



**STATE OF CONNECTICUT**  
 DEPARTMENT OF EMERGENCY SERVICES AND PUBLIC PROTECTION  
 Division of Statewide Emergency Telecommunications

Percentage of 911 Calls Answered within 10 Seconds Report – 1<sup>st</sup> Quarter 2020

PSAPs - Percent of 9-1-1 Calls Answered in 10 Seconds or less - 1st Quarter 2020							
Mohegan Tribal PD	99.49	Waterford ECC	96.35	Granby PD	94.49	Monroe PD	92.04
Wallingford PD	98.97	Ledyard ECC	96.34	Glastonbury PD	94.42	CSP Troop H	91.94
Clinton ECC	98.66	Bethel PD	96.32	Southbury PD	94.42	Trumbull PD	91.92
Mashantucket PS	98.60	Uconn PD	96.27	<b>All PSAPs - Average</b>	<b>94.37</b>	Wethersfield PD	91.82
Madison PD	98.51	New Milford PD	96.25	Derby PD	94.10	New Canaan PD	91.29
East Haven PD	98.30	Darien PD	96.06	Rocky Hill PD	94.01	Norwalk PD	91.23
West Hartford PD	98.19	NWC TPS	96.05	Cromwell PD	93.99	Simsbury PD	91.22
Greenwich PD	98.13	Naugatuck PD	96.04	Berlin PD	93.90	Hamden ECC	91.15
Southington PD	98.12	Valley Shore ECC	96.02	CSP Troop I	93.82	Farmington PD	91.01
Newtown PD	97.92	Groton ECC	95.98	North Branford PD	93.78	Stratford ECC	90.99
QVECC	97.66	Plainville PD	95.92	Cheshire PD	93.57	Manchester PD	90.98
Old Saybrook PD	97.52	CSP Troop A	95.66	Weston ECC	93.53	New Britain ERC	90.84
East Lyme ECC	97.44	Plymouth PD	95.61	Seymour PD	93.51	Wilton PD	90.83
CSP Troop L	97.23	CSP Troop D (Secondary)	95.44	Bloomfield PD	93.38	Thomaston PD	90.83
New London PD	97.14	Bridgeport ECC	95.37	CSP Troop B	93.30	Avon PD	90.71
New Haven ERC	97.06	CSP Troop C (Secondary)	95.35	Ansonia PD	93.16	Windsor Locks PD	90.66
Branford PD	97.04	CSP Troop K (Secondary)	95.28	Watertown PD	92.98	CSP Troop F (Secondary)	90.61
Bristol PD	96.87	Orange PD	95.14	East Windsor PD	92.97	Montville ECC	90.56
New Fairfield PD	96.84	Tolland County ECC	95.12	Enfield ECC	92.78	Guilford ECC	90.00
Willimantic SB ECC	96.80	Redding PD	95.10	West Haven ERS	92.77	Canton PD	<b>89.38</b>
Brookfield PD	96.75	Milford PD	95.01	Easton PD	92.72	Hartford ECC	<b>89.36</b>
Western CT Comm CTR	96.67	Norwich PD	94.96	Wolcott PD	92.64	Shelton PD	<b>89.28</b>
North Haven PD	96.63	Stamford ECC	94.90	Vernon PD	92.63	Woodbridge PD	<b>88.95</b>
South Windsor PD	96.63	Stonington PD	94.90	CSP BIA	92.34	CSP Troop G	<b>88.88</b>
LCD	96.59	Suffield PD	94.87	Putnam PD	92.25		
Windsor PD	96.55	East Hartford PD	94.83	CSP Troop E	92.13		
Fairfield ECC	96.44	Ridgefield PD	94.79	Westport PD	92.11		
Newington PD	96.37	Middletown CC	94.53	Meriden PD	92.07		

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