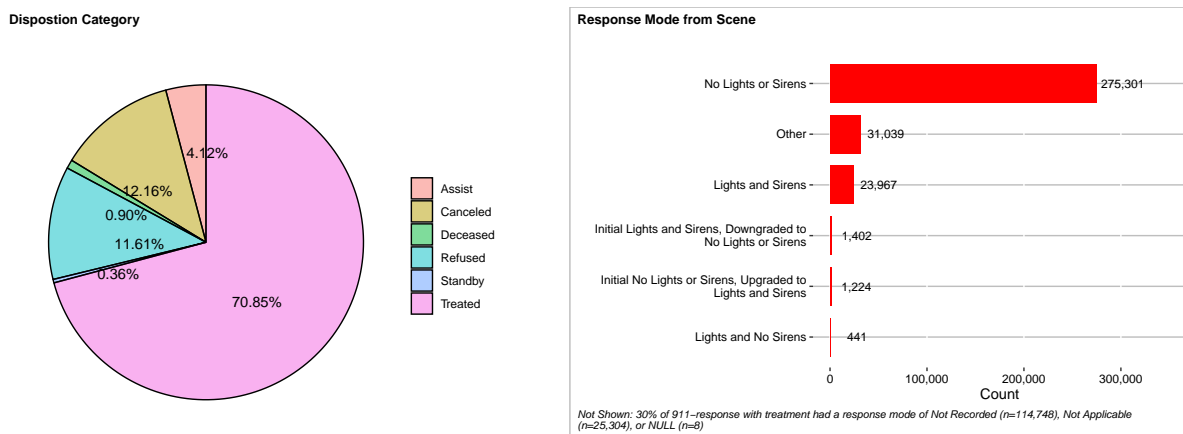


Figure 36: Disposition Category and Response Mode

Transport delay is defined as the reason the EMS crew was delayed transporting the patient from the scene. Safety, traffic, and distance were cited most frequently as the transport delay reasons (Figure 38). Turn around delay is defined as the reason the EMS crew was delayed turning around their unit from the last

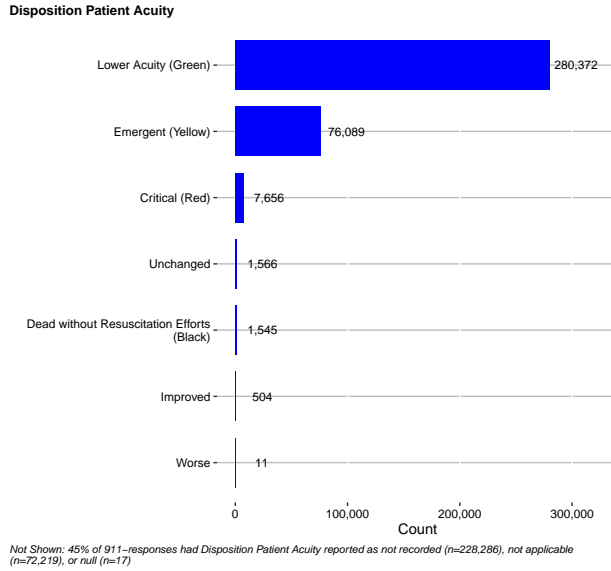


Figure 37: Disposition Patient Acuity

transport. Decontamination, clean-up, and distance were cited most frequently as the turn around delay reason (Figure 38). The location the patient was transported to was categorized into 73 categories including 56 facilities. See Table 6.

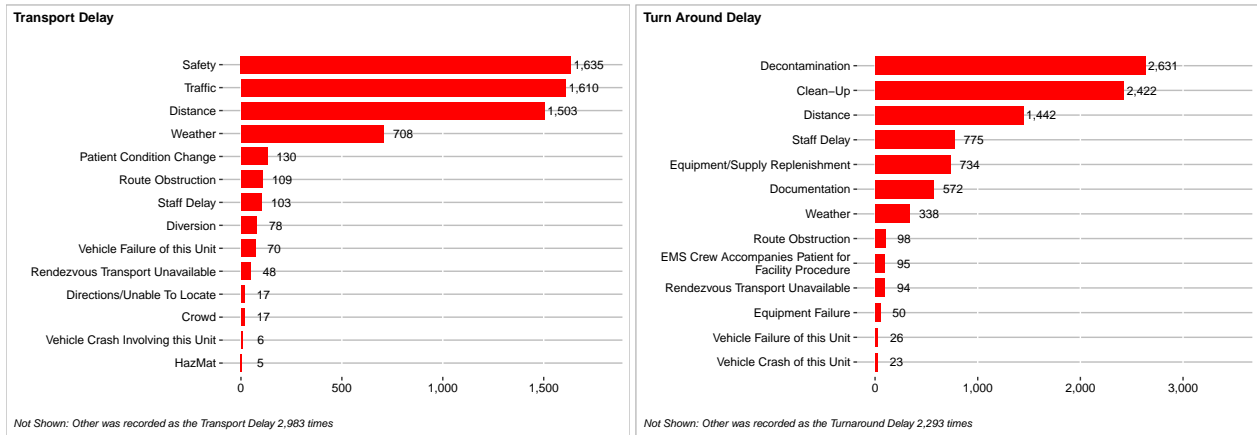


Figure 38: Transport and Turnaround Delay for 911-calls

Payment Information

Payment was made for EMS services as outlined in Figure 39 with the most payments paid for ALS services (n=278,515). Method of Payment is also outlined in Figure 39 with another payment option as the most often recorded method of payment (n=72,572).

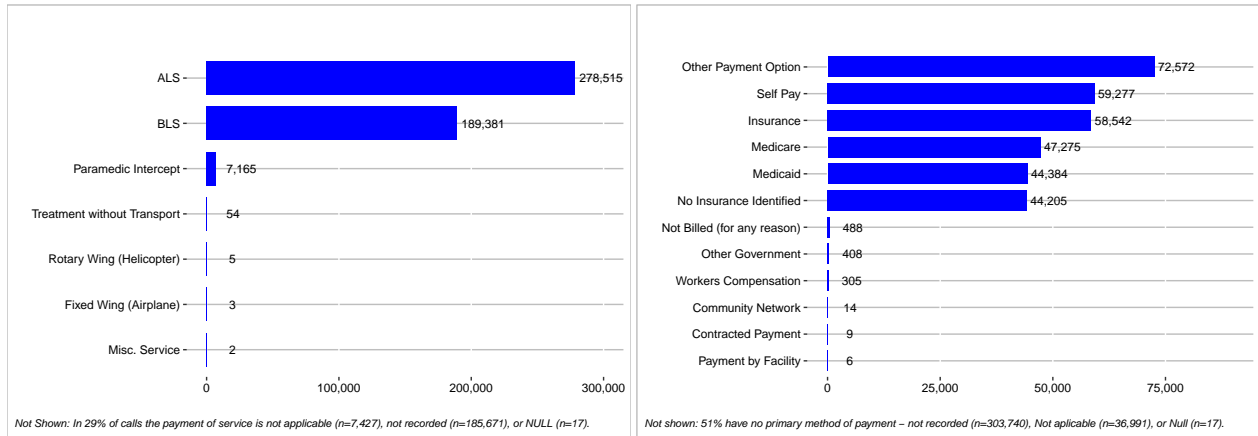


Figure 39: Payment CMS Service Level and Primary Method

Tables

Table 1: Agency Validity Scores across all submitted Patient Care Reports

Name	Total PCR	Min	Max	Average
Access Ambulance Service (SKMP Enterprises Inc. D/b/a)	19,078	41.00	100.00	83.15
Aetna Ambulance Service Inc	24,564	14.00	96.00	65.50
Ambulance Service of Manchester LLC	28,116	20.00	96.00	64.79
American Ambulance Service Inc	30,659	72.00	100.00	91.10
American Legion Ambulance Fund	2,063	43.00	100.00	84.71
AMR Bridgeport	60,910	64.00	100.00	98.27
AMR Hartford	63,040	34.00	100.00	98.36
AMR New Haven	127,077	59.00	100.00	98.36
AMR Waterbury	43,765	61.00	100.00	98.63
Andover Vol. Fire Dept	247	32.00	96.00	66.80
Ansonia Rescue & Medical Services	3,948	2.00	100.00	79.03
Ashford Vol. Fire Dept.	290	70.00	98.00	88.55
Baltic Fire Dept.	201	32.00	87.00	59.85
Bantam Fire Co.	402	36.00	100.00	69.87
Beacon Hose	877	37.00	100.00	65.73
Bethany Vol. Fire Dept. Ambulance	478	41.00	99.00	75.58
Bethel Police Paramedic Division	1,790	20.00	100.00	71.91
Bethel Volunteer Fire Dept.	1,536	51.00	100.00	90.47
Bethlehem Ambulance Association	262	61.00	96.00	82.53
Bloomfield Vol. Ambulance	1,474	78.00	100.00	92.87
Bozrah Vol. Fire Company	506	74.00	97.00	87.82
Bradley Airport Emergency	393	62.00	100.00	87.56
Branford Fire Department-EMS	4,750	51.00	100.00	86.69
Bridgewater Vol. Fire Dept	170	65.00	100.00	89.71
Bristol Hospital EMS, LLC	14,765	58.00	100.00	90.56
Brookfield Vol. Fire Co.	2,074	28.00	100.00	66.75
Burlington Vol. Fire Dept.	775	46.00	96.00	75.74
Canterbury Volunteer Fire Company, Inc	363	39.00	98.00	78.76
Canton Vol. Fire & EMS	1,156	39.00	96.00	74.89
Chester Hose Company	399	37.00	95.00	72.02
Chesterfield Fire Co.	156	33.00	95.00	70.99
Clinton Vol. Fire Department	1,474	60.00	96.00	82.11
Colchester Hayward Vol. Fire Co.	1,589	56.00	100.00	84.90
Collins Aerospace Emergency Services (Hamilton Sundstrandt)	26	50.00	96.00	74.88
Columbia FD	492	32.00	90.00	74.41
Community Fire Co.	728	52.00	100.00	87.64
Cornwall Vol. Fire Dept.	227	54.00	94.00	76.24
Cromwell Fire Department	1,855	27.00	100.00	80.70
Danbury EMS (aka. Nuvance Health Ambulance)	6,734	35.00	100.00	66.07
Darien EMS - Post 53	1,909	28.00	95.00	65.77
Deep River Ambulance Assn.	649	51.00	100.00	80.87
Durham Volunteer Ambulance Corps	577	39.00	92.00	71.20
East Haddam Ambulance Assn. Inc.	753	71.00	100.00	92.08
East Hampton Ambulance Assn.	1,073	63.00	100.00	85.91
East Hartford Fire Department	6,237	-40.00	100.00	74.05
East Haven Fire Department	4,435	64.00	100.00	87.76
East Lyme Ambulance	2,519	65.00	100.00	89.77
East Windsor Ambulance Assn.	4,105	72.00	100.00	92.81
Easton Vol. EMS	695	45.00	100.00	73.60
Echo Hose Hook & Ladder Vol. Amb.	6,037	22.00	100.00	64.69
Electric Boat Corporation	238	56.00	100.00	80.24
Ellington Vol. Ambulance Corps	1,661	69.00	100.00	93.13
Enfield Community Ambulance	7,806	67.00	100.00	92.40
Essex Ambulance Assn.	1,153	28.00	100.00	80.79
Falls Village Vol. Fire Dept.	26	52.00	80.00	66.65
First Fire Taxation District of West Haven	5,136	59.00	100.00	89.94
Franklin Vol. Fire Dept.	146	69.00	100.00	88.55
Gardner Lake Vol. Fire Co.	381	32.00	96.00	71.04

Table 1: Agency Validity Scores across all submitted Patient Care Reports
(continued)

Name	Total PCR	Min	Max	Average
Georgetown Vol. Fire Dept.	614	53.00	96.00	78.04
Glastonbury Vol. Ambulance Assn.	3,397	31.00	96.00	81.34
Goshen Vol. Fire Co.	220	53.00	97.00	82.56
Granby Ambulance Assn.	1,919	69.00	100.00	92.63
Greenwich EMS	5,645	38.00	100.00	82.08
Groton Ambulance Assn.	8,211	47.00	100.00	82.33
Guilford FD Ambulance	2,224	60.00	100.00	88.95
Haddam Vol. Ambulance Service	782	-50.00	97.00	68.27
Hamden FD	9,216	-8.00	96.00	75.34
Harwinton Ambulance Assn.	494	36.00	100.00	81.56
Hebron Vol. Fire Dept.	750	56.00	100.00	81.84
Heritage Village Ambulance Assn.	1,108	49.00	100.00	77.65
Hunter's Ambulance Service	65,048	-58.00	100.00	81.45
KB Ambulance Corps Inc.	7,288	44.00	100.00	83.32
Kent Fire Dept.	227	81.00	96.00	89.66
Killingworth Ambulance Assn.	493	35.00	94.00	69.36
Lawrence & Memorial Hospital	5,478	22.00	96.00	76.07
Lebanon Volunteer Fire Dept. Inc.	585	40.00	100.00	77.81
LIFE STAR Air Medical Program	1,061	40.00	97.00	86.46
LifeNet, NY	18	54.00	85.00	66.61
Lime Rock Park (seasonal)	29	40.00	82.00	74.93
Lisbon Fire Dept. Inc.	181	63.00	100.00	85.66
Litchfield Vol. Ambulance Assn.	951	47.00	97.00	80.35
Lyme Ambulance Assn.	227	65.00	98.00	83.17
Madison Ambulance Association Inc.	1,980	35.00	100.00	78.05
Manchester Fire Department	6,090	64.00	100.00	89.30
Mansfield Div. Of Fire and Emerg	1,620	49.00	99.00	77.93
Med-Trans d/b/a SkyHealth	155	87.00	100.00	97.78
Middlebury FD	729	26.00	96.00	69.42
Middlesex Hospital	13,124	53.00	100.00	87.88
Milford Fire Dept - EMS	5,252	2.00	96.00	60.91
Mohegan Fire Co.	737	38.00	91.00	68.84
Mohegan Tribal FD	2,915	73.00	100.00	92.44
Monroe Vol. EMS	1,387	45.00	100.00	69.14
Montville Fire Co. Ambulance	845	30.00	91.00	69.98
Mortlake Fire Company Inc	1,023	70.00	100.00	90.86
Mystic River Ambulance Assn.	2,623	61.00	100.00	84.70
Naugatuck Ambulance Corps. Inc	4,572	-18.00	96.00	70.11
Nelson Ambulance Service	17,963	0.00	100.00	83.08
New Britain EMS	15,513	-31.00	100.00	81.21
New Canaan Vol. Ambulance Corps	1,809	40.00	96.00	77.15
New Fairfield Vol. FD	895	36.00	100.00	68.15
New Hartford Vol. Fire Dept. Amb. Svc.	1,000	27.00	96.00	64.18
New Haven Fire Department	3,518	78.00	100.00	98.66
New London Fire Dept.	5,998	68.00	100.00	87.78
New Milford Community Ambulance	3,697	42.00	100.00	81.97
Newington Vol. Ambulance Corp	1,742	37.00	100.00	90.45
Newtown Vol. Ambulance Corps	3,687	31.00	100.00	69.00
Norfolk Lions Club Ambulance	208	29.00	96.00	57.90
North Branford Fire Dept. Amb. Co. #4	1,380	68.00	100.00	90.55
North Canaan Vol. Ambulance Corps	927	26.00	96.00	72.47
North Haven Fire Department	2,780	57.00	97.00	80.35
North Stonington Ambulance Assoc.	379	43.00	96.00	72.23
Northern Dutchess Paramed	1,493	56.00	100.00	90.91
Norwalk Hospital Assn.	13,876	23.00	99.00	71.52
Oakdale Fire Co.	453	40.00	86.00	69.48
Old Lyme South End Vol. Amb. Assn.	891	62.00	100.00	86.78
Old Saybrook Amb. Assn.	1,694	36.00	98.00	75.18
Oxford Ambulance Assn., Inc.	1,286	33.00	98.00	78.33
Pfizer Inc	53	22.00	81.00	61.15

Table 1: Agency Validity Scores across all submitted Patient Care Reports
(continued)

Name	Total PCR	Min	Max	Average
Plymouth Vol. Ambulance Corps	1,194	-235.00	96.00	62.71
Poquetanuck Vol. Fire Dept.	396	36.00	85.00	57.01
Pratt & Whitney-Med Team-Middletown	37	74.00	97.00	86.70
Pratt & Whitney Div. of UTC	77	42.00	94.00	66.66
Putnam E.M.S. Ambulance Service Inc.	1,702	58.00	100.00	87.35
Redding Fire District	286	62.00	99.00	85.28
Ridgefield Fire Dept.	2,168	25.00	100.00	58.66
Rocky Hill Vol. Ambulance	987	56.00	100.00	84.70
Roxbury Ambulance Assn.	235	44.00	96.00	73.17
Roy B Pettengill Ambulance	367	49.00	98.00	78.33
Salisbury Vol. Ambulance Service	577	72.00	100.00	90.95
Scotland FD	123	17.00	87.00	54.00
Seymour Ambulance	2,531	14.00	100.00	76.52
Sharon Fire Dept. Ambulance Squad	389	69.00	96.00	86.78
Sherman Vol. Fire Dept.	374	32.00	96.00	67.10
Sikorsky Aircraft Corporation	179	60.00	95.00	86.89
Simsbury Volunteer Amb. Assoc.	2,158	74.00	100.00	93.00
Somers Fire Dept. Ambulance Div.	1,753	56.00	100.00	84.86
Southbury Ambulance Assn.	2,619	23.00	97.00	72.71
Stafford Ambulance Assn.	1,078	28.00	96.00	71.31
Stamford EMS Inc.	15,951	-18.00	97.00	70.50
Stonington Vol. Ambulance Corps	536	61.00	97.00	85.87
Stony Hill Vol. Fire Co.	1,118	49.00	100.00	81.30
Storm Engine Co. Amb. & Rescue Corps	1,467	48.00	100.00	78.09
Stratford EMS	9,683	41.00	100.00	76.19
Submarine Base Fire Dept.	696	25.00	96.00	65.27
Suffield Vol. Ambulance Assn.	1,824	38.00	100.00	88.65
Thomaston Vol. Ambulance Corps., Inc.	986	35.00	100.00	81.48
Tolland Fire Dept.	1,671	46.00	98.00	78.14
Town of Coventry EMS	991	57.00	98.00	84.97
Trinity Health of New England EMS	38,105	28.00	100.00	84.52
Trumbull EMS	6,251	41.00	100.00	87.95
UConn Fire Dept	1,873	56.00	100.00	88.08
Valley EMS	7,558	5.00	100.00	80.55
Vernon Fire Dept.	5,151	1.00	100.00	73.45
Voluntown Volunteer Fire Company #1	250	41.00	91.00	69.41
Wallingford Dept. of Fire Svcs.	6,398	65.00	100.00	93.17
Warren Vol. Fire Co. Inc.	130	31.00	96.00	66.72
Washington Ambulance Assn. Inc.	609	22.00	98.00	69.96
Waterford Ambulance Assn.	3,343	57.00	100.00	88.08
West Hartford Fire Department	6,671	53.00	100.00	87.18
West Haven Fire Dept.-Allingtown (City of W Haven 3rd District)	1,698	71.00	100.00	88.98
West Redding Vol. Fire Dept. District Co	168	36.00	96.00	67.47
West Shore Fire District (W Haven - 2nd District)	2,016	71.00	100.00	89.40
Westbrook Ambulance Assn.	916	64.00	100.00	88.24
Westerly Ambulance RI	1,340	78.00	100.00	92.95
Western CT Health Network Affiliates dba Nuvance Health Ambulance	13,525	36.00	100.00	84.61
Weston Vol. EMS	530	68.00	100.00	90.07
Westport EMS	3,508	7.00	100.00	72.62
Wethersfield Vol. Ambulance Assn.	787	36.00	100.00	72.76
Willimantic Fire Dept.	3,647	-43.00	99.00	65.82
Willington Fire Dept.	528	27.00	93.00	70.79
Wilton Vol Ambulance	1,468	46.00	100.00	82.55
Windsor Locks Lions Club Ambulance	1,775	38.00	92.00	71.31
Windsor Vol. Ambulance Inc., d/b/a Windsor EMS	3,924	10.00	100.00	84.63
Winsted Area Ambulance Assn.	2,105	24.00	100.00	69.09
Wolcott Vol. Ambulance	2,001	59.00	100.00	92.39
Woodbury Ambulance Assn.	937	44.00	100.00	77.96
Woodstock EMS/Woodstock Vol. Fire Assoc.	731	58.00	96.00	81.18
All	907,501	40.63	92.73	79.47

Table 2: Agencies Submitting Data by Level of Care

Name	ALS	BLS
Access Ambulance Service (SKMP Enterprises Inc. D/b/a)	373	550
Aetna Ambulance Service Inc	14,470	6,994
Ambulance Service of Manchester LLC	11,580	12,104
American Ambulance Service Inc	8,229	4,590
American Legion Ambulance Fund	3	2,016
AMR Bridgeport	37,086	7,682
AMR Hartford	30,525	13,192
AMR New Haven	70,465	3,301
AMR Waterbury	30,438	3,059
Andover Vol. Fire Dept	3	244
Ansonia Rescue & Medical Services	0	3,491
Ashford Vol. Fire Dept.	0	290
Baltic Fire Dept.	0	201
Bantam Fire Co.	71	314
Beacon Hose	0	835
Bethany Vol. Fire Dept. Ambulance	1	474
Bethel Police Paramedic Division	1,700	0
Bethel Volunteer Fire Dept.	0	1,440
Bethlehem Ambulance Association	1	201
Bloomfield Vol. Ambulance	1,418	7
Bozrah Vol. Fire Company	2	498
Bradley Airport Emergency	350	30
Branford Fire Department-EMS	4,318	403
Bridgewater Vol. Fire Dept	0	169
Bristol Hospital EMS, LLC	6,669	3,524
Brookfield Vol. Fire Co.	1,850	162
Burlington Vol. Fire Dept.	636	49
Canterbury Volunteer Fire Company, Inc	0	333
Canton Vol. Fire & EMS	1,062	68
Chester Hose Company	0	181
Chesterfield Fire Co.	5	147
Clinton Vol. Fire Department	0	1,420
Colchester Hayward Vol. Fire Co.	0	1,575
Collins Aerospace Emergency Services (Hamilton Sundstrandt)	0	26
Columbia FD	10	478
Community Fire Co.	0	643
Cornwall Vol. Fire Dept.	0	221
Cromwell Fire Department	0	1,842
Danbury EMS (aka. Nuvance Health Ambulance)	6,334	172
Darien EMS - Post 53	6	1,798
Deep River Ambulance Assn.	7	588
Durham Volunteer Ambulance Corps	0	555
East Haddam Ambulance Assn. Inc.	0	711
East Hampton Ambulance Assn.	0	1,046
East Hartford Fire Department	5,509	730
East Haven Fire Department	4,304	73
East Lyme Ambulance	0	2,496
East Windsor Ambulance Assn.	2,729	1,269
Easton Vol. EMS	0	635
Echo Hose Hook & Ladder Vol. Amb.	1,379	4,579
Electric Boat Corporation	0	237
Ellington Vol. Ambulance Corps	0	1,318
Enfield Community Ambulance	7,369	138
Essex Ambulance Assn.	12	1,130
Falls Village Vol. Fire Dept.	1	25
First Fire Taxation District of West Haven	4,685	434
Franklin Vol. Fire Dept.	3	139
Gardner Lake Vol. Fire Co.	23	355
Georgetown Vol. Fire Dept.	132	471
Glastonbury Vol. Ambulance Assn.	0	3,345
Goshen Vol. Fire Co.	1	214

Table 2: Agencies Submitting Data by Level of Care (*continued*)

Name	ALS	BLS
Granby Ambulance Assn.	1,857	38
Greenwich EMS	4,359	185
Groton Ambulance Assn.	122	8,026
Guilford FD Ambulance	2,181	7
Haddam Vol. Ambulance Service	0	773
Hamden FD	4,193	4,297
Harwinton Ambulance Assn.	0	469
Hebron Vol. Fire Dept.	157	586
Heritage Village Ambulance Assn.	32	1,011
Hunter's Ambulance Service	21,004	8,504
KB Ambulance Corps Inc.	4,007	3,037
Kent Fire Dept.	0	226
Killingworth Ambulance Assn.	4	473
Lawrence & Memorial Hospital	4,791	0
Lebanon Volunteer Fire Dept. Inc.	0	578
LIFE STAR Air Medical Program	5	0
LifeNet, NY	NA	NA
Lime Rock Park (seasonal)	1	28
Lisbon Fire Dept. Inc.	0	173
Litchfield Vol. Ambulance Assn.	0	952
Lyme Ambulance Assn.	0	182
Madison Ambulance Association Inc.	1,424	424
Manchester Fire Department	5,967	88
Mansfield Div. Of Fire and Emerg	0	1,620
Med-Trans d/b/a SkyHealth	NA	NA
Middlebury FD	0	650
Middlesex Hospital	7,442	6
Milford Fire Dept - EMS	4,048	1,187
Mohegan Fire Co.	5	727
Mohegan Tribal FD	375	1,118
Monroe Vol. EMS	10	1,377
Montville Fire Co. Ambulance	3	842
Mortlake Fire Company Inc	0	1,008
Mystic River Ambulance Assn.	0	2,601
Naugatuck Ambulance Corps. Inc	1,681	2,831
Nelson Ambulance Service	3,444	965
New Britain EMS	14,850	547
New Canaan Vol. Ambulance Corps	0	1,774
New Fairfield Vol. FD	834	45
New Hartford Vol. Fire Dept. Amb. Svc.	4	996
New Haven Fire Department	3,520	0
New London Fire Dept.	148	5,847
New Milford Community Ambulance	1,702	1,912
Newington Vol. Ambulance Corp	0	1,682
Newtown Vol. Ambulance Corps	1,461	2,189
Norfolk Lions Club Ambulance	2	203
North Branford Fire Dept. Amb. Co. #4	1,168	164
North Canaan Vol. Ambulance Corps	689	182
North Haven Fire Department	1,972	666
North Stonington Ambulance Assoc.	0	359
Northern Dutchess Paramed	367	1
Norwalk Hospital Assn.	12,757	609
Oakdale Fire Co.	17	430
Old Lyme South End Vol. Amb. Assn.	0	867
Old Saybrook Amb. Assn.	1	1,590
Oxford Ambulance Assn., Inc.	0	1,268
Pfizer Inc	0	51
Plymouth Vol. Ambulance Corps	3	1,179
Poquetanuck Vol. Fire Dept.	0	393
Pratt & Whitney-Med Team-Middletown	0	36
Pratt & Whitney Div. of UTC	1	75

Table 2: Agencies Submitting Data by Level of Care (*continued*)

Name	ALS	BLS
Putnam E.M.S. Ambulance Service Inc.	1	1,610
Redding Fire District	17	244
Ridgefield Fire Dept.	1,645	507
Rocky Hill Vol. Ambulance	172	807
Roxbury Ambulance Assn.	1	223
Roy B Pettengill Ambulance	3	364
Salisbury Vol. Ambulance Service	0	551
Scotland FD	0	121
Seymour Ambulance	0	2,467
Sharon Fire Dept. Ambulance Squad	0	386
Sherman Vol. Fire Dept.	1	356
Sikorsky Aircraft Corporation	0	176
Simsbury Volunteer Amb. Assoc.	1,928	190
Somers Fire Dept. Ambulance Div.	778	533
Southbury Ambulance Assn.	1,609	980
Stafford Ambulance Assn.	31	1,054
Stamford EMS Inc.	15,694	176
Stonington Vol. Ambulance Corps	1	354
Stony Hill Vol. Fire Co.	1	1,017
Storm Engine Co. Amb. & Rescue Corps	0	1,453
Stratford EMS	7,226	1,893
Submarine Base Fire Dept.	0	543
Suffield Vol. Ambulance Assn.	1,113	669
Thomaston Vol. Ambulance Corps., Inc.	0	666
Tolland Fire Dept.	76	1,594
Town of Coventry EMS	3	988
Trinity Health of New England EMS	21,863	7,946
Trumbull EMS	3,125	2,861
UCONN Fire Dept	729	697
Valley EMS	7,259	3
Vernon Fire Dept.	27	5,092
Voluntown Volunteer Fire Company #1	8	237
Wallingford Dept. of Fire Svs.	3,049	3,341
Warren Vol. Fire Co. Inc.	0	122
Washington Ambulance Assn. Inc.	3	560
Waterford Ambulance Assn.	0	3,249
West Hartford Fire Department	6,164	298
West Haven Fire Dept.-Allintown (City of W Haven 3rd District)	1,590	97
West Redding Vol. Fire Dept. District Co	16	147
West Shore Fire District (W Haven - 2nd District)	1,900	73
Westbrook Ambulance Assn.	0	810
Westerly Ambulance RI	1,223	15
Western CT Health Network Affiliates dba Nuvance Health Ambulance	2	37
Weston Vol. EMS	2	490
Westport EMS	2,846	662
Wethersfield Vol. Ambulance Assn.	0	785
Willimantic Fire Dept.	3	3,637
Willington Fire Dept.	3	520
Wilton Vol Ambulance	10	1,451
Windsor Locks Lions Club Ambulance	1,666	66
Windsor Vol. Ambulance Inc., d/b/a Windsor EMS	3,498	377
Winsted Area Ambulance Assn.	5	2,059
Wolcott Vol. Ambulance	1,797	110
Woodbury Ambulance Assn.	0	931
Woodstock EMS/Woodstock Vol. Fire Assoc.	1	719

Table 3: Response Times by Agency

Name	Total	Outliers	Total- Outliers	Percent	Mean	Low CI	High CI	SD
Access Ambulance Service (SKMP Enterprises Inc. D/b/a)	954	122	832	13%	11.80	11.23	12.36	0.29
Aetna Ambulance Service Inc	21,464	561	20,903	3%	6.82	6.76	6.88	0.03
Ambulance Service of Manchester LLC	23,684	351	23,333	1%	7.55	7.50	7.60	0.03
American Ambulance Service Inc	12,819	694	12,125	5%	7.64	7.57	7.72	0.04
American Legion Ambulance Fund	2,019	101	1,918	5%	7.64	7.44	7.84	0.10
AMR Bridgeport	44,768	5,189	39,579	12%	7.83	7.79	7.88	0.02
AMR Hartford	43,717	1,835	41,882	4%	7.93	7.89	7.98	0.02
AMR New Haven	73,766	2,332	71,434	3%	9.16	9.12	9.20	0.02
AMR Waterbury	33,497	2,777	30,720	8%	7.86	7.80	7.91	0.03
Andover Vol. Fire Dept	247	0	247	0%	11.65	11.22	12.07	0.21
Ansonia Rescue & Medical Services	3,491	177	3,314	5%	5.35	5.23	5.46	0.06
Ashford Vol. Fire Dept.	290	2	288	1%	11.18	10.55	11.81	0.32
Baltic Fire Dept.	201	4	197	2%	11.69	11.09	12.28	0.30
Bantam Fire Co.	385	48	337	12%	11.11	10.54	11.69	0.29
Beacon Hose	835	67	768	8%	9.25	8.89	9.62	0.19
Bethany Vol. Fire Dept. Ambulance	475	18	457	4%	10.26	9.75	10.77	0.26
Bethel Police Paramedic Division	1,700	144	1,556	8%	9.02	8.79	9.25	0.12
Bethel Volunteer Fire Dept.	1,440	53	1,387	4%	6.39	6.18	6.61	0.11
Bethlehem Ambulance Association	202	4	198	2%	12.67	11.95	13.39	0.36
Bloomfield Vol. Ambulance	1,425	13	1,412	1%	9.22	9.04	9.40	0.09
Bozrah Vol. Fire Company	500	8	492	2%	11.50	11.01	11.98	0.25
Bradley Airport Emergency	380	17	363	4%	5.24	4.95	5.53	0.15
Branford Fire Department-EMS	4,721	57	4,664	1%	6.76	6.67	6.86	0.05
Bridgewater Vol. Fire Dept	169	1	168	1%	13.77	13.03	14.50	0.37
Bristol Hospital EMS, LLC	10,196	336	9,860	3%	7.44	7.36	7.52	0.04
Brookfield Vol. Fire Co.	2,012	80	1,932	4%	6.85	6.70	7.01	0.08
Burlington Vol. Fire Dept.	685	38	647	6%	6.61	6.34	6.88	0.14
Canterbury Volunteer Fire Company, Inc	333	3	330	1%	11.72	11.11	12.33	0.31
Canton Vol. Fire & EMS	1,131	32	1,099	3%	9.30	9.00	9.60	0.15
Chester Hose Company	181	5	176	3%	11.81	11.06	12.56	0.38
Chesterfield Fire Co.	152	9	143	6%	6.48	5.78	7.17	0.35
Clinton Vol. Fire Department	1,420	35	1,385	2%	10.34	10.08	10.60	0.13
Colchester Hayward Vol. Fire Co.	1,575	37	1,538	2%	8.56	8.31	8.82	0.13
Collins Aerospace Emergency Services (Hamilton Sundstrand)	26	4	22	15%	4.23	3.31	5.14	0.44
Columbia FD	488	4	484	1%	10.78	10.39	11.16	0.19
Community Fire Co.	643	29	614	5%	11.23	10.80	11.66	0.22
Cornwall Vol. Fire Dept.	221	18	203	8%	18.29	17.40	19.17	0.45
Cromwell Fire Department	1,842	27	1,815	1%	7.20	7.03	7.37	0.09
Danbury EMS (aka. Nuvance Health Ambulance)	6,506	209	6,297	3%	8.14	8.04	8.24	0.05
Darien EMS - Post 53	1,804	45	1,759	2%	7.29	7.13	7.45	0.08
Deep River Ambulance Assn.	595	30	565	5%	14.19	13.87	14.52	0.17
Durham Volunteer Ambulance Corps	555	26	529	5%	9.50	9.13	9.87	0.19
East Haddam Ambulance Assn. Inc.	711	15	696	2%	11.94	11.48	12.39	0.23
East Hampton Ambulance Assn.	1,046	58	988	6%	12.87	12.43	13.32	0.22
East Hartford Fire Department	6,239	114	6,125	2%	6.14	6.05	6.23	0.04
East Haven Fire Department	4,377	88	4,289	2%	5.60	5.53	5.68	0.04
East Lyme Ambulance	2,496	61	2,435	2%	6.01	5.89	6.14	0.06
East Windsor Ambulance Assn.	3,998	312	3,686	8%	8.84	8.70	8.98	0.07
Easton Vol. EMS	635	24	611	4%	7.93	7.51	8.36	0.22
Echo Hose Hook & Ladder Vol. Amb.	5,958	114	5,844	2%	9.31	9.20	9.42	0.06
Electric Boat Corporation	237	26	211	11%	4.52	3.98	5.05	0.27
Ellington Vol. Ambulance Corps	1,318	59	1,259	4%	8.01	7.78	8.24	0.11
Enfield Community Ambulance	7,507	437	7,070	6%	7.68	7.59	7.78	0.05
Essex Ambulance Assn.	1,142	88	1,054	8%	11.07	10.77	11.38	0.16
Falls Village Vol. Fire Dept.	26	0	26	0%	14.35	11.77	16.92	1.25
First Fire Taxation District of West Haven	5,119	92	5,027	2%	5.39	5.33	5.46	0.03
Franklin Vol. Fire Dept.	142	9	133	6%	15.72	14.61	16.83	0.56
Gardner Lake Vol. Fire Co.	378	5	373	1%	12.96	12.36	13.57	0.31

Table 3: Response Times by Agency (*continued*)

Name	Total	Outliers	Total- Outliers	Percent	Mean	Low CI	High CI	SD
Georgetown Vol. Fire Dept.	603	17	586	3%	7.98	7.60	8.35	0.19
Glastonbury Vol. Ambulance Assn.	3,345	75	3,270	2%	7.62	7.46	7.78	0.08
Goshen Vol. Fire Co.	215	4	211	2%	14.54	13.63	15.45	0.46
Granby Ambulance Assn.	1,895	68	1,827	4%	9.94	9.72	10.16	0.11
Greenwich EMS	4,544	468	4,076	10%	5.62	5.51	5.73	0.06
Groton Ambulance Assn.	8,148	648	7,500	8%	7.77	7.66	7.88	0.06
Guilford FD Ambulance	2,191	25	2,166	1%	8.00	7.84	8.15	0.08
Haddam Vol. Ambulance Service	773	77	696	10%	14.02	13.50	14.54	0.26
Hamden FD	8,490	301	8,189	4%	6.37	6.29	6.46	0.04
Harwinton Ambulance Assn.	469	15	454	3%	9.47	9.11	9.83	0.18
Hebron Vol. Fire Dept.	743	29	714	4%	9.43	8.95	9.90	0.24
Heritage Village Ambulance Assn.	1,043	56	987	5%	6.90	6.68	7.12	0.11
Hunter's Ambulance Service	29,508	2,457	27,051	8%	8.09	8.02	8.16	0.03
KB Ambulance Corps Inc.	7,044	509	6,535	7%	10.55	10.43	10.67	0.06
Kent Fire Dept.	226	1	225	0%	17.60	16.72	18.48	0.45
Killingworth Ambulance Assn.	477	27	450	6%	17.71	17.21	18.21	0.25
Lawrence & Memorial Hospital	4,791	1,196	3,595	25%	9.47	9.31	9.63	0.08
Lebanon Volunteer Fire Dept. Inc.	578	27	551	5%	15.60	15.11	16.10	0.25
LIFE STAR Air Medical Program	109	0	109	0%	22.23	20.90	23.56	0.67
LifeNet, NY	1	0	1	0%	35.00	NaN	NaN	NA
Lime Rock Park (seasonal)	29	29	0	100%	NA	NA	NA	NA
Lisbon Fire Dept. Inc.	173	5	168	3%	11.65	10.83	12.48	0.42
Litchfield Vol. Ambulance Assn.	952	16	936	2%	8.21	7.95	8.46	0.13
Lyme Ambulance Assn.	182	2	180	1%	18.99	17.97	20.02	0.52
Madison Ambulance Association Inc.	1,848	56	1,792	3%	7.05	6.88	7.22	0.09
Manchester Fire Department	6,055	86	5,969	1%	5.34	5.28	5.40	0.03
Mansfield Div. Of Fire and Emerg	1,620	114	1,506	7%	8.47	8.25	8.69	0.11
Med-Trans d/b/a SkyHealth	1	1	0	100%	NA	NA	NA	NA
Middlebury FD	650	59	591	9%	11.84	11.41	12.26	0.21
Middlesex Hospital	7,448	1,337	6,111	18%	11.50	11.36	11.63	0.07
Milford Fire Dept - EMS	5,235	21	5,214	0%	6.30	6.23	6.37	0.04
Mohegan Fire Co.	732	15	717	2%	5.26	5.06	5.46	0.10
Mohegan Tribal FD	1,493	73	1,420	5%	4.23	4.11	4.35	0.06
Monroe Vol. EMS	1,387	27	1,360	2%	10.04	9.81	10.27	0.12
Montville Fire Co. Ambulance	845	23	822	3%	5.88	5.68	6.07	0.10
Mortlake Fire Company Inc	1,008	26	982	3%	9.90	9.60	10.19	0.15
Mystic River Ambulance Assn.	2,601	183	2,418	7%	8.98	8.80	9.16	0.09
Naugatuck Ambulance Corps. Inc	4,512	116	4,396	3%	7.76	7.63	7.89	0.07
Nelson Ambulance Service	4,503	290	4,213	6%	7.08	6.94	7.23	0.07
New Britain EMS	15,397	437	14,960	3%	6.98	6.92	7.04	0.03
New Canaan Vol. Ambulance Corps	1,774	45	1,729	3%	8.95	8.72	9.19	0.12
New Fairfield Vol. FD	879	9	870	1%	8.86	8.58	9.15	0.14
New Hartford Vol. Fire Dept. Amb. Svc.	1,000	87	913	9%	11.81	11.48	12.14	0.17
New Haven Fire Department	3,520	215	3,305	6%	5.91	5.81	6.02	0.05
New London Fire Dept.	5,995	92	5,903	2%	4.69	4.64	4.75	0.03
New Milford Community Ambulance	3,614	117	3,497	3%	9.80	9.65	9.95	0.07
Newington Vol. Ambulance Corp	1,682	74	1,608	4%	5.83	5.68	5.98	0.08
Newtown Vol. Ambulance Corps	3,650	153	3,497	4%	9.86	9.70	10.03	0.08
Norfolk Lions Club Ambulance	205	37	168	18%	15.63	14.70	16.56	0.47
North Branford Fire Dept. Amb. Co. #4	1,332	59	1,273	4%	11.08	10.81	11.35	0.14
North Canaan Vol. Ambulance Corps	871	31	840	4%	8.00	7.68	8.32	0.16
North Haven Fire Department	2,638	37	2,601	1%	6.35	6.24	6.46	0.06
North Stonington Ambulance Assoc.	359	17	342	5%	8.98	8.46	9.49	0.26
Northern Dutchess Paramed	368	57	311	15%	16.32	15.50	17.15	0.42
Norwalk Hospital Assn.	13,366	401	12,965	3%	8.75	8.67	8.83	0.04
Oakdale Fire Co.	447	9	438	2%	7.07	6.73	7.41	0.17
Old Lyme South End Vol. Amb. Assn.	867	25	842	3%	11.22	10.86	11.57	0.18
Old Saybrook Amb. Assn.	1,591	182	1,409	11%	11.70	11.44	11.97	0.14
Oxford Ambulance Assn., Inc.	1,268	63	1,205	5%	8.83	8.56	9.10	0.14
Pfizer Inc	51	0	51	0%	3.16	2.87	3.45	0.14
Plymouth Vol. Ambulance Corps	1,182	47	1,135	4%	7.90	7.65	8.15	0.13

Table 3: Response Times by Agency (*continued*)

Name	Total	Outliers	Total- Outliers	Percent	Mean	Low CI	High CI	SD
Poquetanuck Vol. Fire Dept.	393	16	377	4%	7.16	6.76	7.55	0.20
Pratt & Whitney-Med Team-Middletown	36	6	30	17%	2.63	2.06	3.21	0.28
Pratt & Whitney Div. of UTC	76	1	75	1%	4.57	3.97	5.18	0.30
Putnam E.M.S. Ambulance Service Inc.	1,611	165	1,446	10%	6.24	6.06	6.42	0.09
Redding Fire District	261	10	251	4%	11.21	10.51	11.91	0.36
Ridgefield Fire Dept.	2,152	92	2,060	4%	6.52	6.36	6.67	0.08
Rocky Hill Vol. Ambulance	979	17	962	2%	8.37	8.13	8.61	0.12
Roxbury Ambulance Assn.	224	36	188	16%	15.37	14.35	16.38	0.52
Roy B Pettengill Ambulance	367	31	336	8%	11.90	11.43	12.37	0.24
Salisbury Vol. Ambulance Service	551	35	516	6%	16.50	15.91	17.09	0.30
Scotland FD	121	0	121	0%	10.80	9.83	11.77	0.49
Seymour Ambulance	2,467	101	2,366	4%	7.80	7.62	7.98	0.09
Sharon Fire Dept. Ambulance Squad	386	3	383	1%	12.14	11.58	12.69	0.28
Sherman Vol. Fire Dept.	357	87	270	24%	17.48	16.92	18.04	0.28
Sikorsky Aircraft Corporation	176	49	127	28%	2.80	2.56	3.03	0.12
Simsbury Volunteer Amb. Assoc.	2,118	31	2,087	1%	8.40	8.21	8.59	0.10
Somers Fire Dept. Ambulance Div.	1,311	47	1,264	4%	6.32	6.11	6.54	0.11
Southbury Ambulance Assn.	2,589	106	2,483	4%	8.32	8.17	8.46	0.07
Stafford Ambulance Assn.	1,085	76	1,009	7%	10.46	10.14	10.77	0.16
Stamford EMS Inc.	15,870	489	15,381	3%	7.13	7.06	7.19	0.03
Stonington Vol. Ambulance Corps	355	11	344	3%	9.53	9.04	10.02	0.25
Stony Hill Vol. Fire Co.	1,018	145	873	14%	7.85	7.50	8.19	0.18
Storm Engine Co. Amb. & Rescue Corps	1,453	102	1,351	7%	6.99	6.75	7.23	0.12
Stratford EMS	9,119	576	8,543	6%	7.15	7.08	7.22	0.04
Submarine Base Fire Dept.	543	21	522	4%	5.65	5.39	5.91	0.13
Suffield Vol. Ambulance Assn.	1,782	51	1,731	3%	9.48	9.27	9.69	0.11
Thomaston Vol. Ambulance Corps., Inc.	666	21	645	3%	7.43	7.13	7.72	0.15
Tolland Fire Dept.	1,670	42	1,628	3%	11.50	11.22	11.78	0.14
Town of Coventry EMS	991	76	915	8%	8.56	8.28	8.84	0.14
Trinity Health of New England EMS	29,809	2,063	27,746	7%	6.74	6.69	6.78	0.02
Trumbull EMS	5,986	160	5,826	3%	8.53	8.42	8.64	0.05
UCONN Fire Dept	1,427	82	1,345	6%	7.34	7.00	7.69	0.17
Valley EMS	7,262	1,182	6,080	16%	9.10	9.00	9.20	0.05
Vernon Fire Dept.	5,119	292	4,827	6%	9.09	8.95	9.22	0.07
Voluntown Volunteer Fire Company #1	245	31	214	13%	11.42	10.58	12.26	0.43
Wallingford Dept. of Fire Svs.	6,390	109	6,281	2%	6.65	6.56	6.73	0.04
Warren Vol. Fire Co. Inc.	122	27	95	22%	16.60	15.39	17.81	0.61
Washington Ambulance Assn. Inc.	563	102	461	18%	18.84	18.34	19.33	0.25
Waterford Ambulance Assn.	3,249	113	3,136	3%	7.55	7.42	7.68	0.06
West Hartford Fire Department	6,462	155	6,307	2%	5.85	5.78	5.91	0.03
West Haven Fire Dept.-Allingtown (City of W Haven 3rd District)	1,687	23	1,664	1%	5.26	5.16	5.36	0.05
West Redding Vol. Fire Dept. District Co	163	2	161	1%	12.78	11.81	13.74	0.49
West Shore Fire District (W Haven - 2nd District)	1,973	60	1,913	3%	4.94	4.83	5.05	0.05
Westbrook Ambulance Assn.	810	49	761	6%	12.46	12.07	12.84	0.20
Westerly Ambulance RI	1,238	84	1,154	7%	6.19	6.00	6.38	0.10
Western CT Health Network Affiliates dba Nuvance Health Ambulance	39	4	35	10%	12.54	9.93	15.15	1.28
Weston Vol. EMS	492	37	455	8%	17.35	16.89	17.81	0.23
Westport EMS	3,508	228	3,280	6%	7.60	7.45	7.75	0.08
Wethersfield Vol. Ambulance Assn.	785	58	727	7%	6.80	6.56	7.03	0.12
Willimantic Fire Dept.	3,640	110	3,530	3%	7.15	7.02	7.29	0.07
Willington Fire Dept.	523	27	496	5%	10.92	10.55	11.30	0.19
Wilton Vol Ambulance	1,461	29	1,432	2%	8.66	8.41	8.90	0.13
Windsor Locks Lions Club Ambulance	1,732	30	1,702	2%	5.17	5.02	5.32	0.08
Windsor Vol. Ambulance Inc., d/b/a Windsor EMS	3,875	163	3,712	4%	7.41	7.30	7.53	0.06
Winsted Area Ambulance Assn.	2,064	107	1,957	5%	8.33	8.11	8.56	0.12
Wolcott Vol. Ambulance	1,907	55	1,852	3%	7.04	6.90	7.19	0.07
Woodbury Ambulance Assn.	931	107	824	11%	16.63	16.20	17.06	0.22

Table 3: Response Times by Agency (*continued*)

Name	Total	Outliers	Total- Outliers	Percent	Mean	Low CI	High CI	SD
Woodstock EMS/Woodstock Vol. Fire Assoc.	720	115	605	16%	11.42	10.92	11.92	0.25
All	668,275	35,764	632,511	5%	7.96	7.95	7.97	0.01

Table 4: Average Fractile Times

Town	Dispatch Tone	Tone EnRoute	EnRoute Scene	Scene Depart Scene	Depart Scene Destination	Destination Back in Service
Andover	1.03	6.75	5.08	15.96	20.23	38.20
Ansonia	-12.13	0.91	4.86	14.39	9.16	21.22
Ashford	0.22	4.62	7.44	15.39	24.68	45.44
Avon	77.00	0.75	7.19	17.10	19.53	23.61
Barkhamsted	0.32	3.08	9.35	20.87	19.70	33.32
Beacon Falls	222.62	3.96	5.32	19.61	17.71	19.44
Berlin	0.81	1.27	5.74	20.25	14.23	24.66
Bethany	4.85	3.89	7.28	19.56	24.51	28.32
Bethel	2.96	1.83	5.25	19.87	13.33	153.08
Bethlehem	1.58	6.48	6.53	11.28	24.13	32.25
Bloomfield	21.13	0.90	10.54	17.76	17.55	30.06
Bolton	0.45	0.20	9.90	17.01	17.51	34.39
Bozrah	0.07	5.70	5.55	13.65	12.36	18.23
Branford	5.52	2.13	4.69	17.61	16.65	29.46
Bridgeport	37.66	1.27	6.49	14.03	8.55	18.93
Bridgewater	0.84	8.28	4.75	19.01	16.65	20.28
Bristol	153.60	1.16	6.44	16.48	10.20	17.16
Brookfield	1.00	0.48	6.32	17.86	15.30	19.27
Brooklyn	-0.20	3.98	6.12	12.82	17.15	22.16
Burlington	1.36	0.31	6.67	19.64	20.34	40.64
Canaan	285.19	2.60	14.25	14.53	25.69	26.49
Canterbury	-6.25	5.17	7.01	22.15	18.12	23.75
Canton	0.53	2.57	6.37	19.29	26.46	35.49
Chaplin	3.00	2.49	12.87	13.84	15.85	18.26
Cheshire	10.69	0.26	6.10	14.72	21.54	26.77
Chester	142.55	4.71	9.68	16.82	20.91	30.72
Clinton	357.25	4.67	6.02	12.97	13.89	19.44
Colchester	0.20	2.76	7.35	13.57	15.98	29.02
Colebrook	0.08	5.05	11.77	19.49	19.71	28.29
Columbia	0.33	6.98	3.51	12.80	11.53	19.18
Cornwall	0.01	8.83	10.21	15.09	23.61	18.71
Coventry	0.41	1.54	7.47	16.95	18.89	33.27
Cromwell	17.84	1.59	6.46	16.65	12.62	21.79
Danbury	0.70	1.51	6.66	19.57	10.47	30.46
Darien	-10.03	1.94	5.13	18.54	13.81	24.18
Deep River	-41.86	7.83	6.31	15.16	18.33	29.86
Derby	22.55	1.33	5.82	14.88	8.12	360.79
Durham	0.42	3.09	7.57	17.70	19.21	54.90
East Granby	5.18	2.03	7.84	21.75	24.96	25.73
East Haddam	5.38	3.76	10.39	17.91	27.12	26.34
East Hampton	249.20	4.73	8.13	16.26	16.35	21.85
East Hartford	1.47	1.26	5.63	13.50	13.73	53.86
East Haven	2.13	1.27	7.20	17.07	16.57	21.96
East Lyme	0.04	1.36	5.45	30.67	15.15	23.27
East Windsor	3.01	0.57	7.19	14.80	21.65	26.85
Eastford	0.50	2.59	13.71	14.01	22.01	23.74
Easton	0.82	2.56	6.13	17.13	19.38	19.18
Ellington	1.64	2.11	6.70	58.36	16.44	37.62
Enfield	4.10	0.74	7.08	16.34	22.72	30.37
Essex	1.84	5.21	5.98	16.15	14.33	23.23
Fairfield	78.12	1.14	6.60	16.55	15.33	19.31
Farmington	1.94	0.78	6.14	15.80	11.19	21.54
Franklin	0.68	8.11	7.00	26.12	11.79	21.37
Glastonbury	2.45	1.62	6.03	17.49	15.92	28.27
Goshen	0.46	8.86	5.77	17.86	17.02	22.48
Granby	1.58	2.15	7.13	22.67	30.99	25.82
Greenwich	3,247.71	0.38	5.19	19.69	9.06	20.55
Griswold	0.01	0.58	6.52	13.20	15.28	18.75
Groton	0.56	1.99	5.98	14.48	16.15	19.73
Guilford	6.92	1.42	6.69	15.61	19.50	29.41

Table 4: Average Fractile Times (*continued*)

Town	Dispatch Tone	Tone EnRoute	EnRoute Scene	Scene Depart	Scene Destination	Destination Back in Service
Haddam	0.71	3.46	10.67	17.15	18.69	26.33
Hamden	88.49	1.45	7.45	14.23	17.78	114.56
Hampton	NaN	2.70	12.67	14.69	20.82	21.90
Hartford	23.03	0.40	6.59	14.82	8.62	26.95
Hartland	1.20	2.87	12.83	21.98	33.30	28.58
Harwinton	1.31	3.26	5.96	20.63	15.20	24.48
Hebron	1.09	4.50	4.87	14.72	15.86	29.89
Kent	0.15	9.00	9.78	16.32	27.49	274.83
Killingly	0.81	2.56	5.89	12.87	14.27	18.79
Killingworth	194.08	8.91	8.52	14.95	23.06	35.58
Lebanon	1.38	8.37	7.16	15.35	14.54	19.35
Ledyard	0.00	0.67	6.89	14.66	19.28	20.18
Lisbon	0.00	4.99	5.70	11.78	12.45	18.14
Litchfield	0.48	4.10	4.47	17.76	10.47	23.46
Lyme	2.64	7.73	11.25	20.95	28.60	36.63
Madison	-0.73	1.55	5.58	19.29	19.79	25.90
Manchester	1.68	0.73	5.44	13.71	12.00	30.06
Mansfield	2.34	1.92	5.36	24.72	14.65	27.17
Marlborough	20.91	4.74	10.64	17.30	13.64	20.30
Meriden	759.68	1.04	5.45	19.03	11.31	22.85
Middlebury	1.23	5.32	6.37	15.43	12.22	24.64
Middlefield	0.64	1.02	7.88	18.91	16.03	23.42
Middletown	7.56	0.98	6.79	17.62	9.71	22.11
Milford	16.01	1.48	5.36	14.20	11.32	20.18
Monroe	-0.29	1.83	8.36	19.95	24.13	26.23
Montville	2.30	1.28	3.98	14.37	14.42	18.48
Morris	1.25	4.32	7.55	19.94	16.95	25.52
Naugatuck	6.69	2.12	5.73	17.01	14.36	26.64
New Britain	8.76	2.26	5.20	14.72	7.62	18.40
New Canaan	7.03	3.05	5.77	17.96	16.01	18.16
New Fairfield	NaN	2.24	6.59	20.88	16.65	6.13
New Hartford	0.26	3.36	8.45	19.92	22.59	41.03
New Haven	65.03	0.65	7.41	13.50	10.83	20.99
New London	0.03	1.70	3.26	9.42	4.63	8.78
New Milford	7.23	1.75	8.03	21.64	11.01	21.22
Newington	5.05	0.56	6.66	18.71	16.61	31.48
Newtown	1.36	1.37	8.54	19.66	19.90	18.04
Norfolk	0.09	8.10	6.24	19.21	25.15	39.67
North Branford	2.47	2.54	8.98	20.07	21.75	28.60
North Canaan	2.50	4.48	3.49	16.23	25.41	25.03
North Haven	5.81	0.77	5.41	18.10	17.79	23.89
North Stonington	0.92	1.97	8.99	12.71	36.24	28.47
Norwalk	25,425.77	2.60	6.20	14.31	7.42	0.49
Norwich	0.01	1.25	6.30	14.72	8.05	19.74
Old Lyme	4.67	3.94	8.00	18.55	18.43	21.16
Old Saybrook	209.17	5.46	5.89	12.20	11.32	31.72
Orange	4.37	0.76	8.19	16.47	16.83	21.46
Oxford	0.71	1.00	8.68	20.78	21.07	80.90
Plainfield	1.52	1.86	6.84	14.24	12.18	18.17
Plainville	28.61	0.68	7.57	17.37	13.01	23.51
Plymouth	1.03	2.86	4.97	17.41	15.17	27.48
Pomfret	0.33	2.52	8.96	15.66	11.76	20.90
Portland	1.92	0.88	8.92	16.10	13.06	21.76
Preston	0.02	1.06	6.45	12.93	14.66	17.77
Prospect	1.70	0.22	9.82	15.46	16.18	25.94
Putnam	6.06	2.52	5.16	15.74	5.77	14.87
Redding	0.88	3.04	8.04	18.08	24.79	17.24
Ridgefield	0.89	1.00	5.51	13.84	18.49	20.41
Rocky Hill	1.95	0.63	6.84	18.37	18.40	31.43
Roxbury	0.61	7.91	7.31	18.43	21.93	24.86

Table 4: Average Fractile Times (*continued*)

Town	Dispatch Tone	Tone EnRoute	EnRoute Scene	Scene Depart	Scene Destination	Destination Back in Service
Salem	0.27	5.51	6.80	15.80	20.63	28.34
Salisbury	4.57	9.34	6.75	18.68	17.60	16.83
Scotland	NaN	4.76	6.23	16.00	18.14	33.07
Seymour	75.81	2.14	5.69	16.33	14.06	19.74
Sharon	0.00	7.04	5.82	16.86	7.49	16.91
Shelton	-45.99	1.42	8.13	18.54	15.36	29.56
Sherman	-280.07	10.37	6.68	17.64	21.92	39.97
Simsbury	715.88	1.62	7.37	21.29	27.48	20.81
Somers	4.36	0.95	5.07	16.93	17.20	32.94
South Windsor	0.41	0.29	6.60	18.02	17.88	32.78
Southbury	1.58	1.55	6.63	16.99	23.09	37.11
Southington	13.31	0.77	6.94	19.02	13.45	22.98
Sprague	0.00	6.27	5.83	13.95	14.61	19.17
Stafford	5.88	3.33	8.21	17.73	13.03	30.91
Stamford	-14.08	1.66	5.57	15.04	8.73	2.04
Sterling	1.41	2.11	12.08	12.76	17.79	20.91
Stonington	2.79	1.77	6.46	16.56	14.83	20.00
Stratford	5,110.42	1.12	6.15	16.36	11.96	23.38
Suffield	3.70	2.87	6.56	22.60	27.12	76.65
Thomaston	1.27	2.70	5.46	17.41	15.97	22.97
Thompson	1.87	3.53	8.67	15.60	13.64	25.75
Tolland	1.46	3.97	7.27	19.27	19.04	40.16
Torrington	201.47	0.28	6.00	16.11	8.07	100.12
Trumbull	7.29	1.96	6.60	19.91	14.27	22.26
Union	1.90	3.26	14.05	14.35	24.37	42.60
Vernon	1.20	2.22	7.10	18.19	12.71	39.03
Voluntown	0.78	4.99	6.97	15.40	23.61	21.20
Wallingford	141.49	1.23	6.66	17.88	18.67	30.74
Warren	7.15	9.61	6.42	19.09	23.43	38.58
Washington	0.52	11.14	7.65	20.17	20.96	40.54
Waterbury	105.61	0.57	6.46	13.65	7.89	25.62
Waterford	0.03	1.20	6.53	13.27	9.73	24.33
Watertown	69.36	0.80	9.43	14.40	12.13	25.54
West Hartford	31.28	1.46	5.71	18.26	12.94	26.15
West Haven	107.54	1.05	6.85	15.90	14.36	21.55
Westbrook	28.65	5.78	8.12	15.68	12.23	19.50
Weston	0.88	7.06	8.39	20.70	22.60	25.21
Westport	12.11	1.42	6.33	17.85	14.31	3.15
Wethersfield	0.34	0.21	6.49	18.68	14.67	30.30
Willington	0.52	2.87	7.95	15.23	21.98	40.14
Wilton	1.95	2.86	5.87	17.88	15.23	19.06
Winchester	6.01	2.84	6.22	20.11	14.01	27.89
Windham	21.95	2.66	5.00	12.97	7.62	16.46
Windsor	2.69	1.47	6.58	19.12	15.65	34.73
Windsor Locks	1.83	0.39	4.85	14.97	20.44	35.81
Wolcott	267.00	1.63	5.44	16.53	14.11	27.29
Woodbridge	67.22	0.93	7.04	19.69	18.11	22.67
Woodbury	1.30	7.89	8.91	18.10	23.37	31.50
Woodstock	0.79	3.70	9.93	15.70	15.64	22.85
All	58.81	1.62	6.37	17.59	12.77	28.08

Table 5: Average Response Times by Class and Town

Town	Count	Mean	Low CI	High CI	SD
Rural					
Andover	278	11.83	11.41	12.26	0.22
Ashford	333	12.06	11.42	12.69	0.32
Barkhamsted	370	12.43	11.91	12.95	0.26
Bethany	609	11.18	10.76	11.59	0.21
Bethlehem	214	13.00	12.31	13.70	0.35
Bolton	415	10.11	9.72	10.49	0.19
Bozrah	497	11.25	10.77	11.73	0.25
Bridgewater	162	13.02	12.42	13.63	0.31
Brooklyn	1,472	10.10	9.87	10.33	0.12
Burlington	755	6.98	6.72	7.25	0.13
Canaan	80	16.85	15.06	18.64	0.90
Canterbury	372	12.19	11.59	12.79	0.30
Chaplin	163	15.36	14.53	16.18	0.42
Chester	433	14.39	13.82	14.97	0.29
Colebrook	104	16.82	15.63	18.00	0.60
Columbia	425	10.49	10.09	10.90	0.21
Cornwall	175	19.04	18.07	20.01	0.49
Deep River	670	14.14	13.83	14.45	0.16
Durham	671	10.66	10.30	11.02	0.18
East Granby	617	9.87	9.51	10.23	0.18
East Haddam	1,004	14.15	13.71	14.59	0.22
Eastford	169	16.30	15.50	17.09	0.40
Easton	685	8.69	8.26	9.12	0.22
Franklin	206	15.11	14.26	15.97	0.43
Goshen	244	14.63	13.80	15.46	0.42
Haddam	930	14.14	13.71	14.56	0.22
Hampton	150	15.37	14.67	16.07	0.35
Hartland	127	15.71	14.84	16.57	0.44
Harwinton	454	9.22	8.88	9.56	0.17
Hebron	731	9.37	8.92	9.83	0.23
Kent	301	18.79	17.99	19.58	0.40
Killingworth	537	17.42	16.97	17.88	0.23
Lebanon	576	15.53	15.03	16.03	0.25
Lisbon	171	10.70	10.00	11.40	0.35
Litchfield	1,133	8.57	8.32	8.83	0.13
Lyme	213	18.99	18.16	19.82	0.42
Marlborough	707	15.38	14.68	16.08	0.36
Middlebury	802	11.69	11.35	12.03	0.17
Middlefield	501	8.90	8.59	9.22	0.16
Morris	152	11.86	11.09	12.64	0.39
New Hartford	630	11.80	11.37	12.24	0.22
Norfolk	164	14.35	13.54	15.15	0.41
North Canaan	802	7.97	7.63	8.30	0.17
North Stonington	499	10.96	10.41	11.52	0.28
Old Lyme	1,045	11.95	11.63	12.27	0.16
Pomfret	392	11.48	11.08	11.89	0.21
Portland	1,270	9.79	9.58	10.01	0.11
Preston	419	7.51	7.13	7.88	0.19
Putnam	2,122	7.68	7.51	7.85	0.09
Redding	1,244	11.08	10.76	11.41	0.16
Roxbury	211	15.21	14.28	16.15	0.47
Salem	319	12.31	11.72	12.91	0.30
Salisbury	627	16.09	15.57	16.61	0.26
Scotland	74	10.99	9.69	12.28	0.65
Sharon	536	12.86	12.34	13.38	0.26
Sherman	304	17.05	16.53	17.57	0.27
Sprague	240	12.10	11.55	12.64	0.28
Sterling	264	14.19	13.60	14.77	0.30
Thompson	1,224	12.21	11.90	12.51	0.16
Union	66	17.30	15.64	18.97	0.83

Table 5: Average Response Times by Class and Town (*continued*)

Town	Count	Mean	Low CI	High CI	SD
Voluntown	242	11.96	11.16	12.76	0.41
Warren	83	16.04	14.84	17.23	0.60
Washington	511	18.79	18.32	19.27	0.24
Westbrook	1,215	13.90	13.41	14.39	0.25
Willington	500	10.82	10.44	11.21	0.20
Woodbridge	2,108	7.97	7.74	8.19	0.11
Woodbury	1,002	16.80	16.43	17.18	0.19
Woodstock	753	13.63	13.13	14.14	0.26
Suburban					
Avon	2,026	7.94	7.72	8.16	0.11
Beacon Falls	690	9.27	8.87	9.67	0.20
Berlin	2,471	7.01	6.89	7.12	0.06
Bloomfield	4,090	11.45	11.28	11.61	0.08
Brookfield	1,897	6.80	6.65	6.95	0.08
Canton	1,080	8.95	8.67	9.22	0.14
Cheshire	5,029	6.35	6.23	6.47	0.06
Clinton	1,737	10.70	10.47	10.92	0.11
Colchester	2,045	10.11	9.86	10.35	0.12
Coventry	1,035	9.01	8.73	9.29	0.14
East Hampton	1,363	12.86	12.51	13.20	0.18
East Lyme	2,806	6.81	6.66	6.95	0.07
East Windsor	2,117	7.77	7.59	7.94	0.09
Ellington	1,708	8.81	8.59	9.02	0.11
Essex	1,186	11.19	10.91	11.47	0.14
Farmington	4,221	6.92	6.79	7.04	0.06
Glastonbury	4,363	7.66	7.52	7.79	0.07
Granby	1,028	9.28	8.98	9.57	0.15
Griswold	1,522	7.10	6.85	7.35	0.13
Guilford	2,164	8.10	7.93	8.28	0.09
Killingly	3,364	8.44	8.31	8.58	0.07
Ledyard	2,034	7.56	7.35	7.76	0.10
Madison	1,798	7.13	6.96	7.31	0.09
Mansfield	1,956	7.28	7.10	7.46	0.09
Monroe	2,568	10.19	10.02	10.37	0.09
Montville	3,527	5.26	5.16	5.36	0.05
New Canaan	2,483	8.82	8.63	9.01	0.10
New Fairfield	857	8.83	8.55	9.12	0.15
New Milford	3,633	9.78	9.64	9.93	0.07
Newtown	3,501	9.91	9.74	10.08	0.09
North Branford	1,452	11.52	11.25	11.78	0.13
Old Saybrook	1,771	11.35	11.12	11.58	0.12
Orange	4,011	8.95	8.77	9.13	0.09
Oxford	1,625	9.69	9.45	9.92	0.12
Plainfield	2,322	8.70	8.49	8.91	0.11
Plymouth	1,146	7.84	7.59	8.09	0.13
Prospect	768	10.05	9.79	10.30	0.13
Ridgefield	2,001	6.51	6.35	6.67	0.08
Simsbury	2,248	8.99	8.79	9.20	0.11
Somers	1,090	6.02	5.75	6.29	0.14
South Windsor	3,257	6.88	6.77	7.00	0.06
Southbury	3,521	8.18	8.04	8.31	0.07
Stafford	1,246	11.54	11.17	11.92	0.19
Stonington	2,297	8.23	8.05	8.41	0.09
Suffield	2,063	9.44	9.25	9.63	0.10
Thomaston	735	8.15	7.84	8.46	0.16
Tolland	1,885	11.24	11.00	11.48	0.12
Torrington	7,845	6.28	6.20	6.36	0.04
Waterford	3,655	7.73	7.61	7.85	0.06
Watertown	2,415	10.24	10.07	10.41	0.09
Weston	700	15.45	15.07	15.83	0.20
Wilton	2,153	8.73	8.53	8.93	0.10

Table 5: Average Response Times by Class and Town (*continued*)

Town	Count	Mean	Low CI	High CI	SD
Winchester	2,186	9.06	8.79	9.34	0.14
Windham	3,562	7.66	7.48	7.85	0.09
Windsor	4,337	8.05	7.94	8.17	0.06
Wolcott	1,857	7.07	6.92	7.21	0.07
Urban					
Ansonia	4,148	5.77	5.67	5.88	0.05
Bethel	3,403	7.09	6.95	7.23	0.07
Branford	4,661	6.82	6.72	6.92	0.05
Bridgeport	32,238	7.75	7.70	7.80	0.03
Bristol	9,934	7.59	7.51	7.67	0.04
Cromwell	2,322	8.05	7.88	8.23	0.09
Danbury	6,383	8.17	8.07	8.27	0.05
Darien	2,498	7.07	6.93	7.21	0.07
Derby	2,210	7.15	6.98	7.32	0.09
East Hartford	14,539	6.88	6.83	6.94	0.03
East Haven	10,135	8.46	8.37	8.56	0.05
Enfield	7,409	7.82	7.73	7.91	0.05
Fairfield	6,670	7.75	7.63	7.86	0.06
Greenwich	3,966	5.58	5.46	5.69	0.06
Groton	11,304	7.96	7.87	8.05	0.05
Hamden	18,551	8.90	8.82	8.98	0.04
Hartford	40,234	6.99	6.95	7.04	0.02
Manchester	14,970	6.17	6.12	6.22	0.02
Meriden	11,803	6.50	6.42	6.57	0.04
Middletown	10,603	7.76	7.68	7.85	0.04
Milford	6,427	6.84	6.75	6.92	0.04
Naugatuck	4,454	7.85	7.71	7.98	0.07
New Britain	15,610	7.46	7.38	7.53	0.04
New Haven	42,873	8.06	8.01	8.11	0.02
New London	6,829	4.96	4.90	5.02	0.03
Newington	5,788	7.22	7.11	7.34	0.06
North Haven	5,828	6.17	6.09	6.26	0.04
Norwalk	11,430	8.79	8.71	8.88	0.04
Norwich	8,228	7.55	7.47	7.63	0.04
Plainville	2,676	8.26	8.07	8.44	0.09
Rocky Hill	3,264	7.46	7.33	7.60	0.07
Seymour	3,214	7.83	7.68	7.97	0.07
Shelton	7,871	9.54	9.45	9.64	0.05
Southington	6,585	7.71	7.58	7.83	0.06
Stamford	14,748	7.23	7.16	7.30	0.03
Stratford	8,958	7.27	7.19	7.34	0.04
Trumbull	5,892	8.56	8.45	8.67	0.05
Vernon	7,369	9.32	9.21	9.43	0.06
Wallingford	7,660	7.90	7.79	8.01	0.06
Waterbury	25,613	7.02	6.97	7.07	0.02
West Hartford	13,502	7.17	7.11	7.24	0.03
West Haven	17,243	7.90	7.82	7.97	0.04
Westport	3,216	7.75	7.59	7.92	0.09
Wethersfield	3,906	6.70	6.58	6.82	0.06
Windsor Locks	2,207	5.24	5.11	5.37	0.07

Table 6: Patient Disposition for 911 Response

Facility	Count
YALE-NEW HAVEN HOSPITAL (70022)	46,825
HARTFORD HOSPITAL (70025)	44,099
ST FRANCIS HOSPITAL & MEDICAL CENTER (70002)	34,322
HOSPITAL OF ST. RAPHAEL (70001)	30,613
BRIDGEPORT HOSPITAL (70010)	28,341
LAWRENCE & MEMORIAL HOSPITAL (70007)	20,654
HOSPITAL OF CENTRAL CONNECTICUT (70035)	18,499
ST VINCENTS MEDICAL CENTER (70028)	18,131
SAINT MARYS HOSPITAL (70016)	16,464
DANBURY HOSPITAL (70033)	16,358
NORWALK HOSPITAL ASSOCIATION (70034)	14,073
MIDDLESEX HOSPITAL (70020)	13,976
MIDSTATE MEDICAL CENTER (70017)	13,573
WATERBURY HOSPITAL (70005)	13,507
STAMFORD HOSPITAL (70006)	13,351
WILLIAM W BACKUS HOSPITAL (70024)	13,331
MANCHESTER MEMORIAL HOSPITAL (70027)	12,138
JOHN DEMPSEY HOSPITAL (70036)	10,879
GRIFFIN HOSPITAL (70031)	9,767
CHARLOTTE HUNGERFORD HOSPITAL (70011)	8,690
BRISTOL HOSPITAL (70029)	7,873
WINDHAM HOSPITAL (70021)	6,928
DAY KIMBALL HOSPITAL (70003)	6,573
CONNECTICUT CHILDRENS MEDICAL CENTER (73300)	6,393
MILFORD HOSPITAL INC (70019)	4,134
JOHNSON MEMORIAL HOSPITAL (70008)	4,124
SHORELINE MEDICAL CENTER (79904)	3,669
ROCKVILLE GENERAL HOSPITAL (70012)	3,091
GREENWICH HOSPITAL ASSOCIATION (70018)	2,634
PLAINFIELD EMERGENCY CARE CENTER (79901)	1,976
MARLBOROUGH MEDICAL CENTER (79903)	1,666
BRADLEY MEMORIAL HOSPITAL (70009)	1,516
YALE-NEW HAVEN SHORELINE MEDICAL CENTER (79905)	1,352
SHARON HOSPITAL (70004)	1,322
OTHER HOSPITAL (900000)	1,192
BAYSTATE MEDICAL CENTER (220077)	1,168
HARTFORD HEALTHCARE HEALTHCENTER WINSTED (79906)	835
WEST HAVEN VA MEDICAL CENTER (70038)	773
WESTERLY HOSPITAL (410013)	755
AMBULANCE (999999)	452
PATIENT RESIDENCE (990003)	441
ASSISTED OR SENIOR LIVING FACILITY (990012)	394
PEQUOT HEALTH CENTER (79902)	331
REHAB (990004)	311
DIALYSIS (990010)	239
DOCTOR OFFICE (990005)	160
MERCY MEDICAL CENTER (220066)	135
HARRINGTON MEMORIAL HOSPITAL (220019)	133
FAIRVIEW HOSPITAL (221302)	98
AIR TRANSPORT (990001)	62
UMASS MEMORIAL MEDICAL CENTER UNIVERSITY CAMPUS (222841)	50
RHODE ISLAND HOSPITAL (410007)	27
NOBLE HOSPITAL (220065)	17
INSTITUTE OF LIVING (71101)	14
NATCHAUG HOSPITAL (71100)	11
HOSPICE (990013)	10
WESTCHESTER MEDICAL CENTER (330234)	7
WHITE PLAINS HOSPITAL (330304)	6
HASBRO CHILDRENS HOSPITAL (410121)	5
HOLYOKE MEDICAL CENTER (220024)	4
MOUNT SINAI HOSPITAL (330024)	4

Table 6: Patient Disposition for 911 Response (*continued*)

Facility	Count
POLICE DEPARTMENT (990008)	4
BERKSHIRE MEDICAL CENTER (220046)	2
CORRECTIONAL FACILITY (990007)	2
OTHER MENTAL HEALTH FACILITY (990011)	1