

Percentage of Calls Answered Within 10 Seconds
4th Quarter 2018

PSAP	Oct	Nov	Dec		4th Qtr	
ANSONIA PD	90.02	84.44	89.07		87.84	
AVON PD	93.49	92.44	91.95		92.63	
BERLIN PD	94.68	94.46	95.51		94.88	
BETHEL PD	82	85.62	87.22		84.95	
BLOOMFIELD PD	83.02	83.09	87.6		84.57	
BRANFORD PD	96.88	96.13	96.25		96.42	
BRIDGEPORT ECC (ACD)	93.05	92.3	92.87		92.74	
BRISTOL PD	95.39	96.21	96.11		95.90	
BROOKFIELD PD	97.49	97.03	94.75		96.42	
CANTON PD	88.33	91.11	88.79		89.41	
CHESHIRE PD	93.37	88.34	87.6		89.77	
CLINTON ECC	96.68	98.29	98.18		97.72	
CROMWELL PD	93.85	94.96	95.41		94.74	
CSP TROOP A	91.53	90.93	90.69		91.05	
CSP TROOP B	95.68	96.39	94.56		95.54	
CSP TROOP C (Secondary)	94.4	89.42	93.24		92.35	
CSP TROOP D (Secondary)	93.44	93.33	90.19		92.32	
CSP TROOP E	95.22	96.26	96.43		95.97	
CSP TROOP F (Secondary)	91.95	90.65	90.13		90.91	
CSP TROOP G	88.52	86.89	89.79		88.40	
CSP TROOP H	88.15	87.52	88.5		88.06	
CSP TROOP I	89.18	86.94	88.77		88.30	
CSP TROOP K (Secondary)	93.16	93.09	92.92		93.06	
CSP TROOP L	94.44	90.64	93.4		92.83	
CSP BIA	96.47	96.94	97.35		96.92	
DARIEN PD	92.06	93.27	89.38		91.57	
DERBY PD	87.31	87.7	88.75		87.92	
EAST HARTFORD PD	92.77	93.63	93.51		93.30	
EAST HAVEN PD	96.16	97.35	96.64		96.72	
EAST LYME ECC	94.6	96.07	97.3		95.99	
EAST WINDSOR PD	92.16	95.02	93.8		93.66	
EASTON PD	96.15	91.33	87.39		91.62	
ENFIELD ECC	89.58	88.62	87.59		88.60	
FAIRFIELD ECC	95.02	94.27	94.47		94.59	
FARMINGTON PD	94.57	93.13	94.05		93.92	
GLASTONBURY PD	79.92	76.36	78.05		78.11	
GRANBY PD	89.42	91.96	93.56		91.65	
GREENWICH PD	94.48	93.82	98.18		95.49	
GROTON ECC	94.96	96.2	97.68		96.28	
GUILFORD ECC	91.98	91.78	94.12		92.63	
HAMDEN ECC	91.37	90.89	90.85		91.04	

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HARTFORD ECC	75.84	73.21	78.12		75.72	
LEDYARD ECC	92.72	95.43	95.46		94.54	
LITCHFIELD COUNTY DISPATCH	94	95.36	94.88		94.75	
MADISON PD	98.09	95.9	96.54		96.84	
MANCHESTER PD	88.91	90.32	89.43		89.55	
MASHANTUCKET PS	100	98.53	96.67		98.40	
MERIDEN PD	90.5	88.26	89.53		89.43	
MIDDLETOWN CC	92.21	91.1	92.51		91.94	
MILFORD PD	94.71	95	95.85		95.19	
MOHEGAN TRIBAL PD	96.33	99.29	98.09		97.90	
MONROE PD	91.14	89.32	89.13		89.86	
MONTVILLE ECC	88.72	88.99	86.92		88.21	
NAUGATUCK PD	95.62	95.14	93.59		94.78	
NEW BRITAIN ERC	85.53	86.14	86.9		86.19	
NEW CANAAN PD	88.32	91.36	88.3		89.33	
NEW FAIRFIELD PD	93.12	92.43	88.85		91.47	
NEW HAVEN ERC (ACD)	92.15	91.37	87.81		90.44	
NEW LONDON PD	96.32	96.43	98.11		96.95	
NEW MILFORD PD	97.4	95.09	94.77		95.75	
NEWINGTON PD	95.51	95.04	95.76		95.44	
NEWTOWN PD	98.1	97.79	97.34		97.74	
NORTH BRANFORD PD	90.81	90	92.96		91.26	
NORTH HAVEN PD	95.18	94.73	95.76		95.22	
NORWALK PD	83.83	83.8	86.43		84.69	
NORWICH PD	83.29	86.09	97.88		89.09	
NW CT PUB SAFETY ECC (ACD)	95.9	94.83	95.6		95.44	
OLD SAYBROOK PD	93.48	94.38	92.9		93.59	
ORANGE PD	89.83	91.34	92.75		91.31	
PLAINVILLE PD	94.59	95.42	94.39		94.80	
PLYMOUTH PD	93.09	95.26	95.22		94.52	
PUTNAM PD	80.61	77.03	84.35		80.66	
QUINEBAUG VALLEY ECC	95.37	95.56	95.98		95.64	
REDDING PD	76.23	73.94	75.49		75.22	
RIDGEFIELD PD	88.24	91.77	91.67		90.56	
ROCKY HILL PD	89.94	90.99	91.31		90.75	
SEYMOUR PD	90.08	89.8	93.12		91.00	
SHELTON PD	92.96	91.7	89.5		91.39	
SIMSBURY PD	92.12	90.81	90.98		91.30	
SOUTH WINDSOR PD	96.72	95.39	96.62		96.24	
SOUTHBURY PD	88.41	88.17	88.72		88.43	
SOUTHINGTON PD	95.6	95.63	96.25		95.83	
STAMFORD ECC	81.35	78.87	80.13		80.12	

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PSAP	Oct	Nov	Dec		4th Qtr	
STONINGTON PD	94.89	96	96.27		95.72	
STRATFORD ECC	88.22	90.91	90.07		89.73	
SUFFIELD PD	94.58	91.34	94.49		93.47	
THOMASTON PD	76.43	69.19	75		73.54	
TOLLAND COUNTY ECC	94.58	94.82	96.36		95.25	
TRUMBULL PD	92.73	93.59	93.47		93.26	
UCONN PD	94.34	96.67	94.87		95.29	
VALLEY SHORE ECC	95.68	93.17	94.74		94.53	
VERNON PD	93.3	92.17	92.82		92.76	
WALLINGFORD PD	98.75	98.11	98.3		98.39	
WATERFORD ECC	96.42	96.2	96.35		96.32	
WATERTOWN PD	90.65	90	95.45		92.03	
WEST HARTFORD PD	97.79	97.28	97.23		97.43	
WEST HAVEN ERS	94.24	94.09	94.31		94.21	
WESTERN CT COMM CTR	94.87	94.48	95.22		94.86	
WESTON ECC	87.64	89.71	91.23		89.53	
WESTPORT PD	90.33	88.24	89.42		89.33	
WETHERSFIELD PD	94.12	91.96	94.71		93.60	
WILLIMANTIC SB ECC	96.75	97.49	96.52		96.92	
WILTON PD	90.66	90.67	92.52		91.28	
WINDSOR LOCKS PD	70.03	78.06	73.55		73.88	
WINDSOR PD	92.56	90.71	89.66		90.98	
WINSTED PD	89.01	89.31	87.23		88.52	
WOLCOTT PD	84.89	90.09	87.16		87.38	
WOODBIDGE PD	88.89	90.53	93.36		90.93	

All PSAPs Average	91.65	91.45	92.00		91.70	
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4th Quarter Average	91.7