

Percentage of Calls Answered Within 10 Seconds
3rd Quarter 2018

PSAP	Jul	Aug	Sep		3rd Qtr	
ANSONIA PD	85.96	88.16	89.67		87.93	
AVON PD	92.93	94.11	94.53		93.86	
BERLIN PD	93.75	94	93.61		93.79	
BETHEL PD	96.81	96.57	95.55		96.31	
BLOOMFIELD PD	85.79	87.02	83.19		85.33	
BRANFORD PD	97.08	95.93	95.74		96.25	
BRIDGEPORT ECC (ACD)	94.79	91.58	88.97		91.78	
BRISTOL PD	96.23	96.61	96.15		96.33	
BROOKFIELD PD	96.96	96.71	98.26		97.31	
CANTON PD	86.82	82.89	90.36		86.69	
CHESHIRE PD	86.58	87.73	88.03		87.45	
CLINTON ECC	99.49	97.88	94.72		97.36	
CROMWELL PD	96.11	94.44	93.69		94.75	
CSP TROOP A	91.31	90.45	90.13		90.63	
CSP TROOP B	93.98	92.86	92.65		93.16	
CSP TROOP C (Secondary)	92.42	92.93	93.32		92.89	
CSP TROOP D (Secondary)	93.14	89.81	92.16		91.70	
CSP TROOP E	95.22	96.55	95.19		95.65	
CSP TROOP F (Secondary)	91.27	90.53	95.19		92.33	
CSP TROOP G	84.06	84.04	87.28		85.13	
CSP TROOP H	86.87	88.01	85.8		86.89	
CSP TROOP I	91.23	89.58	91.24		90.68	
CSP TROOP K (Secondary)	95.08	94.58	92.11		93.92	
CSP TROOP L	93.57	95.16	93.52		94.08	
CSP BIA	96.99	97.41	97.32		97.24	
DARIEN PD	93.3	91.7	92.03		92.34	
DERBY PD	85	86.83	85.71		85.85	
EAST HARTFORD PD	92.27	90.89	93.12		92.09	
EAST HAVEN PD	96.12	94.82	97.09		96.01	
EAST LYME ECC	95.38	95.05	93.7		94.71	
EAST WINDSOR PD	94.3	93.47	94.64		94.14	
EASTON PD	93.75	91.45	90.91		92.04	
ENFIELD ECC	88.28	86.89	89.17		88.11	
FAIRFIELD ECC	95.34	95.76	89.32		93.47	
FARMINGTON PD	93.78	95.19	95.16		94.71	
GLASTONBURY PD	84.72	85.03	77.31		82.35	
GRANBY PD	91.33	90.41	92.41		91.38	
GREENWICH PD	93.63	94.44	94.27		94.11	
GROTON ECC	95.26	93.65	95.95		94.95	
GUILFORD ECC	92.21	92.08	89.48		91.26	
HAMDEN ECC	91.63	93.32	89.08		91.34	

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HARTFORD ECC	70.86	70.98	72.22		71.35	
LEDYARD ECC	94.52	93.24	95.37		94.38	
LITCHFIELD COUNTY DISPATCH	95.2	94.45	94.12		94.59	
MADISON PD	96.89	97.37	98.14		97.47	
MANCHESTER PD	88.45	88.43	90.33		89.07	
MASHANTUCKET PS	100	98.63	92.45		97.03	
MERIDEN PD	90.46	90.06	89.11		89.88	
MIDDLETOWN CC	92.64	93.06	91.6		92.43	
MILFORD PD	95.16	95.66	95.8		95.54	
MOHEGAN TRIBAL PD	97.84	99.15	97.59		98.19	
MONROE PD	84.1	92.2	87.26		87.85	
MONTVILLE ECC	88.19	89.68	89.47		89.11	
NAUGATUCK PD	94.42	93.73	94.01		94.05	
NEW BRITAIN ERC	87.36	87.13	88.41		87.63	
NEW CANAAN PD	90.63	88.89	85.99		88.50	
NEW FAIRFIELD PD	92.27	91.67	92.31		92.08	
NEW HAVEN ERC (ACD)	90.32	94.05	93.96		92.78	
NEW LONDON PD	97	96.64	97.04		96.89	
NEW MILFORD PD	97	97.9	97.73		97.54	
NEWINGTON PD	93.49	94.84	96.44		94.92	
NEWTOWN PD	97.65	98.28	99.38		98.44	
NORTH BRANFORD PD	91.9	93.75	92.86		92.84	
NORTH HAVEN PD	94.47	92.15	93.69		93.44	
NORWALK PD	83.7	84.36	83.89		83.98	
NORWICH PD	85.98	87.22	82.87		85.36	
NW CT PUB SAFETY ECC (ACD)	96.06	95	95.33		95.46	
OLD SAYBROOK PD	94.8	92.98	93.02		93.60	
ORANGE PD	90.41	90.69	86.7		89.27	
PLAINVILLE PD	92.49	94.33	93.99		93.60	
PLYMOUTH PD	91.42	94.59	93.5		93.17	
PUTNAM PD	74.02	77.38	80.81		77.40	
QUINEBAUG VALLEY ECC	94.83	95.69	95.35		95.29	
REDDING PD	77.87	85.14	76.08		79.70	
RIDGEFIELD PD	88.5	87.92	92		89.47	
ROCKY HILL PD	93.05	89.44	93.63		92.04	
SEYMOUR PD	91.49	89.87	93.51		91.62	
SHELTON PD	89.25	89.4	89.34		89.33	
SIMSBURY PD	90.22	91.87	95.32		92.47	
SOUTH WINDSOR PD	96.83	96.84	95.75		96.47	
SOUTHBURY PD	86.26	88.28	89.4		87.98	
SOUTHINGTON PD	96.56	97.7	97.43		97.23	
STAMFORD ECC	82.06	83.06	81.58		82.23	

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STONINGTON PD	94.27	96.45	92.23		94.32	
STRATFORD ECC	87.23	85.74	87.26		86.74	
SUFFIELD PD	95.77	93.65	92.36		93.93	
THOMASTON PD	75	74.05	69.63		72.89	
TOLLAND COUNTY ECC	94.42	94.13	95.67		94.74	
TRUMBULL PD	92.16	88.24	89.36		89.92	
UCONN PD	94.29	95.79	95.08		95.05	
VALLEY SHORE ECC	94.07	94.43	94.16		94.22	
VERNON PD	91.7	90.37	92.49		91.52	
WALLINGFORD PD	98.38	98.41	97.41		98.07	
WATERFORD ECC	95.07	95.89	97.21		96.06	
WATERTOWN PD	92.72	92.25	93.43		92.80	
WEST HARTFORD PD	96.56	97.39	97.18		97.04	
WEST HAVEN ERS	93.26	92.89	93.6		93.25	
WESTERN CT COMM CTR	92.86	94.26	95.19		94.10	
WESTON ECC	90.12	88.5	86.4		88.34	
WESTPORT PD	90.9	92.44	88.16		90.50	
WETHERSFIELD PD	94.59	91.72	92.29		92.87	
WILLIMANTIC SB ECC	96.75	96.92	97		96.89	
WILTON PD	96.5	94.41	91.12		94.01	
WINDSOR LOCKS PD	67.29	68.89	76.65		70.94	
WINDSOR PD	92.01	92.51	90.92		91.81	
WINSTED PD	90.32	92.33	91.29		91.31	
WOLCOTT PD	85.91	87.58	84.69		86.06	
WOODBIDGE PD	91.13	93.6	89.89		91.54	
All PSAPs Average	91.58	91.70	91.42		91.56	

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