



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

Percentage of 911 Calls Answered within 10 Seconds Report – 4<sup>th</sup> Quarter 2020

PSAPs - Percent of 9-1-1 Calls Answered in 10 Seconds or less - 4th Quarter 2020							
Mohegan Tribal PD	98.82	Stamford ECC	96.40	Berlin PD	93.55	Granby PD	91.24
Wallingford PD	98.79	South Windsor PD	96.36	Milford PD	93.54	CSP Troop F (Secondary)	91.11
Madison PD	98.49	Ledyard ECC	96.34	North Branford PD	93.44	Middletown CC	91.07
Mashantucket PS	98.15	New Haven ERC	96.22	Wilton PD	93.35	CSP Troop B	90.80
East Haven PD	98.11	CSP Troop A	96.09	Farmington PD	93.19	Canton PD	90.78
QVECC	97.91	North Haven PD	96.03	Southbury PD	93.15	CSP Troop H	90.68
Brookfield PD	97.88	Stonington PD	95.88	Easton PD	93.04	Avon PD	90.65
Southington PD	97.86	New London PD	95.84	West Haven ERS	93.02	Redding PD	90.40
Waterford ECC	97.54	Plainville PD	95.82	Stratford ECC	92.97	Manchester PD	90.37
New Milford PD	97.31	Valley Shore ECC	95.79	Wolcott PD	92.88	Montville ECC	90.20
Bristol PD	97.30	Naugatuck PD	95.52	Bloomfield PD	92.84	New Canaan PD	90.03
West Hartford PD	97.27	LCD	95.30	Trumbull PD	92.79	Seymour PD	89.92
CSP Troop L	97.23	CSP Troop D (Secondary)	94.88	Tolland County ECC	92.70	Simsbury PD	89.63
Newtown PD	97.23	Rocky Hill PD	94.78	Derby PD	92.66	Ansonia PD	89.18
Groton ECC	97.18	Watertown PD	94.59	Orange PD	92.63	Windsor Locks PD	89.16
Clinton ECC	97.17	Windsor PD	94.55	CSP Troop E	92.51	CSP Troop G	88.75
Western CT Comm CTR	97.04	Suffield PD	94.49	East Hartford PD	92.33	Shelton PD	88.61
Willimantic SB ECC	96.94	CSP Troop C (Secondary)	94.30	Wethersfield PD	92.28	Norwalk PD	87.83
NWC TPS	96.87	CSP Troop K (Secondary)	94.20	Vernon PD	92.25	New Britain ERC	87.75
Bethel PD	96.85	CSP BIA	94.12	Ridgefield PD	92.21	Woodbridge PD	86.46
Branford PD	96.81	Cromwell PD	94.05	Meriden PD	91.99	Putnam PD	86.36
Darien PD	96.79	CSP Troop I	94.02	Monroe PD	91.97	Guilford ECC	85.91
Bridgeport ECC	96.69	Glastonbury PD	94.01	Weston ECC	91.90	Hartford ECC	85.74
Greenwich PD	96.63	New Fairfield PD	93.93	Westport PD	91.75		
Fairfield ECC	96.60	Norwich PD	93.75	Cheshire PD	91.49		
Old Saybrook PD	96.59	<b>All PSAPs - Average</b>	<b>93.70</b>	Newington PD	91.45		
East Lyme ECC	96.50	Thomaston PD	93.61	Enfield ECC	91.34		
Uconn PD	96.46	East Windsor PD	93.60	Hamden ECC	91.29		

1111 Country Club Road  
 Middletown, CT 06457

Phone: (860) 685-8080 / Fax: (860) 685-8363

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