

2006
Annual Report
to the General Assembly

Concerning
Enhanced 9-1-1
Emergency Telephone Service

State of Connecticut
Department of Public Safety
Division of Fire, Emergency and Building Services
Office of Statewide Emergency Telecommunications

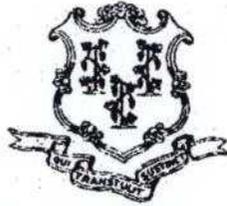
February 15, 2007

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STATE OF CONNECTICUT



DEPARTMENT OF PUBLIC SAFETY OFFICE OF THE COMMISSIONER

*Leonard C. Boyle
Commissioner*

*Andrew R. Crumbie, Esq.
Executive Assistant*

INTRODUCTION AND EXECUTIVE SUMMARY

To Honorable Members of the General Assembly:

In compliance with Section 28-29b of the Connecticut General Statutes, the Office of Statewide Emergency Telecommunications (OSET) of the Department of Public Safety hereby submits the annual report concerning Enhanced 9-1-1 emergency telephone service to the General Assembly of the State of Connecticut.

This report details the activities relating to Enhanced 9-1-1 (E9-1-1) emergency telephone service during the calendar year 2006 and the activity anticipated for the ensuing year.

As the demands and responsibilities of providing 9-1-1 services have increased, so have the activities of OSET, public safety answering points (PSAPs) and telephone service providers. The challenge of complying with federal mandates regarding the location of cellular 9-1-1 calls has been met. All Connecticut public safety-answering points receive location information from all Connecticut based cellular carriers. The challenge to provide an accurate map product continues. OSET has instituted an aggressive program to identify map changes in response to their need.

A summary of activities is provided below:

E9-1-1 Commission – The Commission has been addressing issues related to the implementation of regulations that will provide for increased funding for Cities and Regional Emergency Telecommunications Centers, PSAP personnel training, capital improvements and technological advances including a new Data Net.

9-1-1 Calls – During the calendar year 2006, Connecticut's 107 Public Safety Answering Points processed a total of 2,330,050 calls. Of these calls 61% (1,420,825) were wireless calls. The call count report Appendix D, is attached.

Emergency Medical Dispatch (EMD) – Public Act 00-151 also requires PSAPS to provide or arrange for EMD to 9-1-1 calls. EMD refers to pre-arrival instruction given by the 9-1-1 dispatcher to the 9-1-1 callers. All municipal and regional PSAPs have complied with this requirement.

Upgrading PSAP Workstations – OSET, in conjunction with a group representing public safety answering points, is in the process of preparing a request for proposal (RFP), to replace the current E9-1-1 operating software and expects to have this new platform purchased and installed in all PSAPs in 2008. This new equipment and technology will be capable of handling the changing needs and technological advances that have taken place over the past few years.

Mapping – OSET continues to work with the PSAPs, municipalities and Tele Atlas to develop a process for updating the street centerline data currently being provided to the State by Tele Atlas. Maintaining maps is an ongoing process and OSET, in conjunction with the Department of Administrative Services, developed new job classes to address these geographic needs. OSET has since hired a Geographic Information System (GIS) Coordinator and a GIS Technician to handle the increasing demands for mapping information and updates.

Wireless Carriers – In accordance with Federal Communications Commission (FCC) Docket 94-102, all wireless carriers in Connecticut had completed the implementation of Phase II Wireless Service in Connecticut by the end of 2004.

Wireless Phase II as required by the Federal Communications (FCC) Docket was implemented in Connecticut by June 2004. Phase II allows for wireless 9-1-1 calls to be routed to the appropriate PSAP based upon the cell sector coverage area of the antenna, which picks up the signal. The location of the caller is displayed on a map at the PSAP based upon latitude and longitude generated by the wireless carriers. FCC accuracy requirements for location information vary depending on the technology used by the wireless carrier.

The wireless carriers currently providing wireless service in Connecticut are: Alltel, Cingular Wireless, Sprint Nextel, T-Mobile and Verizon.

Wireline Carriers – AT&T serves as Connecticut's incumbent local exchange carrier (ILEC), as well as eight facility-based competitive local exchange carriers (CLECs). Facility-based CLECs own the equipment necessary to make telephone calls. They are required to report on network performance. Specifically, CLECs are required to update the E9-1-1 database with changes in their subscribers' records (e.g., name, address, telephone number changes) within two days of such change. Four CLECs complied with the requirement; only two CLECs reported that they had met the two-day requirement for each of the four calendar quarters.

Public Education – A public education group representing OSET and public safety answering points worked with the Connecticut Broadcaster's Association to develop three non-sustaining commercial announcements that were aired on both radio and television in an effort to educate the public on the proper use of 9-1-1. The public education group is currently working on curriculum for school-age children to instruct them on appropriate use of 9-1-1. The group has adopted a mascot and produced coloring books, which will be the foundation for educating children in the proper use of 9-1-1.

Accessibility – OSET has contracted with the Commission on the Deaf and Hearing Impaired to provide for the testing of telecommunications devices for the deaf or hard of hearing (TDD), the testing of CapTel response equipment and in-service training of public safety answering point telecommunicators.

Public Safety Data Network – During 2006 the Office of Statewide Emergency Telecommunications conducted a feasibility study regarding the creation of a statewide public safety services data network. The goal of the public safety services data network would be to provide data connectivity for all public safety services, first responders and first providers.

E9-1-1 Surcharge – Every telephone customer pays a monthly surcharge on his or her telephone bill to underwrite the costs of 9-1-1 services. The Department of Public Utility Control sets the surcharge based upon cost and usage data provided by OSET. The current rates start at thirty-seven cents per line per month with a downward sliding scale for customers that have multiple lines. OSET is preparing its budget for the fiscal year 2007-2008 for submission to the Department of Public Utility Control in March 2007.

Budget – The estimate “Statewide Enhanced 9-1-1 Program” operating budget for the state fiscal year 2006-2007 is \$26,643,831.62. Carryover, interest and additional revenue from the previous fiscal year equaled \$3,000,000.00, which reduced the fiscal year 2005-2006 operating budget requirements to \$17,774,870.82. The budget is found in Appendix A.

VoIP – Voice Over Internet Protocol (VoIP) – OSET has worked with various VoIP providers to ensure 9-1-1 calls from VoIP telephone service subscribers are transmitted to the appropriate public safety answering point with location information. Emergency Service Query Keys (ESQKs) which are nondialable telephone numbers with an NNX of “211” have been assigned statewide on an emergency service zone (ESZ) basis to Vonage and to three E9-1-1 deployment facilitators, HBF, Intrado and TCS for their respective pools of VoIP Service Providers (VSPs).

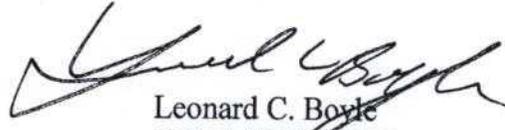
Funding – As a result of a comprehensive study regarding funding of public safety answering points, regulations were passed to provide funding for the following:

- **Training:** each PSAP will receive 10 cents per capita to provide training for certified telecommunicators and supervisors.
- **Funded Cities:** The threshold for funding was reduced from 70,000 to 40,000 to ease the fiscal burden for fourteen additional cities. In addition all funded cities and regional centers received an increase due to an increase in the dollar value of the funding formula.
- **Capital Expense Grants:** Changes were made that would allow funded cities and regional centers to use up to fifty percent of their funding for capital expenses. Additionally a capital expenditure account was created based on 12.5 percent of the total funding with a cap at 25 percent in year two, which allows funded cities and regional centers to apply for capital expenditures from the fund if matched dollar per dollar by local funds.
- **State Police Funding:** Approximately one third of all 9-1-1 calls received by Connecticut PSAPs are answered by the Connecticut State Police (CSP). To provide some level of funding CSP will be provided \$1 per 9-1-1 call.

- CMED Funding: To ensure that CMED (Coordinated Medical Emergency Direction) would be adequately funded into the future and that the relief to towns and cities would continue the funding was increased from 15 cents per capita to 30 cents per capita.
- To encourage the consolidation and regionalization of emergency telecommunications a new category was created to allow funding for multi-town PSAPs, which provide emergency telecommunications for two municipalities.

I look forward to discussing the contents of this report with you.

Sincerely,



Leonard C. Boyle
COMMISSIONER

E9-1-1 Commission Members

The Governor, in accordance with Connecticut General States Section 28-29a, appoints the Enhanced 9-1-1 Commission to advise the Commissioner of the Department of Public Safety with respect to E9-1-1 activities.

The members of the Enhanced 9-1-1 Commission in 2006 were:

Chairman Ernest Herrick, representing the Volunteer Fire Service;

Chief Alfred Dudek Jr., representing the Municipal Fire Chiefs;

John Elsesser, representing the Council of Small Towns;

Jeffrey Morrissette, the State Fire Administrator;

Donald Richardson, representing Wireless Services;

Gordon Shand, representing the Department of Public Health, Office of Emergency Medical Services;

Michael Stemmler, representing the Department of Public Safety, Connecticut State Police;

Jeffrey Vannais, representing E9-1-1 Public Safety Answering Points;

Lee Vincent, representing the Connecticut Conference of Municipalities;

Roy Piper, representing the Department of Emergency Management and Homeland Security;

Chief Paul Jakubson, representing the Municipal Police Chiefs

E9-1-1 Commission Meeting Schedule

All E9-1-1 Commission meetings are held quarterly on the first Friday of the month (holidays permitting) at the Department of Public Safety.

E9-1-1 Commission meetings were held in 2006 on the following dates:

January 6, 2006
April 7, 2006
July 7, 2006
October 6, 2006

E9-1-1 Commission meeting dates scheduled for 2007 are as follows:

January 5, 2007
April 13, 2007 (2nd Friday)
July 13, 2007 (2nd Friday)
October 5, 2007

All E9-1-1 Commission meetings are held at:

Department of Public Safety
Third Floor, Room 348
1111 Country Club Road
Middletown, Connecticut 06457

Meetings are open to the public.

Minutes from E9-1-1 Commission meetings are posted on OSET's website at:
<http://www.state.ct.us/dps/DFEBS/OSET.htm>.

E9-1-1 Implementation of Voice over Internet Protocol (VoIP) Telephone Service Providers

The FCC adopted rules requiring providers of interconnected VoIP services to supply 911 emergency calling capabilities to their customers as a mandatory feature of the service by November 28, 2005. "Interconnected" VoIP services are VoIP services that allow a user generally to receive calls from and make calls to the traditional telephone network. Under the FCC rules, interconnected VoIP providers must:

- Deliver all 911 calls to the local emergency call center;
- Deliver the customer's call back number and location information where the emergency call center is capable of receiving it; and
- Inform their customers of the capabilities and limitations of their VoIP 911 service.

Three Phases VoIP E9-1-1

There are three recognized phases for the implementation VoIP E9-1-1 service.

i1 Solution: A VoIP telephone subscriber's 9-1-1 call is routed to an out-of-state call center. The 9-1-1 caller is then transferred over the public switched telephone network (PSTN) to a 10-digit emergency number at the PSAP without ANI or ALI information.

i2 Solution: This solution is currently being implemented in the State of Connecticut. VoIP telephone subscriber's 9-1-1 call is routed to the corrected PSAP with ANI and ALI information via the Connecticut E9-1-1 network. VoIP Telephone Service Providers utilize a third party entity, such as Intrado, HBF, or TCS to provide the gateway to the Connecticut E9-1-1 System. Interconnection facilities are provided to the AT&T E9-1-1 selective routers by Level3 Communications. This solution provides the PSAP with a valid call back telephone number and address of the 9-1-1 caller.

i3 Solution: This a future solution that will provide an end to end Internet Protocol (IP) caller to an IP enabled PSAP

Connecticut VoIP E9-1-1 i2 Solution Implementation

During 2006 OSET began implementation of E9-1-1 for VoIP Telephone Service Providers. OSET has assigned over 14,000 routing telephone numbers known as Emergency Service Query Keys (ESQKs) to four companies that either provide direct connectivity to the Connecticut E9-1-1 network or an E91-1- gateway to the Connecticut system for a pool of VoIP Service Providers (VSP's).

These companies are:

- Vonage
- Intrado
- HBF Group Inc.
- TeleCommunication Systems, Inc. (TCS)

All companies with the exception of HBF Group Inc. completed VoIP implementation and testing during 2006.

Nomadic VoIP 9-1-1

VoIP telephone service allows subscribers to use their telephone service wherever they have access to the Internet. This is known as Nomadic VoIP.

Nomadic VoIP telephone subscribers are able to take their telephone service with them when they travel via laptop computer for example. Nomadic subscribers can go on the Internet to update their current location for 91-1- purposes. When a Nomadic subscriber calls 9-1-1 the call is then routed to the appropriate PSAP based upon their updated location information.

Enhanced 9-1-1 Network and Database Management System (DBMS) Performance

The Database Management System (DBMS) continuously updates the E9-1-1 Selective Routing and Automatic Location Information (ALI) databases.

The Selective Routing feature directs a 9-1-1 call to the appropriate public safety answering point (PSAP) based upon the caller's location and telephone number. When a 9-1-1 call is answered at the PSAP, the ALI feature displays the telephone number and the address of the location from where the 9-1-1 call was made. The ALI database provides a list of the emergency response agencies for the caller's location.

AT&T is able to provide information regarding whether a resident of the household is blind, hearing or speech impaired, uses a life support system, or uses a TDD/TYY device. If this information has been previously provided to AT&T, this information will be relayed to the PSAP along with name and address information. Wireless carriers do not provide this service.

AT&T is required by the Department of Public Utility Control (DPUC) to make every reasonable effort to update the Selective Routing and ALI databases on a daily basis and process each Selective Routing record and each ALI record within two days of receipt. The following performance information regarding ALI and Selective Routing updates indicates that AT&T updated records for ALI and Selective Routing with the required periods over 99% of the time.

E9-1-1 DATABASE UPDATE PERFORMANCE

Time Period	% ALI & Selective Routing Records Updated in 2 Days (based on sampled records)
1/06 – 2/06	98.16%
3/06 – 5/06	99.86%
6/06 – 8/06	99.06%
9/06 – 11/06	98.82%

SYSTEM PERFORMANCE JANUARY – NOVEMBER 2006

Total number of ALI Retrieval Attempts made by PSAPs = 2,410,965

ALI (Address) Record Not Found = 15,847 (0.66% of all ALI Retrieval Attempts)

Misroutes/Mismatches = 2

Competitive Local Exchange Carriers (CLECs) – Performance Reports 2006

Connecticut General Statutes Sections 28-27-23 through 28-27-29 establish requirements for the provision of Enhanced 9-1-1 service by competitive local exchange carriers (CLECs).

Facility-based CLECs* are required to update the E9-1-1 database with changes in their subscribers' records (e.g., name, address, telephone number changes) within two days of such change. Of the CLECs that complied with this requirement, four consistently reported on update performance. Of these four, only one consistently met the requirement to update the database in a timely manner, that is two days.

This chart reflects the percentage of updates that are made in a timely manner by CLEC.

CLEC	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
AT&T - TCG	100%	100%	100%	100%
AT&T - Comcast	100%	100%	100%	49.08%
Cablevision Lightpath	NR	NR	94.60%	99.87%
Charter Fiberlink	NR	NR	99.98%	95.17%
Choice One Communications	99.17%	100%	100%	100%
Conversent Communications	58.51%	NR	23.53%	41.89%
Cox Communications	100%	100%	100%	93.07%
Focal/Broadwing	NR	NR	100%	100%
Global Crossing	NR	NR	NR	NR
Level3	0%	NR	0%	NR
Paetec Communications	0%	99.24%	100%	100%
Verizon Business	100%	92.91%	99.63%	100%

IR = Incomplete Report

NR = No Report or Data Submitted Late

* A facility-based CLEC owns the equipment necessary to provide the ability to make calls. A CLEC may also lease telephone services from AT&T and then sell those services; these CLECs are referred to as "re-sellers."

Telecommunicator Training Program

Since January 1, 1990, the effective date of Connecticut General Statutes 28-30 (c), no person may be employed as a public safety telecommunicator (also referred to as a dispatcher) unless he or she has been certified by the Office of Statewide Emergency Telecommunications (OSET).

The four steps to the certification process are:

1. Completion and achievement of a passing grade in the Telecommunicator Certification Training Program; and
2. E9-1-1 System Training
3. Emergency Medical Dispatch (EMD) Training
4. Completion of a probationary period as verified by the employer.

Six training classes were held during the 2006 calendar year. A total of 191 students were trained. Of those students, 178 (93%) passed the telecommunicator certification examination.

The Office of Education and Data Management has updated the curriculum to be in compliance with NFPA 1061 standards (National Fire Protection Association). Changes to the curriculum include, but are not limited to, information on AMBER ALERT, wireless phone service, Voice over Internet Protocol phone service, weapons of mass destruction, and terrorism awareness. Three train-the-trainer classes were held, with a total of 12 instructors trained. New test bank questions were created to match the curriculum.

The following Telecommunicator Training classes were held in 2006:

January 23-31, 2006
Department of Public Safety

March 20-28, 2006
Trumbull Center Station #1

April 17-25, 2006
Cromwell Fire Department

June 19-27, 2006
CT Fire Academy, Windsor Locks

August 21-29, 2006
Cromwell Fire Department

October 16-24, 2006
New Haven Regional Fire School

Emergency Medical Dispatch (EMD)

Public Act 00-151 requires that "not later than July 1, 2004, each PSAP shall provide emergency medical dispatch (EMD) or shall arrange for EMD to be provided..." EMD refers to instructions provided to the 9-1-1 callers by PSAP personnel prior to the arrival of medical services.

To date, 1600 students have registered for EMD training. OSET reimburses municipalities as well as secondary answering points for EMD training.

All 107 public safety points (100%) are in compliance with Public Act 00-151 by directly providing EMD or arranging for EMD to be provided by a private agency.

In 2006 OSET provided Quality Assurance training to directors of public safety answering points this included education on review and rating calls, counseling employees and suggestions on how to make improvements in processes and call handling.

OSET will continue to stress the importance of quality assurance and improvement and will offer additional training as needed in 2007 to ensure the highest degree of professionalism and service to the 9-1-1 callers.

Public Safety Answering Point Telecommunicator Training Fund

On March 3, 2006 the State of Connecticut adopted regulations that would provide a training subsidy to 107 public safety-answering points. The intent of this regulation was to promote the profession of telecommunications and offer opportunities to telecommunicators to attend various training and conferences.

Twenty-nine public safety answering points have taken advantage of this funding, total reimbursements have exceeded \$36,500 for the current fiscal year.

Training included attendance at conferences, memberships to professional organizations, training on suicide intervention, fire dispatch and stress management, to name a few.

Translation Services

In the State of Connecticut almost 1 in 5 people speak a language other than English. In June 2005 the Department of Public Safety, Office of Statewide Emergency Telecommunications contracted with Language Line Services, to provide translation services to all public safety answering points needing translation services for 9-1-1 calls.

This vital service enables telecommunicators to connect to an interpreter within seconds, translation services are offered for over 150 languages. Use of Language Line increases steadily as PSAPs become more aware of this service. In 2006 a total of 2593 requests were made for interpreters the most frequently requested language was Spanish for a total of 2291 calls. Twenty-nine languages were translated at various public safety answering points throughout the state with the highest usage in large multi-cultural urban areas.

A breakdown of languages and usage for 2006 follows this narrative.

Translation Services 2006

<u>Language</u>	<u>Jan.</u>	<u>Feb.</u>	<u>Mar.</u>	<u>Apr.</u>	<u>May</u>	<u>Jun.</u>	<u>Jul.</u>	<u>Aug.</u>	<u>Sep.</u>	<u>Oct.</u>	<u>Nov.</u>	<u>Dec.</u>	<u>Totals</u>
Albanian	1	2	1										4
Arabic			1				1			2		1	5
Bosnian			1	1				1			1		4
Cantonese		1			2								3
Croatian												1	1
Czech								1				1	2
French	2		1	2		4	1	2					12
Fuzhou				1									1
German				1				1				1	3
Haitian Creole	1	1	1			2	1	2					8
Hausa							1						1
Hindi	1			1									2
Italian	3	2	2		1	3	1	2	1		2	1	18
Japanese				1									1
Korean	1	2	1									1	5
Laotian				1									1
Mandarin	5	4	2	1	3	5	3	2	2	3	5	3	38
Polish	7	4	8	7	2	11	4	4	5	5	8	9	74
Portuguese	7	2	6	1	7	3	1	5	5	5	5	7	54
Russian	1	6	4	5	1	3		1	1		7	2	31
Somali		1					1	1	1		1	1	6
Spanish	160	131	154	140	198	226	232	216	212	177	225	220	2291
Tagalog								1					1
Taiwanese												1	1
Tamil		2											2
Turkish	1		2	3		1	1	1			1	1	11
Ukrainian						1			1	1	2		5
Urdu												2	2
Vietnamese		1	1						3				6
TOTALS	190	159	185	165	214	259	247	240	231	193	257	253	2593

Frequency Coordinations 2006

The Office of Statewide Emergency Telecommunications provides frequency coordination to the public safety communications community within Connecticut and coordinates frequency spectrum with neighboring states and regional committees. Our mission is to provide the public safety community with reliable, non-interfering radio telecommunications.

The Office maintains an updated FCC radio frequency spectrum database, plans for the best utilization of radio channels and reviews all applications for public safety licensing.

FCC licensing is coordinated with the Association of Public Safety Telecommunications Officials, International (APCO). This office serves as the "local frequency advisor" to assist applicants in obtaining frequency licensing for APCO within Connecticut.

This Office maintains membership on two FCC regional committees, Region 8 and Region 19. FCC Regional committees have developed radio frequency spectrum allocation plans for the 821 MHz band.

Region 8 includes the counties of: Fairfield, Litchfield, New Haven, and Middlesex in Connecticut, the Southern half of New York and the northern half of New Jersey. Region 19 includes the counties of: Hartford, Tolland, Windham and New London in Connecticut, and the states of Massachusetts, Rhode Island, Vermont, Maine and New Hampshire.

This office also maintains membership on the New England 700 MHz Regional Planning Committee, which includes the states of Connecticut, New Hampshire, Maine, Massachusetts, Rhode Island and Vermont. Connecticut has the largest active membership on the Committee.

The Region 19 700MHz public safety planning committee was the third regional planning committee to have an FCC approved plan in the nation. The plan approval enables the planning committee to begin the distribution of 700MHz general use frequency spectrum which becomes available in February of 2009.

The Region 19 700MHz planning committee also submitted its 4.9GHz Plan to the FCC in June of 2006. The Plan requires that all New England Public Safety Services licensed in the 4.9GHz band (4940MHz - 4990MHz) abide by the procedures as written in the 4.9GHz Plan. The Plan requires licensed 4.9GHz user to coordinate its activities with the committee to share common resources and eliminate the duplication of facilities.

Frequency Coordinations 2006

Capitol Region Council of Governments	2
City of Ansonia	1
City of Bridgeport	1
City of Norwalk	1
City of Rowayton	2
City of Stamford	1
CT. Dept. of Public Safety	1
Greenwich EMS	1
Killingworth Vol. Fire Dept.	1
Metropolitan District Commission	1
New Milford Ambulance	1
North Central CT EMS Council, Inc.	1
Quinebaug Valley ECC	2
Redding Fire District	1
State of CT. - CT. Valley Hosp.	2
State of CT. Dept of Public Safety	1
State of CT. Div of Special Revenue	1
Town of Glastonbury	1
Town of Ansonia	1
Town of Ashford	1
Town of Bethel	1
Town of Bloomfield	1
Town of Brookfield	1
Town of Clinton	1
Town of Colchester	1
Town of Deep River	1
Town of Derby	1
Town of East Granby	2
Town of Enfield	1
Town of Glastonbury	3
Town of Greenwich	1
Town of Groton	2
Town of Guilford	1
Town of Lebanon	1
Town of Ledyard	1
Town of Madison	1
Town of Montville	1

Town of Newington	1
Town of North Coventry	1
Town of Pomfret	1
Town of Ridgefield	1
Town of Sprague	1
Town of Stamford	1
Town of Tolland	1
Town of Trumbull	1
Town of Weston	2
Town of Wethersfield	2
Town of Wilton	1
Town of Winchester	4
Town of Woodbury	1
Town of Woodstock	1
UConn, Fire	1
Valley Shore ECC	3
Wethersfield Vol. Ambulance	1
Total	69

Geographic Information Systems

During the second half of 2006, the Office of Statewide Emergency Telecommunications (OSET) further improved its Geographic Information System (GIS) capabilities with the addition of a full-time GIS Coordinator and a full-time GIS Technician. The primary responsibilities of OSET's GIS team include:

1. Research map update for OSET processing and incorporates into the Tele Atlas street centerline map.
2. Coordination of map updates and the development of statewide map products with other state agencies.
3. Provide updates to the 9-1-1 master street address guide for the 911 database.

Federal Communications docket 94-102 required that all cellular phone calls to 9-1-1 location information. The Office of Statewide Emergency Telecommunications can establish a technology platform at each of the 107 public safety answering points to receive cellular 9-1-1 calls and the latitude and longitude of coordinates of the 9-1-1 caller. This platform requires that a street centerline map be provided. In order to provide for that map and provide for the continual update of the state map, OSET contracted with Tele Atlas North America, Inc. for a street center line/address map and also established new OSET staff to facilitate the ongoing update of the statewide map. The 9-1-1 street center line data is provided at no cost to all State of Connecticut government units (state, local and regional.)

Contact was made with each town to determine the appropriate legal authority for geographical information systems (GIS). As of December 31, 2006, 130 towns have identified their GIS map designate and 72 towns have submitted map updates to the Office of Statewide Emergency Telecommunications. Corrected town map information is applied to the State map and distributed to all public safety answering points semi-annually. OSET also distributed ortho photo imaging to all 107 public safety answering points during 2006.

E9-1-1 Surcharge

Every telephone customer with wireline or wireless service pays a monthly surcharge on their telephone bill to underwrite the costs of E9-1-1 services to the State. Telephone companies collect these fees and remit them to the Office of Statewide Emergency Telecommunications (OSET) on a monthly basis. The Department of Public Utility Control (DPUC) determines the surcharge based on the E9-1-1 budget requirements determined by OSET.

In accordance with the provisions of the Regulations of the State of Connecticut Section 28-24-10, OSET submitted its operating budget for E9-1-1 service, and the implementation of Section 29-8-24-1 through 28-24-11 to the DPUC for fiscal year 2006-2007. The budget requirements resulted in setting the surcharge at 37 cents per month for a single telephone line for the period June 1, 2006 through May 30, 2007. There is a sliding scale for customers with multiple phone lines. The current surcharge rates are listed below.

Number of Lines	Per-Line Assessment
1	.37
2	.28
3	.25
4-5	.22
6-10	.19
11-25	.15
26-50	.12
51-99	.09
100+	.07

See Appendix A for the budget submitted to DPUC for fiscal year 2006-2007.

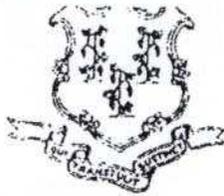
DEPARTMENT OF PUBLIC SAFETY

Office of Statewide Emergency Telecommunications

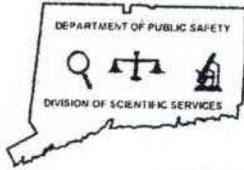
Operating Budget FY 06/07

APPENDIX A

2006 Report to the General Assembly



STATE OF CONNECTICUT



DEPARTMENT OF PUBLIC SAFETY
OFFICE OF THE COMMISSIONER

Leonard C. Boyle
Commissioner

3/20/2006

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Ten Franklin Square
New Britain, CT 06051

RE: Docket No. 06-0-03 - General Implementation of PA 96-150, Annual Assessment Proceeding to Fund the Development and Administration of the Enhanced Emergency 9-1-1 Program Established by Public Act 95-318.

Dear Ms. Rickard:

In accordance with the provision of General State Statute subsection (a) of Section 28-24 of the State of Connecticut, the Department of Public Safety is submitting the attached annual operating budget for the Enhanced 9-1-1 program.

The estimated "Statewide Enhanced 9-1-1 Program" operating budget for state fiscal year 2006/2007 (FY 06/07) is \$26,643,831.62. A carryover from FY 05/06 of \$5,868,960.80 and interest/reserve funds of \$3,000,000 will reduce FY 06/07 operating budget requirements to \$17,774,870.82. The attached document entitled "Estimated Requirements for the Operating Budget of the Statewide Enhanced 9-1-1 Program" provides detailed information for each budget category.

Should you require further information, please contact George J. Pohorilak, Director of the Office of Statewide Emergency Telecommunications, at 860-685-8108.

Sincerely,

Leonard C. Boyle
COMMISSIONER

Enclosure

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An Equal Opportunity Employer

Department of Public Safety
Division of Fire, Emergency and Building Services

OFFICE OF STATEWIDE EMERGENCY TELECOMMUNICATIONS

**Estimated Requirements for the Operating Budget
Of the
Statewide Enhanced 9-1-1 Program
Fiscal Year 06/07
Budget Narrative**

Item #1 Equipment Enhancements

Funding for 9-1-1 street centerline data and ortho-photo deployment will be required for fiscal year 06/07. Additional funds for miscellaneous Public Safety Answering Point (PSAP) equipment and maintenance and replacement of time synchronization equipment, and headsets, will also be required. SBC maintenance, for the call handling platform, is projected to be \$660,143.40. The cost of providing translation services to all PSAPs is projected to be \$30,000. The purchase of a new call handling software platform for all PSAPs is expected to be \$5,000,000. Total requirements for equipment are \$6,883,346.18.

Item #2 Regional Emergency Telecommunications Funding:

Funding for the Regional Emergency Telecommunications Centers is based upon the formula in Section 28-24-3 of the regulation. The variables incorporated into the formula result in exact amounts required for this budget category. FY 06/07 requirements are \$2,782,222.52 for eight regional telecommunications centers. A carryover of \$234,163.89 due to delays in funding formula regulation changes will reduce the budget need to \$2,548,058.63.

Item #3 Funding for Cities with populations over 40,000:

Funding for the 22 cities in Connecticut with populations in excess of 40,000 is determined by calculation of the formula in Section 28-24-3 of the regulation. This amount is calculated to be 3,187,119.96 for 22 cities. The cities of New Haven and Norwalk both consolidated emergency communications, making them eligible for full funding under the regulation and resulting in increases to this category. A carryover due to delays in changes to the funding regulation resulted in a carryover of \$118,405.38. The total amount required for FY 06/07 is \$3,068,714.58.

Item #4 New Regionals:

This category can only be estimated. A proposed group of municipalities currently operating as stand alone public safety answering points is expected to form a new regional emergency communications center. The FY 06/07 cost for an estimated number of potential centers has been included for a total of \$385,388 under the category of new regional centers. The carryover of \$47,880 reduces the budget requirement to \$337,508 for FY 06/07.

Item #5 Network Costs:

This category includes the cost of the E911 network and E911 database services incurred by AT&T. AT&T's estimated cost for network services/database management is \$3,058,202 for FY 06/07. These costs include ISDN lines, computer services, tandem connections, database management and support services. Non-recurring costs for reimbursement of wireless carriers Phase I services are estimated at \$500,000. Recurring annual charges for Phase I services are estimated at \$800,000. Wireless Accuracy Testing costs are estimated to be \$100,000.

In addition to the above, a public safety data network that would provide connectivity for public safety data to all public safety agencies (Police, Fire and Emergency Medical Services (EMS)) is estimated at \$3,000,000. The Telecommunications Service Priority System, (TSP) is a program that will prioritize restoration of telecommunication services in the event of a failure and is estimated to cost \$100,000. Total network costs are \$7,558,202, with a carryover of \$4,300,000 from FY 05/06 reducing the amount of this budget item to \$3,258,202.

Item #6 Transition Grants:

This category can only be estimated; assuming five standalone PSAPs will join other regional centers or form a new center with a cap of \$250,000 for each of the five PSAPs and a carryover of \$617,277.12 from FY 05/06, the result is a budget requirement of \$632,722.88 for FY 06/07.

Item #7 CMED Subsidy:

Each municipality in the state will receive a subsidy for Coordinated Emergency Medical Direction (CMED) services. The funding for CMED services was increased in 05/06 from \$.15 to \$.30 cents per capita. The total amount for CMED subsidy for FY 06/07 is \$1,051,450.20.

Item #8 Office of Statewide Emergency Telecommunications (OSET):

The cost for the Office of Statewide Emergency Telecommunications for FY 06/07 is \$1,172,314.70. Increases include additional staffing for geographic information services to OSET and additional technical staff to coordinate data and radio responsibilities.

Item #9 EMS Data Subsidy to the Department of Public Health:

This annual subsidy is intended to facilitate the collection of EMS data within the Department of Public Health as required by Connecticut General Statute Sec.28-24-7, for FY 06/07 with a cost of \$250,000.

Item #10 Training and Public Education:

This annual cost is for training public safety telecommunicators required by Connecticut General Statutes Section 28-30 and reimbursement for Emergency Medical Dispatch training

for municipalities. For FY 06/07 the projected cost of public safety telecommunicator training is \$207,340. The anticipated EMD training is \$30,000.

Public education initiatives, including non-sustaining commercial announcements regarding the proper use of 9-1-1 and curriculum development and materials for use with school children, is estimated at \$200,000. The total amount needed for FY 06/07 is \$457,340; a carryover from last year's budget reduces the amount required to \$270,803.

Item #11 Multi-Town PSAPs:

This budget item also introduced in FY 05/06 provides a subsidy for a public safety answering point responsible for the receipt and processing of 9-1-1 calls for two municipalities (a Multi-Town PSAP). Funding will be based upon the formula in the Regulation of Connecticut State Agencies Section 28-24-3 and is projected to be \$288,328.69; a carryover of \$33,464.31 reduces this amount to \$254,864.38 for FY 06/07.

Item #12 CSP Subsidy:

This budget item introduced in FY 05/06 will provide funding for the Connecticut State Police (CSP) who currently do not receive funding for 9-1-1 and receive approximately one third of all 9-1-1 calls received in Connecticut. It shall be used exclusively for the purpose of providing 9-1-1 emergency telecommunications services and shall be calculated with the formula of \$1.00 for each 9-1-1 call received by the Connecticut State Police public safety answering points. Based on 9-1-1 call counts from 2005 the subsidy for CSP will be \$811,968.

Item #13 PSAP Training Subsidy:

This subsidy will provide a training allowance for all PSAPs to use exclusively for the purpose of providing 9-1-1 related training for telecommunicators. This subsidy will be based on .10 cents per capita, based on population figures from the Department of Public Health. The total amount required for FY 06/07 is \$350,010.40. A carryover of \$347,672.60 from FY 05/06 due to delays in the passage of this regulation reduces the amount needed to \$2,337.80

Item #14 Capital Expenses:

Funding for capital expenses is based on a formula of 12.5% of the total funding for regional emergency communications centers and funded cities. Any regional emergency communications center or funded city requesting this subsidy must match from local funds one dollar per each dollar provided by the capital expense fund. The total amount required for Capital Expenses for FY 06/07 is \$730,343.75; a carryover of \$497,763.28 reduces the budget need for FY 06/07 to \$232,580.47.

Revenue:

Interest income from previous fiscal years and surplus funds allow for a reduction in the required budget amount of \$3,000,000. This amount combined with carryovers from the previous year will reduce the overall budget need by \$8,868,960.80.

Total Budget Requirements:

The total amount of budget items 1 through 15 for FY 06/07 is \$26,643,831.62. Carryovers, interest and additional revenue from the previous fiscal year equal \$8,868,960.80. The total Enhanced 9-1-1 Fund budget requirement for FY 06/07 is \$17,774,870.82.

Total Budget Requirements FY 2006-2007

Budget Item	FY 06/07 Requirements	FY 05/06 Carryovers	FY 06/07 Actual Cost
Item 1: PSAP Equipment	\$6,369,143.40	(\$514,202.78)	\$6,883,346.18
Item 2: Regionals	\$2,782,222.52	\$234,163.89	\$2,548,058.63
Item 3: City Subsidy	\$3,187,119.96	\$118,405.38	\$3,068,714.58
Item 4: New Regionals	\$385,388.00	\$47,880.00	\$337,508.00
Item 5: Network Costs	\$7,558,202.00	\$4,300,000.00	\$3,258,202.00
Item 6: Transition Grants	\$1,250,000.00	\$617,277.12	\$632,722.88
Item 7: CMED Subsidy	\$1,051,450.20	\$0.00	\$1,051,450.20
Item 8: OSET Cost	\$1,172,314.70	\$0.00	\$1,172,314.70
Item 9: DPH Subsidy	\$250,000.00	\$0.00	\$250,000.00
Item 10: Training & Public Education	\$457,340.00	\$186,537.00	\$270,803.00
Item 11: Multi-Town PSAPs	\$288,328.69	\$33,464.31	\$254,864.38
Item 12: CSP Subsidy	\$811,968.00	\$0.00	\$811,968.00
Item 13: PSAP Training Subsidy	\$350,010.40	\$347,672.60	\$2,337.80
Item 14: Capital Expenses	\$730,343.75	\$497,763.28	\$232,580.47
Item 15: Income/Interest		\$3,000,000.00	(\$3,000,000.00)
Budget Requirements	26,643,831.62	8,868,960.80	17,774,870.82

Item #1
911 PSAP Equipment/Software: FY 2006-2007

E 9-1-1 PSAP Equipment/Software Costs	
Equipment Item	Totals
GIS Street Centerline Data	\$260,000.00
Statewide Ortho Photo	\$75,000.00
Translation Services	\$30,000.00
PSAP Misc. Equipment	\$50,000.00
Time Synchronization-headset replacements, upgrade/maintenance	\$44,000.00
New PSAP CPE Software Platform	\$5,000,000.00
Maintenance SBC	\$660,143.40
Contract Services	\$250,000.00
Total:	\$6,369,143.40

**Item #2
Funding for Regionals:
FY 2006-2007**

TOWN/CITY	Pop.04	# 911 Calls	Var.1	Var.2	Tot. FY 06/07
Colchester EC	P	N	C1	C2	Subsidy
Bozrah	2,446				
Colchester	15,334				
East Haddam	8,789				
East Hampton	11,927				
Haddam Neck	600				
Hebron	9,085				
Marlborough	6,185				
Salem	4,058				
FY06/07	58,424	1	1.6	1	\$248,056.62
Groton ECC					
Town of Groton	40,522				
Groton Long Point	0				
City of Groton	0				
No. Stonington	5,201				
FY06/07	45,723	1	0.7	1	\$126,931.62
Litchfield County Dispatch					
Barkhamsted	3,687				
Borough Bantam	0				
Borough Litchfld.	0				
Bridgewater	1,892				
Canaan	1,106				
Colebrook	1,530				
Cornwall	1,482				
Goshen	3,007				
Hartland	2,078				
Harwinton	5,526				
Kent	2,945				
Litchfield	8,594				
Morris	2,396				
New Hartford	6,662				
Norfolk	1,687				
North Canaan	3,392				
Salisbury	4,059				
Sharon	3,036				
Warren	1,342				
Washington	3,701				

Item #2
Funding for Regionals:
FY 2006-2007

FY06/07	58,122	1	4	1	\$474,566.13
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Item #2
Funding for Regionals:
FY 2006-2007

Northwest Public Safety						
Beacon Falls	5,553					
Bethlehem	3,598					
Oxford	11,112					
Prospect	9,205					
Roxbury	2,311					
Woodbury	9,679					
	41,458	1.19	1.2	1		\$177,240.99
FY06/07						
Quinebuag Valley ECC						
Bor. Danielson	0					
Bor. Jewett City	0					
Brooklyn	7,650					
Canterbury	5,010					
Chaplin	2,418					
Eastford	1,725					
Griswold	11,194					
Hampton	1,968					
Killingly	17,214					
Lisbon	4,231					
Plainfield	15,353					
Pomfret	4,086					
Sprague	3,011					
Sterling	3,384					
Thompson	9,263					
Voluntown	2,632					
Woodstock	7,854					
Scotland	1,665					
FY06/07	98,658	1	3.6	1		\$741,099.16
Tolland County Mutual Aid						
Andover	3,177					
Ashford	4,349					
Bolton	5,173					
Columbia	5,295					
Coventry	12,166					
Ellington	14,141					
Mansfield	24,232					
Somers	10,888					
Stafford	11,815					
Tolland	14,416					
Union	744					

Item #2
Funding for Regionals:
FY 2006-2007

Wilmington	6,197				
FY06/07	112,593	1	2.4	1	\$625,138.85

Item #2
Funding for Regionals:
FY 2006-2007

Valley Shore ECC					
Chester	3,846				
Deep River	4,736				
Durham	7,206				
Essex	6,816				
Haddam	7,535				
Killingworth	6,381				
Lyme	2,115				
Middlefield	4,303				
Old Lyme	7,535				
Westbrook	6,597				
FY06/07	57,070	1.09	2	1	\$304,748.66
Willimantic Fire Switchboard					
Franklin	1,927				
Lebanon	7,224				
Windham	23,167				
FY05/06	32,318	1	0.6	1	\$84,440.47
TOTAL SUBSIDY					\$2,782,222.52
NOTES					
P= 2004 Dept. of Public Health population estimates					
N= Number of 911 Calls in 2005 (wire + wireless)					
C1= Number of emergency services dispatched (max of 3) .1 + .02 ea. Year					
C2= Full service dispatch centers receive 1.0					
Consumer price Index value of .028 0.533					

Item #3
Funding for Cities
Populations Over 40,000
FY 2006-2007

Cities	Pop. 04	# 911 Calls	VAR.1	VAR.2	TOT. FY 06/07
Bridgeport	P	N	C1	C2	Subsidy
FY06/07	140,132	1.26	0.1	0	\$28,833.28
Bristol					
FY06/07	60,994	1	0.1	1	\$109,563.52
Danbury					
FY06/07	78,221	1	0.1	0.25	\$44,707.21
East Hartford					
FY06/07	49,416	1	0.1	1	\$88,765.96
Enfield					
FY06/07	45,567	1	0.1	1	\$81,852.00
Fairfield					
FY06/07	57,861	1	0.1	1	\$103,935.71
Greenwich					
FY06/07	62,317	1	0.1	1	\$111,940.03
Hamden					
FY06/07	58,412	1	0.1	1	\$104,925.48
Hartford					
FY06/07	125,053	2.8	0.1	1	\$628,971.57
Manchester					
FY06/07	55,563	1	0.1	1	\$99,807.82

**Item #3
Funding for Cities
Populations Over 40,000
FY 2006-2007**

Meriden					
FY06/07	59,163	1	0.1	0.75	\$82,121.20
Milford					
FY06/07	54,495	1	0.1	1	\$97,889.37
New Britain					
FY06/07	71,832	1	0.1	1	\$129,031.82
New Haven					
FY06/07	125,012	2.13	0.1	1	\$478,310.79
Norwalk					
FY06/07	84,412	1	0.1	1	\$151,629.28
Southington					
FY06/07	41,723	1	0.1	0.75	\$57,913.61
Stamford					
FY06/07	120,160	1	0.1	1	\$215,843.41
Stratford					
FY06/07	50,309	1	0.1	1	\$90,370.06
Wallingford					
	44,607	1	0.1	1	\$80,127.55
Waterbury					
FY06/07	108,487	1	0.1	1	\$194,875.20
West Hartford					
FY06/07	61,392	1	0.1	1	\$110,278.45

**Item #3
Funding for Cities
Populations Over 40,000
FY 2006-2007**

West Haven					
FY06/07	53,124	1	0.1	1	\$95,426.64
Total					\$3,187,119.96

**Item #5
Network Costs:
FY 2006-2007**

Estimated 9-1-1 Network Cost		
Database Management		\$1,718,226.00
Network (less BRI lines)		\$910,411.00
BRI lines		\$232,373.00
Remote Monitoring & Admin Lines		\$168,963.00
Billing		\$28,229.00
Total E911 Costs		\$3,058,202.00
Public Safety Data Net		\$3,000,000.00
Telephone Service Priority (TSP)		\$100,000.00
		\$3,100,000.00
Wireless Costs		
One-time wireless start-up costs (Non-recurring)		\$500,000.00
Estimated Wireless Network Cost (Recurring)		\$800,000.00
Wireless Accuracy Testing		\$100,000.00
Total Wireless Network Costs:		1,400,000.00
TOTAL 911 Costs: Wireline + Wireless		\$7,558,202.00

Item # 6
Transition Grants: FY 2006-2007

Projected Amounts Required for Transition Grants						
					Estimated	Estimated
FY06/07		# of Towns	Planning \$		Transition @ \$250,000	Total Amount
Hypothetical Region A		5			\$1,250,000	\$1,250,000
TOTAL						\$1,250,000

Item #7
CMED Subsidy: FY 2006-2007

Town	04 Pop	\$.30 Funding
Andover	3,177	\$953.10
Ansonia	18,881	\$5,664.30
Ashford	4,349	\$1,304.70
Avon	16,992	\$5,097.60
Barkhamsted	3,687	\$1,106.10
Beacon Falls	5,553	\$1,665.90
Berlin	19,471	\$5,841.30
Bethany	5,417	\$1,625.10
Bethel	18,742	\$5,622.60
Bethlehem	3,598	\$1,079.40
Bloomfield	20,414	\$6,124.20
Bolton	5,173	\$1,551.90
Bozrah	2,446	\$733.80
Branford	29,166	\$8,749.80
Bridgeport	140,132	\$42,039.60
Bridgewater	1,892	\$567.60
Bristol	60,994	\$18,298.20
Brookfield	16,201	\$4,860.30
Brooklyn	7,650	\$2,295.00
Burlington	8,952	\$2,685.60
Canaan	1,106	\$331.80
Canterbury	5,010	\$1,503.00
Canton	9,603	\$2,880.90
Chaplin	2,418	\$725.40
Cheshire	29,303	\$8,790.90
Chester	3,846	\$1,153.80
Clinton	13,638	\$4,091.40
Colchester	15,334	\$4,600.20
Colebrook	1,530	\$459.00
Columbia	5,295	\$1,588.50
Cornwall	1,482	\$444.60
Coventry	12,166	\$3,649.80
Cromwell	13,520	\$4,056.00
Danbury	78,221	\$23,466.30
Darien	20,547	\$6,164.10
Deep River	4,736	\$1,420.80
Derby	12,620	\$3,786.00
Durham	7,206	\$2,161.80
East Granby	5,018	\$1,505.40
East Haddam	8,789	\$2,636.70
East Hampton	11,927	\$3,578.10

Item #7
CMED Subsidy: FY 2006-2007

East Hartford	49,416	\$14,824.80
East Haven	28,808	\$8,642.40
East Lyme	18,629	\$5,588.70
East Windsor	10,261	\$3,078.30
Eastford	1,725	\$517.50
Easton	7,488	\$2,246.40
Ellington	14,141	\$4,242.30
Enfield	45,567	\$13,670.10
Essex	6,816	\$2,044.80
Fairfield	57,861	\$17,358.30
Farmington	24,682	\$7,404.60
Franklin	1,927	\$578.10
Glastonbury	32,852	\$9,855.60
Goshen	3,007	\$902.10
Granby	10,989	\$3,296.70
Greenwich	62,317	\$18,695.10
Griswold	11,194	\$3,358.20
Groton	40,522	\$12,156.60
Guilford	22,245	\$6,673.50
Haddam	7,535	\$2,260.50
Haddam Neck	600	\$180.00
Hamden	58,412	\$17,523.60
Hampton	1,968	\$590.40
Hartford	125,053	\$37,515.90
Hartland	2,078	\$623.40
Harwinton	5,526	\$1,657.80
Hebron	9,085	\$2,725.50
Kent	2,945	\$883.50
Killingly	17,214	\$5,164.20
Killingworth	6,381	\$1,914.30
Lebanon	7,224	\$2,167.20
Ledyard	15,149	\$4,544.70
Lisbon	4,231	\$1,269.30
Litchfield	8,594	\$2,578.20
Lyme	2,115	\$634.50
Madison	18,778	\$5,633.40
Manchester	55,563	\$16,668.90
Mansfield	24,232	\$7,269.60
Marlborough	6,185	\$1,855.50
Meriden	59,163	\$17,748.90
Middlebury	6,846	\$2,053.80
Middlefield	4,303	\$1,290.90

Item #7
CMED Subsidy: FY 2006-2007

Middletown	47,141	\$14,142.30
Milford	54,495	\$16,348.50
Monroe	19,656	\$5,896.80
Montville	19,846	\$5,953.80
Morris	2,396	\$718.80
Naugatuck	31,802	\$9,540.60
New Britain	71,832	\$21,549.60
New Canaan	19,965	\$5,989.50
New Fairfield	14,229	\$4,268.70
New Hartford	6,662	\$1,998.60
New Haven	125,012	\$37,503.60
New London	26,375	\$7,912.50
New Milford	28,484	\$8,545.20
Newington	29,646	\$8,893.80
Newtown	26,762	\$8,028.60
Norfolk	1,687	\$506.10
North Branford	14,292	\$4,287.60
North Canaan	3,392	\$1,017.60
North Haven	23,710	\$7,113.00
North Stonington	5,201	\$1,560.30
Norwalk	84,412	\$25,323.60
Norwich	36,721	\$11,016.30
Old Lyme	7,535	\$2,260.50
Old Saybrook	10,520	\$3,156.00
Orange	13,587	\$4,076.10
Oxford	11,112	\$3,333.60
Plainfield	15,353	\$4,605.90
Plainville	17,371	\$5,211.30
Plymouth	12,117	\$3,635.10
Pomfret	4,086	\$1,225.80
Portland	9,340	\$2,802.00
Preston	4,846	\$1,453.80
Prospect	9,205	\$2,761.50
Putnam	9,237	\$2,771.10
Redding	8,648	\$2,594.40
Ridgefield	24,202	\$7,260.60
Rocky Hill	18,620	\$5,586.00
Roxbury	2,311	\$693.30
Salem	4,058	\$1,217.40
Salisbury	4,059	\$1,217.70
Scotland	1,665	\$499.50
Seymour	16,133	\$4,839.90

Item #7
CMED Subsidy: FY 2006-2007

Sharon	3,036	\$910.80
Shelton	39,254	\$11,776.20
Sherman	4,100	\$1,230.00
Simsbury	23,460	\$7,038.00
Somers	10,888	\$3,266.40
South Windsor	25,586	\$7,675.80
Southbury	19,498	\$5,849.40
Southington	41,723	\$12,516.90
Sprague	3,011	\$903.30
Stafford	11,815	\$3,544.50
Stamford	120,160	\$36,048.00
Sterling	3,384	\$1,015.20
Stonington	18,381	\$5,514.30
Stratford	50,309	\$15,092.70
Suffield	14,539	\$4,361.70
Thomaston	7,901	\$2,370.30
Thompson	9,263	\$2,778.90
Tolland	14,416	\$4,324.80
Torrington	35,955	\$10,786.50
Trumbull	35,923	\$10,776.90
Union	744	\$223.20
Vernon	29,338	\$8,801.40
Voluntown	2,632	\$789.60
Wallingford	44,607	\$13,382.10
Warren	1,342	\$402.60
Washington	3,701	\$1,110.30
Waterbury	108,487	\$32,546.10
Waterford	19,089	\$5,726.70
Watertown	22,268	\$6,680.40
West Hartford	61,392	\$18,417.60
West Haven	53,124	\$15,937.20
Westbrook	6,597	\$1,979.10
Weston	10,263	\$3,078.90
Westport	26,564	\$7,969.20
Wethersfield	26,358	\$7,907.40
Willington	6,197	\$1,859.10
Wilton	17,965	\$5,389.50
Winchester	10,889	\$3,266.70
Windham	23,167	\$6,950.10
Windsor	28,652	\$8,595.60
Windsor Locks	12,333	\$3,699.90
Wolcott	16,149	\$4,844.70

Item #7
CMED Subsidy: FY 2006-2007

Woodbridge	9,289	\$2,786.70
Woodbury	9,679	\$2,903.70
Woodstock	7,854	\$2,356.20
TOTAL:	3,504,834	\$1,051,450.20

Item #8
OSET Budget: FY 2006-2007

Estimated Budget:	
Office of Statewide Emergency Telecommunications	
Period of 7/1/06-6/30/07	
Total Pay Period Cost	\$26,977.59
Total OSET pay period X26.1	\$704,115.00
Longevity Payments	\$9,315.00
Total Salary Costs	\$713,430.00
Total Salary & Overhead/Fringe = 55.21%	\$1,107,314.70
Plus Travel & Training	\$33,000.00
Plus OE	\$3,000.00
Plus Equipment	\$17,000.00
Plus OSET vehicles	\$12,000.00
	\$1,172,314.70
ESTIMATED FY06/07 OSET BUDGET	\$1,172,314.70

**Item #9
DPH Subsidy:
FY 2006-2007**

Department of Public Health	
Transfer of Funds for EMS	
Period of 7/1/06-6/30/07	
EMS payment to Dept. of Public Health	\$250,000.00
FY05/06 OSET BUDGET	\$250,000.00

**Item #10
Training:
FY 2006-2007**

Training & Public Education	
EMD Training	\$30,000.00
Telecommunicator Training Program	\$207,340.00
Public Education Initiatives	\$200,000.00
CPE Training	\$20,000.00
Total:	\$457,340.00

**Item #11
New-Multi-Town PSAPs:
FY 2006-2007**

MULTI-TOWN PSAP					
TOWN/CITY	POP '04	# 911 CALLS	VAR.1	VAR.2	TOTAL FY06/07
	P	N	C1	C2	Subsidy
Middletown	47,141				
Portland	9,340				
FY06/07	56,481	1	0.4	1	\$129,126.86
Ledyard	15,149				
Preston	4,846				
FY06/07	19,995	1	0.4	1	\$45,712.57
East Granby	5,018				
Granby	10,989				
FY06/07	16,007	1	0.4	1	\$36,595.20
Farmington	24,682				
Burlington	8,952				
FY06/07	33,634	1	0.4	1	\$76,894.05
				TOTAL	\$288,328.69

Item #12
State Police PSAP Subsidy:
FY 2006-2007

State Police Troop	2005 # 911 Calls	Subsidy
CSP A	78,036	\$78,036.00
CSP B	6,827	\$6,827.00
CSP E	56,124	\$56,124.00
CSP G	292,276	\$292,276.00
CSP H	233,001	\$233,001.00
CSP I	131,971	\$131,971.00
CSP L	9,721	\$9,721.00
CSP W	4,012	\$4,012.00
<u>TOTAL</u>	<u>811,968</u>	<u>\$811,968.00</u>

Item #13
PSAP Training Subsidy:
FY 2006-2007

Public Safety Answering Point	Population	@ .10 per capita
Ansonia	18,881	\$1,888.10
Avon PD	16,992	\$1,699.20
Berlin PD	19,471	\$1,947.10
Bethel PD	18,742	\$1,874.20
Bloomfield PD	20,414	\$2,041.40
Branford PD	29,166	\$2,916.60
Bridgeport FD	140,132	\$14,013.20
Bristol PD	60,994	\$6,099.40
Brookfield PD	16,201	\$1,620.10
Canton PD	9,603	\$960.30
Cheshire PD	29,303	\$2,930.30
Clinton ECC	13,638	\$1,363.80
Colchester ECC	58,424	\$5,842.40
Cromwell PD	13,520	\$1,352.00
Danbury FD	78,221	\$7,822.10
Darien PD	20,547	\$2,054.70
Derby PD	12,620	\$1,262.00
East Hartford PD	49,416	\$4,941.60
East Haven FD	28,808	\$2,880.80
East Lyme ECC	18,629	\$1,862.90
East Windsor PD	10,261	\$1,026.10
Easton PD	7,488	\$748.80
Enfield PD	45,567	\$4,556.70
Fairfield ECC	57,861	\$5,786.10
Farmington PD/(Burlington)	33,634	\$3,363.40
Glastonbury PD	32,852	\$3,285.20
Granby PD/(East Granby)	16,007	\$1,600.70
Greenwich PD	62,317	\$6,231.70
Groton ECC	45,723	\$4,572.30
Guilford ECC	22,245	\$2,224.50
Hamden Central	58,412	\$5,841.20
Hartford PD	125,053	\$12,505.30
Ledyard ECC/(Preston)	19,995	\$1,999.50
Litchfield County Dispatch	58,122	\$5,812.20
Madison PD	18,778	\$1,877.80
Manchester PD	55,563	\$5,556.30
Meriden PD	59,163	\$5,916.30

Item #13
PSAP Training Subsidy:
FY 2006-2007

Middlebury PD	6,846	\$684.60
Middletown ECC/(Portland)	56,481	\$5,648.10
Milford FD	54,495	\$5,449.50
Monroe PD	19,656	\$1,965.60
Montville ECC	19,846	\$1,984.60
Naugatuck PD	31,802	\$3,180.20
New Britain ECC	71,832	\$7,183.20
New Canaan PD	19,965	\$1,996.50
New Fairfield ECC	14,229	\$1,422.90
New Haven ECC	125,012	\$12,501.20
New London PD	26,375	\$2,637.50
New Milford PD	28,484	\$2,848.40
Newington PD	29,646	\$2,964.60
Newtown PD	26,762	\$2,676.20
North Branford PD	14,292	\$1,429.20
North Haven PD	23,710	\$2,371.00
Northwest Comm.	41,458	\$4,145.80
Norwalk PD	84,412	\$8,441.20
Norwich PD	36,721	\$3,672.10
Old Saybrook PD	10,520	\$1,052.00
Orange PD	13,587	\$1,358.70
Plainville PD	17,371	\$1,737.10
Plymouth PD	12,117	\$1,211.70
Putnam	9,237	\$923.70
QVEC	98,658	\$9,865.80
Redding PD	8,648	\$864.80
Ridgefield PD	24,202	\$2,420.20
Rocky Hill PD	18,620	\$1,862.00
Seymour PD	16,133	\$1,613.30
Shelton PD	39,254	\$3,925.40
Simsbury PD	23,460	\$2,346.00
South Central CMED	5,417	\$541.70
South Windsor PD	25,586	\$2,558.60
Southbury ECC	19,498	\$1,949.80
Southington PD	41,723	\$4,172.30
Stamford ECC	120,160	\$12,016.00
Stonington PD	18,381	\$1,838.10
Stratford PD	50,309	\$5,030.90

Item #13
PSAP Training Subsidy:
FY 2006-2007

Suffield PD	14,539	\$1,453.90
Thomaston PD	7,901	\$790.10
Tolland County	112,593	\$11,259.30
Torrington PD	35,955	\$3,595.50
Trumbull ECC	35,293	\$3,529.30
Valley Shore ECC	57,070	\$5,707.00
Vernon PD	29,338	\$2,933.80
Wallingford PD	44,607	\$4,460.70
Waterbury PD	108,487	\$10,848.70
Waterford ECC	19,089	\$1,908.90
Watertown PD	22,268	\$2,226.80
West Hartford PD	61,392	\$6,139.20
West Haven ERS	53,124	\$5,312.40
Weston ECC	10,263	\$1,026.30
Westport PD	26,564	\$2,656.40
Wethersfield PD	26,358	\$2,635.80
Willimantic Switchboard	32,318	\$3,231.80
Wilton PD	17,965	\$1,796.50
Windsor PD	28,652	\$2,865.20
Windsor Locks PD	12,333	\$1,233.30
Winsted PD	10,889	\$1,088.90
Wolcott PD	16,149	\$1,614.90
Woodbridge PD	9,289	\$928.90
TOTAL		\$350,010.40

Item #14
Capital Expense Costs:
FY 2006-2007

<u>FUNDING CATEGORY</u>	<u>FUNDING 06/07</u>	<u>12.5% OF FUNDING</u>
Regionals	\$2,786,507.79	\$348,313.47
Cities Over 70,000	\$1,741,324.84	\$217,665.60
Cities Over 40,000	\$1,314,917.40	\$164,364.68
TOTAL FUNDING	\$5,842,750.04	\$730,343.75

DEPARTMENT OF PUBLIC SAFETY

Office of Statewide Emergency Telecommunications

Glossary

APPENDIX B

2006 Report to the General Assembly

Glossary

ALI – Automatic Location Identification – A display of the caller's address and type of service. If a business, the name of the business is also displayed. If a residence, the listed name associated with the telephone number is displayed. The PSAP will also get a display of the associated emergency service number (ESN) information (police, fire and ambulance).

ANI – Automatic Number Identification – Corresponds to the caller's seven-digit telephone number. The ANI displays at the PSAP on the digital E9-1-1 workstation monitor.

CAD – Computer-Aided Dispatch – Public safety dispatching with computers aiding in the process. Aid may be a simple display of pertinent information on a screen, up to the actual selection and notification of field units by the computer. E9-1-1 systems may be interfaced with CAD systems.

CDMA – Code Division Multiple Access - CDMA is a spread-spectrum technology that allows multiple frequencies to be used simultaneously. CDMA codes every digital packet it sends with a unique key. A CDMA receiver responds only to that key and can pick out and demodulate the associated signal.

CLEC – Competitive Local Exchange Carrier – A company that competes with the successors of Bell Telephone to provide local telephone services.

DBMS – Database Management System – A database managed by the telephone company, which includes ANI and ALI information.

EMD – Emergency Medical Dispatch – Instructions provided to a 9-1-1 caller by PSAP personnel prior to the arrival of medical services.

EMS – Emergency Medical Services

ESRI – Environmental Systems Research Institute is a geographic information system (GIS) software vendor/provider.

E2 Interface – Communication link between the PSAP's ALI database and the carrier's Mobile Positioning Center (MPC). This link transmits requests and responses for location information of cell phones.

E9-1-1 – Enhanced 9-1-1 Emergency Telephone Number System consisting of telephone network features and PSAPs for users of the public telephone system to reach a PSAP by dialing the digits "9-1-1". The system directs E9-1-1 calls to the appropriate PSAP by selective routing based on the geographical location from which the call originated and provides the capability for ANI and ALI display.

GIS – Geographic information system – A system or configuration of computer hardware and software tools that provide for the analysis and the display of location-related information or spatial data on maps. The system consists of a relational database, which contains information, associated maps, and a graphic capability to plot the data on maps.

GSM – Global System for Mobile Communication – A globally accepted standard for digital cellular communication. GSM is the name of a standardization group established in 1982 to create a common European mobile telephone standard. It is estimated that many countries outside of Europe will join the GSM partnership.

iDEN – Integrated Digital Enhanced Network – a wireless technology combining the capabilities of a digital cellular telephone, two-way radio, alphanumeric pages and data/fax modem in a single network.

MPC – Mobile positioning center provides latitude and longitude data for signals generated by cell phones.

PSAP – Public Safety Answering Point – A facility operated on a twenty-four hour basis, assigned the responsibility of receiving 9-1-1 calls and directly dispatching emergency response services, as needed, or transferring or relaying 9-1-1 calls to other public safety agencies. The PSAP is the first point of reception of a 9-1-1 call.

Selective Routing – The capability to route a call to a particular PSAP based on the geographical location from which the call originated.

Street Center Line Data – Geographical data that displays the physical center of a street or road as a computer-drawn digitalized line on a GIS-created map.

TDMA – Time Division Multiple Access is digital transmission technology that allows a number of users to access a single radio-frequency channel without interference by allocation unique time slots to each user within each channel. The TDMA digital transmission scheme multiplexes three signals over a single channel. The current TDMA standard for cellular divides a single channel into six time slots, with each signal using two slots, providing a 3 to 1 gain in capacity over advanced mobile-phone service. Each caller is assigned a specific time slot for transmission.

Voice over Internet Protocol, Voice over IP, (VoIP) – Provides distinct packetized information in digital format using Internet Protocol. The IP address assigned to the users telephone number may be static or dynamic.

Wireless Carrier – A company that provides mobile or cell telephone service.

Wireless Phase II – The Federal Communications Commission mandate requiring the provision of location data for cell phone E9-1-1 calls.

Wireline Carrier – A company that provides local telephone services via wireline technology as opposed to mobile or cell phone (wireless) technology.

DEPARTMENT OF PUBLIC SAFETY

Office of Statewide Emergency Telecommunications

E9-1-1 Monthly Call Volume by PSAP - 2006

APPENDIX C

2006 Report to the General Assembly

Department of Public Safety

**Division of Fire, Emergency, and Building
Services**

**Office of Statewide Emergency
Telecommunications**

2006 PSAP E9-1-1 Call Counts

2006 PSAP 9-1-1 Call Counts

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
ANSONIA PD					
	JAN	373	1	217	591
	FEB	267	17	165	449
	MAR	315	1	192	508
	APR	348	0	214	562
	MAY	301	0	193	494
	JUN	323	2	271	596
	JUL	316	0	262	578
	AUG	326	0	254	580
	SEP	327	0	206	533
	OCT	346	0	261	607
	NOV	318	6	236	560
	DEC	334	0	232	566
	YTD	3894	27	2703	6624

AVON PD

JAN	231	1	289	521
FEB	186	15	154	355
MAR	186	0	227	413
APR	194	0	217	411
MAY	221	0	306	527
JUN	182	0	246	428
JUL	203	0	246	449
AUG	187	0	207	394
SEP	188	0	214	402
OCT	200	0	279	479
NOV	174	1	231	406
DEC	177	4	241	422
YTD	2329	21	2857	5207

BERLIN PD

JAN	248	3	296	547
FEB	184	7	187	378
MAR	232	0	254	486
APR	216	1	227	444
MAY	238	12	295	545
JUN	216	1	319	536
JUL	233	0	301	534
AUG	281	0	287	568
SEP	207	3	295	505
OCT	223	0	322	545
NOV	195	2	309	506
DEC	218	3	290	511
YTD	2691	32	3382	6105

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
BETHEL PD					
	JAN	281	9	185	475
	FEB	217	4	120	341
	MAR	235	5	193	433
	APR	262	4	180	446
	MAY	327	1	240	568
	JUN	330	3	275	608
	JUL	302	1	244	547
	AUG	301	0	257	558
	SEP	238	0	214	452
	OCT	386	1	314	601
	NOV	253	2	227	482
	DEC	241	2	214	457
	YTD	3373	32	2663	5968

BLOOMFIELD PD

JAN	678	5	422	1105
FEB	564	5	423	992
MAR	597	0	403	1000
APR	570	0	384	954
MAY	653	0	438	1091
JUN	611	1	457	1069
JUL	693	0	486	1179
AUG	670	0	398	1068
SEP	639	0	415	1054
OCT	626	0	396	1022
NOV	575	1	362	938
DEC	618	0	386	1004
YTD	7494	12	4970	12476

BRANFORD PD

JAN	517	19	298	834
FEB	472	12	268	752
MAR	482	4	306	792
APR	473	2	320	795
MAY	541	2	321	864
JUN	540	4	399	943
JUL	572	10	374	956
AUG	510	4	359	873
SEP	488	2	283	773
OCT	501	3	315	819
NOV	522	1	305	828
DEC	523	1	334	858
YTD	6141	64	3882	10087

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
BRIDGEPORT FD					
	JAN	5488	4	2363	7855
	FEB	4905	8	2071	6984
	MAR	5304	0	2322	7626
	APR	5707	0	2252	7959
	MAY	6028	0	2428	8456
	JUN	6437	2	2679	9118
	JUL	7097	2	2833	9932
	AUG	6850	0	2625	9475
	SEP	5651	11	2389	8051
	OCT	5422	13	2558	7993
	NOV	5397	7	2530	7934
	DEC	5473	13	2591	8081
	YTD	69759	60	29641	99464

BRISTOL PD					
	JAN	1024	1	1014	2039
	FEB	873	11	769	1653
	MAR	965	3	937	1905
	APR	1074	3	940	2017
	MAY	1076	10	1012	2098
	JUN	1050	8	1010	2068
	JUL	1029	9	946	1984
	AUG	989	4	951	1944
	SEP	961	9	931	1901
	OCT	1003	1	1157	2161
	NOV	959	6	971	1936
	DEC	935	1	999	1935
	YTD	11938	66	11637	23641

BROOKFIELD PD					
	JAN	230	1	268	499
	FEB	162	7	188	357
	MAR	187	0	256	443
	APR	216	0	268	484
	MAY	202	0	263	465
	JUN	198	0	298	496
	JUL	242	1	323	566
	AUG	196	1	294	491
	SEP	181	0	271	452
	OCT	194	1	283	478
	NOV	154	1	259	417
	DEC	200	0	225	425
	YTD	2362	12	3196	5573

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
CANTON PD					
	JAN	137	1	161	299
	FEB	99	9	105	213
	MAR	112	0	114	226
	APR	103	0	124	227
	MAY	116	0	135	251
	JUN	110	0	146	256
	JUL	135	0	134	269
	AUG	108	0	115	223
	SEP	108	0	132	240
	OCT	100	0	119	219
	NOV	123	0	139	262
	DEC	107	0	145	252
	YTD	1358	10	1569	2937

CHESHIRE PD

JAN	411	1	287	699
FEB	318	5	208	531
MAR	341	0	270	611
APR	376	0	270	646
MAY	408	0	265	673
JUN	387	0	254	641
JUL	382	2	287	671
AUG	463	0	361	824
SEP	497	0	238	735
OCT	505	1	328	834
NOV	507	1	290	798
DEC	499	0	273	772
YTD	5094	10	3331	8435

CLINTON ECC

JAN	135	1	122	258
FEB	125	5	77	207
MAR	153	0	82	235
APR	154	2	107	263
MAY	146	0	147	293
JUN	141	9	159	309
JUL	188	2	151	341
AUG	155	1	194	350
SEP	166	0	141	307
OCT	126	2	119	247
NOV	143	0	121	264
DEC	144	0	123	267
YTD	1776	22	1543	3341

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
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COLCHESTER ECC

JAN	654	3	707	1364
FEB	554	5	617	1176
MAR	619	7	645	1271
APR	588	6	612	1206
MAY	553	7	732	1292
JUN	676	8	871	1555
JUL	746	5	1109	1860
AUG	683	0	825	1508
SEP	713	9	737	1459
OCT	653	4	762	1419
NOV	601	4	691	1296
DEC	665	8	756	1429
YTD	7705	66	9064	16835

CROMWELL PD

JAN	246	1	131	378
FEB	196	7	105	308
MAR	239	4	117	360
APR	241	2	134	377
MAY	233	3	104	340
JUN	260	0	155	415
JUL	343	2	169	514
AUG	232	5	115	352
SEP	220	0	142	362
OCT	210	1	120	331
NOV	255	2	136	393
DEC	206	1	138	345
YTD	2881	28	1566	4475

CSP TROOP A

JAN	112	8	6071	6191
FEB	77	0	4809	4886
MAR	101	0	5773	5874
APR	104	0	5939	6043
MAY	154	0	6414	6568
JUN	156	1	6796	6953
JUL	89	1	6731	6821
AUG	234	2	6606	6842
SEP	248	0	5955	6203
OCT	97	1	6011	6109
NOV	71	0	5473	5544
DEC	56	1	5904	5964
YTD	1499	14	72482	73998

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
CSP TROOP B					
	JAN	134	0	499	633
	FEB	122	2	256	380
	MAR	90	0	348	438
	APR	84	0	357	441
	MAY	128	2	315	445
	JUN	135	3	421	559
	JUL	164	3	349	516
	AUG	137	3	390	530
	SEP	146	7	298	451
	OCT	115	1	343	459
	NOV	99	1	338	438
	DEC	114	0	387	501
	YTD	1468	22	4301	5791

CSP TROOP C

JAN	220	1	729	950
FEB	142	3	517	662
MAR	181	0	569	750
APR	200	0	624	824
MAY	222	0	540	762
JUN	231	2	589	822
JUL	230	0	621	851
AUG	268	1	649	918
SEP	243	2	602	847
OCT	204	0	643	847
NOV	183	1	571	755
DEC	175	1	581	757
YTD	2499	11	7235	9745

CSP TROOP D

JAN	182	0	363	545
FEB	167	0	289	456
MAR	165	0	337	502
APR	201	0	312	513
MAY	196	0	332	528
JUN	191	0	393	584
JUL	234	0	454	688
AUG	269	0	394	663
SEP	197	0	372	569
OCT	152	0	369	521
NOV	190	0	377	567
DEC	182	0	391	573
YTD	2326	0	4383	6709

PSAP Name Month Wireline VoIP Wireless Total Calls

CSP TROOP E

JAN	297	0	3196	3493
FEB	223	0	2900	3123
MAR	293	1	3396	3690
APR	324	2	3292	3618
MAY	355	0	3532	3887
JUN	325	4	3546	3875
JUL	382	0	4305	4687
AUG	446	1	3814	4261
SEP	437	2	3144	3583
OCT	308	1	3477	3786
NOV	295	0	3207	3502
DEC	265	2	3455	3722
YTD	3950	13	41264	45227

CSP TROOP F

JAN	123	0	520	643
FEB	71	0	420	491
MAR	111	1	509	621
APR	98	0	456	554
MAY	132	0	606	738
JUN	165	0	716	881
JUL	168	0	884	1052
AUG	155	0	742	897
SEP	132	0	630	762
OCT	125	0	521	646
NOV	132	0	470	602
DEC	95	1	532	628
YTD	1507	2	7006	8515

CSP TROOP G

JAN	107	0	21965	22072
FEB	57	0	17232	17289
MAR	82	0	20235	20317
APR	67	0	19980	20047
MAY	77	0	21523	21600
JUN	99	0	22689	22788
JUL	97	2	23196	23295
AUG	582	0	21354	21936
SEP	675	0	19646	20321
OCT	100	0	20399	20499
NOV	90	1	19044	19135
DEC	83	1	19649	19733
YTD	2116	4	246912	249032

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
CSP TROOP H					
	JAN	124	1	16964	17089
	FEB	104	0	14589	14693
	MAR	119	0	16174	16293
	APR	96	0	14974	15070
	MAY	163	1	16761	16925
	JUN	156	0	17280	17436
	JUL	179	0	16774	16953
	AUG	890	0	16572	17462
	SEP	817	0	14969	15786
	OCT	190	0	16483	16673
	NOV	77	0	14367	14444
	DEC	77	0	14877	14954
	YTD	2992	2	190784	193778

CSP TROOP I

JAN	115	0	9699	9814
FEB	80	0	8350	8430
MAR	82	0	9819	9901
APR	81	0	9127	9208
MAY	108	0	9418	9526
JUN	106	2	9602	9710
JUL	89	0	9853	9942
AUG	288	2	9816	10106
SEP	280	0	8236	8516
OCT	119	0	9147	9266
NOV	83	0	8208	8291
DEC	69	2	8441	8512
YTD	1500	6	109716	111222

CSP TROOP K

JAN	159	0	527	686
FEB	135	2	369	506
MAR	151	0	414	565
APR	160	0	431	591
MAY	183	2	472	657
JUN	184	0	566	750
JUL	224	4	669	897
AUG	191	1	442	634
SEP	184	3	528	715
OCT	134	1	460	595
NOV	161	1	471	633
DEC	130	1	456	587
YTD	1996	15	5805	7816

PSAP Name Month Wireline VoIP Wireless Total Calls

CSP TROOP L

JAN	174	0	665	839
FEB	105	4	377	486
MAR	103	2	434	539
APR	98	0	370	468
MAY	165	0	868	663
JUN	175	0	555	730
JUL	219	1	533	753
AUG	225	0	473	698
SEP	201	0	384	585
OCT	172	0	478	650
NOV	113	0	474	587
DEC	124	0	430	554
YTD	1874	7	6041	7552

CSP TROOP W

JAN	101	0	380	481
FEB	83	0	102	185
MAR	109	0	141	250
APR	85	0	136	221
MAY	87	0	140	227
JUN	102	0	583	685
JUL	93	1	130	224
AUG	114	5	127	246
SEP	270	14	103	387
OCT	67	0	140	207
NOV	72	1	143	216
DEC	62	0	139	201
YTD	1245	21	2264	3530

DANBURY FD

JAN	1647	10	1299	2956
FEB	1408	9	989	2406
MAR	1600	5	1212	2817
APR	1458	7	1276	2741
MAY	1562	12	1309	2883
JUN	1579	8	1402	2989
JUL	1568	5	1337	2910
AUG	1689	3	1209	2900
SEP	1575	4	1196	2775
OCT	1545	5	1345	2894
NOV	1550	9	1244	2803
DEC	1608	5	1216	2829
YTD	18789	82	15034	33903

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
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DARIEN PD

JAN	390	0	237	627
FEB	278	0	164	442
MAR	323	0	165	488
APR	330	0	221	551
MAY	356	0	245	601
JUN	382	2	270	654
JUL	374	1	296	671
AUG	377	1	242	620
SEP	425	3	295	723
OCT	306	2	245	553
NOV	300	11	217	528
DEC	337	2	225	564
YTD	4178	22	2822	7022

DERBY PD

JAN	229	9	229	467
FEB	214	6	182	402
MAR	261	3	278	542
APR	201	8	220	429
MAY	228	1	265	494
JUN	239	3	259	501
JUL	230	2	266	498
AUG	239	1	229	469
SEP	249	3	219	471
OCT	202	0	199	401
NOV	194	8	92	294
DEC	236	2	217	455
YTD	2722	46	2655	5423

EAST HARTFORD PD

JAN	1112	2	817	1931
FEB	1055	7	856	1918
MAR	1103	0	794	1897
APR	1172	0	752	1924
MAY	1154	2	856	2012
JUN	1212	0	863	2075
JUL	1169	2	809	1980
AUG	1141	8	785	1934
SEP	1194	7	711	1912
OCT	1173	7	819	1999
NOV	1012	16	724	1752
DEC	1038	9	731	1778
YTD	13535	60	9517	23112

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
EAST HAVEN FD					
	JAN	626	0	301	927
	FEB	510	0	258	768
	MAR	559	0	320	879
	APR	626	0	334	960
	MAY	588	0	326	914
	JUN	609	0	393	1002
	JUL	652	0	390	1042
	AUG	628	2	339	969
	SEP	623	0	382	1005
	OCT	580	0	334	914
	NOV	572	10	341	923
	DEC	589	0	401	990
	YTD	7162	12	4119	11293

EAST LYME ECC

JAN	289	1	60	350
FEB	202	7	29	238
MAR	258	0	57	315
APR	253	1	51	305
MAY	298	0	65	363
JUN	293	0	70	363
JUL	359	7	80	446
AUG	371	0	82	453
SEP	313	0	63	376
OCT	282	2	55	339
NOV	270	7	46	323
DEC	264	4	57	325
YTD	3452	29	715	4196

EAST WINDSOR PD

JAN	202	4	204	410
FEB	217	2	158	377
MAR	217	0	174	391
APR	164	0	140	304
MAY	196	0	198	394
JUN	225	0	235	460
JUL	223	0	198	421
AUG	185	0	211	396
SEP	187	0	173	360
OCT	170	0	200	370
NOV	161	0	165	326
DEC	168	0	188	356
YTD	2315	6	2244	4565

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
EASTON PD					
	JAN	126	4	96	226
	FEB	87	7	47	141
	MAR	89	0	39	128
	APR	84	8	63	155
	MAY	85	1	60	146
	JUN	111	9	46	166
	JUL	113	5	55	173
	AUG	109	1	60	170
	SEP	71	1	52	124
	OCT	88	1	63	152
	NOV	92	5	43	140
	DEC	78	1	35	114
	YTD	1133	43	659	1835

ENFIELD ECC

JAN	627	0	364	991
FEB	524	0	284	808
MAR	624	3	322	949
APR	634	3	344	981
MAY	613	2	362	977
JUN	590	3	378	971
JUL	675	1	382	1058
AUG	704	4	415	1123
SEP	615	0	364	979
OCT	608	2	394	1004
NOV	556	13	318	887
DEC	581	2	437	1020
YTD	7351	33	4364	11748

FAIRFIELD ECC

JAN	954	2	696	1652
FEB	707	6	499	1212
MAR	778	0	558	1336
APR	806	1	630	1437
MAY	817	1	643	1461
JUN	900	7	662	1569
JUL	920	7	832	1759
AUG	899	4	591	1494
SEP	956	1	716	1673
OCT	943	3	661	1607
NOV	778	15	612	1405
DEC	870	3	680	1553
YTD	10328	50	7780	18158

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
FARMINGTON PD					
	JAN	445	4	502	951
	FEB	391	2	341	734
	MAR	374	4	467	845
	APR	419	2	469	890
	MAY	352	2	531	885
	JUN	421	3	547	971
	JUL	444	0	460	904
	AUG	428	4	493	925
	SEP	396	4	478	878
	OCT	424	1	596	1021
	NOV	378	15	471	862
	DEC	398	6	526	930
	YTD	4870	47	5881	10796

GLASTONBURY PD					
	JAN	454	3	280	737
	FEB	312	4	197	513
	MAR	417	0	281	698
	APR	345	8	219	572
	MAY	446	4	254	704
	JUN	414	4	297	715
	JUL	402	5	286	693
	AUG	367	0	278	645
	SEP	461	2	259	722
	OCT	435	3	248	686
	NOV	396	2	229	627
	DEC	470	7	261	738
	YTD	4919	42	3089	8050

GRANBY PD					
	JAN	215	0	213	428
	FEB	181	0	100	281
	MAR	197	0	142	339
	APR	170	0	170	340
	MAY	169	0	157	326
	JUN	194	0	171	365
	JUL	206	0	158	364
	AUG	200	0	172	372
	SEP	190	0	149	339
	OCT	170	0	184	354
	NOV	164	0	172	336
	DEC	183	0	165	348
	YTD	2239	0	1953	4192

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
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GREENWICH PD

JAN	1807	23	1113	2943
FEB	1166	0	377	1543
MAR	1297	7	539	1843
APR	1243	5	541	1789
MAY	1411	15	690	2116
JUN	1445	5	746	2196
JUL	1486	9	640	2135
AUG	1367	15	591	1973
SEP	1565	7	756	2328
OCT	1386	6	668	2062
NOV	1205	4	549	1758
DEC	1234	11	533	1778
YTD	16612	107	7743	24464

GROTON ECC

JAN	680	0	591	1271
FEB	656	0	573	1229
MAR	738	0	698	1436
APR	681	0	691	1372
MAY	742	1	628	1371
JUN	782	2	724	1508
JUL	792	0	856	1648
AUG	805	0	880	1685
SEP	710	2	685	1397
OCT	657	0	667	1324
NOV	631	0	624	1255
DEC	692	33	716	1441
YTD	8566	38	8333	16937

GUILFORD ECC

JAN	372	0	154	526
FEB	325	2	125	452
MAR	329	2	133	464
APR	362	0	124	486
MAY	368	5	152	525
JUN	407	0	209	616
JUL	428	0	177	605
AUG	396	4	175	575
SEP	407	3	168	578
OCT	332	0	141	473
NOV	358	2	133	493
DEC	361	4	171	536
YTD	4445	22	1862	6329

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
HAMDEN ECC					
	JAN	1266	9	929	2204
	FEB	1043	11	747	1801
	MAR	1217	4	986	2207
	APR	1163	6	932	2101
	MAY	1172	1	962	2135
	JUN	1221	7	948	2176
	JUL	1311	8	969	2288
	AUG	1298	9	867	2174
	SEP	1224	9	875	2108
	OCT	1253	8	1004	2265
	NOV	1165	8	794	1967
	DEC	1148	3	857	2008
	YTD	14481	83	10870	25434

HARTFORD ECC					
	JAN	6411	3	6808	13222
	FEB	5622	10	5703	11335
	MAR	6388	0	7075	13463
	APR	6172	10	6932	13114
	MAY	6670	9	7701	14380
	JUN	6780	18	7801	14599
	JUL	6821	10	8268	15099
	AUG	6835	13	7148	13996
	SEP	6319	10	6376	12705
	OCT	6247	6	7607	13860
	NOV	5518	7	6095	11620
	DEC	5683	8	5985	11676
	YTD	75466	104	83499	159069

LEDYARD ECC					
	JAN	311	0	262	573
	FEB	207	0	228	435
	MAR	326	0	269	595
	APR	209	0	255	464
	MAY	293	0	282	575
	JUN	285	0	311	596
	JUL	301	0	329	630
	AUG	310	0	373	683
	SEP	264	0	272	536
	OCT	237	0	280	517
	NOV	228	0	315	543
	DEC	218	2	333	553
	YTD	3189	2	3509	6700

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
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LITCHFIELD CD ECC

JAN	918	6	536	1460
FEB	714	6	321	1041
MAR	687	1	363	1051
APR	673	3	327	1003
MAY	809	2	565	1376
JUN	844	13	626	1483
JUL	1042	8	656	1706
AUG	1016	8	546	1570
SEP	891	18	456	1365
OCT	835	8	634	1477
NOV	692	6	500	1198
DEC	734	7	544	1285
YTD	9855	86	6074	16015

MADISON PD

JAN	233	5	89	327
FEB	182	0	80	262
MAR	244	1	104	349
APR	253	2	109	364
MAY	280	0	114	394
JUN	310	4	139	453
JUL	333	1	129	463
AUG	306	3	158	467
SEP	220	3	111	334
OCT	206	0	114	320
NOV	219	0	155	374
DEC	234	6	111	351
YTD	3020	25	1413	4458

MANCHESTER PD

JAN	1134	2	773	1909
FEB	880	0	613	1493
MAR	1069	0	553	1622
APR	1034	0	681	1715
MAY	1034	0	633	1667
JUN	1026	0	584	1610
JUL	1031	0	560	1591
AUG	1094	0	614	1708
SEP	1027	0	581	1608
OCT	965	0	775	1740
NOV	985	0	786	1771
DEC	1019	0	779	1798
YTD	12298	2	7932	20232

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
MERIDEN PD					
	JAN	1122	3	1217	2342
	FEB	961	9	1054	2024
	MAR	1071	0	1156	2227
	APR	1059	6	1175	2240
	MAY	1203	5	1186	2394
	JUN	1114	5	1073	2192
	JUL	1223	0	1489	2712
	AUG	1159	4	1225	2388
	SEP	1047	6	1085	2138
	OCT	1040	8	1025	2073
	NOV	989	9	873	1871
	DEC	1073	4	998	2075
	YTD	13061	59	13556	26676

MIDDLEBURY PD

	JAN	77	1	79	157
	FEB	166	4	52	222
	MAR	79	0	56	135
	APR	74	2	67	143
	MAY	79	0	55	134
	JUN	151	8	93	252
	JUL	100	0	73	173
	AUG	119	0	110	229
	SEP	82	1	67	150
	OCT	88	1	102	191
	NOV	78	5	61	144
	DEC	105	1	54	160
	YTD	1198	23	869	2090

MIDDLETOWN FD

	JAN	943	0	634	1577
	FEB	858	0	573	1431
	MAR	883	0	680	1563
	APR	905	0	686	1591
	MAY	988	18	720	1726
	JUN	994	28	782	1804
	JUL	973	6	769	1748
	AUG	1014	9	639	1662
	SEP	895	13	593	1501
	OCT	944	1	621	1566
	NOV	772	2	542	1316
	DEC	901	5	553	1459
	YTD	11070	82	7792	18944

PSAP Name Month Wireline VoIP Wireless Total Calls

MILFORD FD

JAN	876	6	556	1438
FEB	710	7	474	1191
MAR	807	6	590	1403
APR	868	10	631	1509
MAY	862	5	590	1457
JUN	885	7	604	1496
JUL	911	5	679	1595
AUG	963	1	711	1675
SEP	885	2	662	1549
OCT	817	4	636	1457
NOV	691	10	653	1354
DEC	833	9	683	1525
YTD	10108	72	7469	17649

MONROE PD

JAN	239	6	297	542
FEB	171	4	224	399
MAR	264	7	246	517
APR	180	5	239	424
MAY	229	0	273	502
JUN	180	0	297	477
JUL	228	0	275	503
AUG	234	4	272	510
SEP	181	0	270	451
OCT	226	3	305	534
NOV	201	2	301	504
DEC	203	6	268	477
YTD	2536	37	3267	5840

MONTVILLE ECC

JAN	269	0	294	563
FEB	215	0	264	489
MAR	265	2	276	543
APR	290	0	306	596
MAY	319	0	321	640
JUN	279	5	354	638
JUL	332	0	301	633
AUG	282	4	297	583
SEP	284	2	300	586
OCT	269	0	306	575
NOV	269	8	242	519
DEC	272	0	281	553
YTD	3345	21	3542	6918

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
NAUGATUCK PD					
	JAN	529	8	327	864
	FEB	411	12	239	662
	MAR	439	0	291	730
	APR	506	2	292	800
	MAY	502	0	293	795
	JUN	563	7	315	885
	JUL	503	5	314	822
	AUG	463	3	289	755
	SEP	444	2	313	759
	OCT	505	3	314	822
	NOV	441	9	279	729
	DEC	437	5	277	719
	YTD	5743	56	3543	9342

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
NEW BRITAIN ERC					
	JAN	1798	11	1496	3305
	FEB	1545	7	1347	2899
	MAR	1749	11	1449	3209
	APR	1720	4	1518	3242
	MAY	1826	13	1510	3349
	JUN	1819	8	1579	3406
	JUL	1932	11	1606	3549
	AUG	1978	7	1439	3424
	SEP	1711	6	1524	3241
	OCT	1757	4	1652	3413
	NOV	1699	11	1405	3476
	DEC	1548	6	1580	3134
	YTD	21082	99	18105	39647

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
NEW CANAAN PD					
	JAN	456	10	208	674
	FEB	278	4	110	392
	MAR	382	3	129	514
	APR	367	6	111	484
	MAY	397	3	143	543
	JUN	270	2	156	528
	JUL	415	3	153	571
	AUG	339	6	123	468
	SEP	395	2	150	547
	NOV	338	8	137	483
	DEC	398	1	167	566
	OCT	395	1	164	560
	YTD	4430	49	1751	6330

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
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NEW FAIRFIELD PD

JAN	228	0	220	448
FEB	202	0	111	313
MAR	208	0	154	362
APR	187	0	118	305
MAY	164	0	132	296
JUN	203	0	134	337
JUL	224	0	164	388
AUG	201	0	134	335
SEP	154	0	106	260
OCT	222	0	160	382
NOV	166	16	99	281
DEC	177	0	105	282
YTD	2336	16	1637	3989

NEW HAVEN ERC

JAN	5099	7	5215	10321
FEB	4506	19	4661	9186
MAR	5093	27	5344	10464
APR	5293	27	5797	11117
MAY	5447	30	5463	10940
JUN	5742	39	5911	11692
JUL	5436	19	5898	11353
AUG	5583	18	5311	10912
SEP	5914	13	4640	10567
OCT	6030	17	4572	10619
NOV	5240	13	4621	9874
DEC	5423	12	5118	10553
YTD	64806	241	62551	127598

NEW LONDON PD

JAN	867	1	533	1401
FEB	792	3	500	1295
MAR	850	0	571	1421
APR	776	0	613	1389
MAY	918	1	671	1590
JUN	792	0	685	1477
JUL	935	2	813	1750
AUG	946	2	673	1621
SEP	832	0	615	1447
OCT	864	1	710	1575
NOV	776	6	502	1284
DEC	782	0	587	1369
YTD	10130	16	7473	17619

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
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NEW MILFORD PD

JAN	401	1	429	831
FEB	336	0	288	624
MAR	333	0	305	638
APR	349	0	288	637
MAY	351	0	365	716
JUN	368	0	430	798
JUL	375	0	484	859
AUG	372	0	441	813
SEP	317	0	313	630
OCT	355	0	455	810
NOV	310	3	428	741
DEC	367	0	371	738
YTD	4234	4	4597	8835

NEWINGTON PD

JAN	481	4	553	1038
FEB	388	4	387	779
MAR	444	0	485	929
APR	488	0	422	910
MAY	470	2	525	997
JUN	500	1	546	1047
JUL	494	1	516	1011
AUG	505	1	509	1015
SEP	479	0	496	975
OCT	467	0	497	964
NOV	372	7	545	924
DEC	413	0	529	942
YTD	5501	20	6010	11531

NEWTOWN PD

JAN	352	1	315	668
FEB	256	9	170	435
MAR	341	0	279	620
APR	300	0	252	552
MAY	290	0	248	538
JUN	325	1	289	615
JUL	334	0	296	630
AUG	306	1	283	590
SEP	349	0	230	579
OCT	322	0	310	632
NOV	289	5	274	568
DEC	306	0	261	567
YTD	3770	17	3207	6994

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
NORTH BRANFORD PD					
	JAN	167	0	148	315
	FEB	131	0	152	283
	MAR	162	0	170	332
	APR	187	0	180	367
	MAY	152	0	148	300
	JUN	198	0	212	410
	JUL	168	0	210	378
	AUG	161	0	171	332
	SEP	173	0	170	343
	OCT	181	0	189	370
	NOV	134	8	185	327
	DEC	157	0	134	291
	YTD	1971	8	2069	4048

NORTH HAVEN PD					
	JAN	450	1	196	647
	FEB	382	5	186	573
	MAR	471	0	217	688
	APR	399	4	208	611
	MAY	484	0	226	710
	JUN	453	5	231	689
	JUL	475	2	266	743
	AUG	512	7	223	742
	SEP	402	4	158	564
	OCT	438	0	302	740
	NOV	442	5	216	663
	DEC	479	0	237	716
	YTD	5387	33	2666	8086

NORWALK PD					
	JAN	1837	2	1172	3011
	FEB	1543	21	974	2538
	MAR	1843	15	1187	3045
	APR	1717	8	1082	2807
	MAY	1798	13	1324	3135
	JUN	1850	19	1273	3142
	JUL	1878	7	1461	3346
	AUG	1932	14	1327	3273
	SEP	1830	11	1384	3225
	OCT	1694	4	1145	2843
	NOV	1627	6	1106	2736
	DEC	1623	15	1142	2780
	YTD	21172	135	14577	35881

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
NORWICH PD					
	JAN	848	0	535	1383
	FEB	751	0	559	1310
	MAR	1006	0	635	1641
	APR	867	0	669	1536
	MAY	940	0	678	1618
	JUN	978	0	739	1717
	JUL	1037	0	852	1889
	AUG	926	2	831	1759
	SEP	972	0	604	1576
	OCT	901	0	731	1632
	NOV	808	1	632	1441
	DEC	986	0	724	1710
	YTD	11020	3	8189	19212

NW CT PUB SAFETY ECC

JAN	732	5	1535	2272
FEB	686	2	1226	1914
MAR	637	0	1295	1932
APR	608	2	1054	1664
MAY	658	2	920	1580
JUN	674	6	867	1547
JUL	630	1	993	1624
AUG	648	1	901	1550
SEP	610	4	804	1418
OCT	691	3	1025	1719
NOV	615	4	825	1444
DEC	585	2	762	1349
YTD	7774	32	12207	20013

OLD SAYBROOK PD

JAN	142	1	83	226
FEB	135	4	48	187
MAR	160	0	54	214
APR	146	0	54	200
MAY	188	0	60	248
JUN	184	0	93	277
JUL	200	0	110	310
AUG	203	0	107	310
SEP	178	0	82	260
OCT	229	0	81	310
NOV	160	0	70	230
DEC	166	4	74	244
YTD	2091	9	916	3016

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
ORANGE PD					
	JAN	217	3	318	538
	FEB	158	6	331	495
	MAR	218	2	322	542
	APR	252	0	339	591
	MAY	215	1	327	543
	JUN	238	5	362	605
	JUL	223	4	393	620
	AUG	255	0	473	728
	SEP	228	0	289	517
	OCT	216	0	314	530
	NOV	204	5	329	538
	DEC	212	2	322	536
	YTD	2636	28	4119	6783

PLAINVILLE PD

JAN	332	3	215	550
FEB	290	10	201	501
MAR	339	0	228	567
APR	364	3	252	619
MAY	346	2	266	614
JUN	342	1	214	557
JUL	359	2	235	596
AUG	307	0	203	510
SEP	353	0	248	601
OCT	370	1	235	606
NOV	284	5	216	505
DEC	353	0	240	593
YTD	4039	27	2753	6819

PLYMOUTH PD

JAN	155	1	227	383
FEB	137	5	129	271
MAR	156	0	170	326
APR	138	0	180	318
MAY	158	0	191	349
JUN	186	0	203	399
JUL	169	0	189	358
AUG	168	0	217	385
SEP	154	0	186	340
OCT	151	0	186	337
NOV	131	2	179	312
DEC	143	2	167	312
YTD	1846	10	2224	4090

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
PUTNAM PD					
	JAN	163	2	71	236
	FEB	136	0	46	182
	MAR	170	0	57	227
	APR	154	0	41	195
	MAY	164	0	52	216
	JUN	183	0	56	239
	JUL	207	0	62	269
	AUG	223	0	50	273
	SEP	198	0	65	263
	OCT	186	0	52	238
	NOV	188	0	62	250
	DEC	163	0	61	224
	YTD	2135	2	675	2812

QUINEBAUG VALLEY ECC					
	JAN	1673	0	1723	3396
	FEB	1279	0	1413	2692
	MAR	1396	0	1316	2712
	APR	1472	0	1288	2760
	MAY	1490	0	1368	2858
	JUN	1541	0	1533	3074
	JUL	1634	0	1742	3376
	AUG	1682	0	1536	3218
	SEP	1385	0	1222	2607
	OCT	1354	0	1333	2687
	NOV	1314	0	1284	2598
	DEC	1363	0	1343	2706
	YTD	17583	0	17101	34684

REDDING PD					
	JAN	161	0	143	304
	FEB	77	0	46	123
	MAR	126	0	62	188
	APR	112	0	93	205
	MAY	141	0	100	241
	JUN	149	0	108	257
	JUL	128	0	101	229
	AUG	128	0	110	238
	SEP	109	0	105	214
	OCT	149	0	122	271
	NOV	126	11	120	257
	DEC	123	0	104	227
	YTD	1529	11	1214	2754

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
RIDGEFIELD PD					
	JAN	437	0	301	738
	FEB	353	7	144	504
	MAR	434	11	227	672
	APR	368	5	194	567
	MAY	411	8	190	609
	JUN	432	6	269	707
	JUL	420	6	197	623
	AUG	407	0	225	632
	SEP	414	8	202	624
	OCT	404	6	213	623
	NOV	388	2	191	581
	DEC	410	5	202	617
	YTD	4878	64	2555	7497

ROCKY HILL PD

JAN	378	0	157	535
FEB	337	3	167	507
MAR	372	2	192	566
APR	299	0	180	479
MAY	391	0	210	601
JUN	386	5	222	613
JUL	366	1	245	612
AUG	336	4	189	529
SEP	360	1	171	532
OCT	340	1	219	560
NOV	340	11	203	554
DEC	336	1	215	552
YTD	4241	29	2370	6640

SC CT REGIONAL ECC

JAN	595	0	145	740
FEB	502	3	120	625
MAR	592	7	157	756
APR	509	0	143	652
MAY	527	0	142	669
JUN	548	0	168	716
JUL	561	0	178	739
AUG	532	1	155	688
SEP	532	0	109	641
OCT	524	0	156	680
NOV	531	0	146	677
DEC	587	4	141	732
YTD	6540	15	1760	8315

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
SEYMOUR PD	JAN	232	0	125	357
	FEB	183	5	84	272
	MAR	203	0	118	321
	APR	178	1	115	294
	MAY	188	0	98	286
	JUN	254	1	119	374
	JUL	214	0	118	332
	AUG	219	0	138	357
	SEP	219	1	117	337
	OCT	183	0	141	324
	NOV	192	1	125	318
	DEC	179	5	98	282
	YTD	2444	14	1396	3854

SHELTON PD

JAN	654	0	349	1003
FEB	562	4	267	833
MAR	671	0	343	1014
APR	654	0	321	975
MAY	636	0	313	949
JUN	636	0	344	980
JUL	710	0	386	1096
AUG	769	1	405	1175
SEP	647	1	312	960
OCT	702	1	408	1111
NOV	639	6	366	1011
DEC	614	0	368	982
YTD	7894	13	4182	12089

SIMSBURY PD

JAN	382	0	220	602
FEB	258	4	127	389
MAR	320	0	159	479
APR	328	0	198	526
MAY	343	0	255	598
JUN	331	0	205	536
JUL	368	0	205	573
AUG	360	0	175	535
SEP	317	0	186	503
OCT	364	0	198	562
NOV	292	6	160	458
DEC	311	0	214	525
YTD	3974	10	2302	6286

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
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SOUTH WINDSOR PD

JAN	290	0	240	530
FEB	259	3	206	368
MAR	315	5	237	557
APR	295	2	218	515
MAY	361	2	254	617
JUN	320	2	275	597
JUL	311	1	252	564
AUG	320	2	213	535
SEP	272	0	249	521
OCT	287	2	254	543
NOV	317	1	262	580
DEC	287	5	302	594
YTD	3634	25	2962	6521

SOUTHBURY PD

JAN	354	2	117	473
FEB	300	5	63	368
MAR	356	1	98	455
APR	326	0	69	395
MAY	348	0	101	449
JUN	373	0	123	496
JUL	365	3	133	501
AUG	375	1	116	492
SEP	341	1	92	434
OCT	330	3	86	419
NOV	290	5	83	378
DEC	342	0	104	446
YTD	4100	21	1185	5306

SOUTHINGTON PD

JAN	597	4	408	1009
FEB	523	4	337	864
MAR	557	1	407	965
APR	613	1	380	994
MAY	643	4	465	1112
JUN	638	3	488	1129
JUL	622	6	525	1153
AUG	658	3	429	1090
SEP	590	3	383	976
OCT	600	0	438	1038
NOV	565	7	426	998
DEC	540	1	389	930
YTD	7146	37	5075	12258

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
STAMFORD ECC					
	JAN	3805	27	2462	6294
	FEB	3008	19	1530	4557
	MAR	3422	14	1813	5249
	APR	3256	11	1914	5181
	MAY	3461	23	2088	5572
	JUN	3541	32	2157	5730
	JUL	3406	23	2299	5728
	AUG	3546	5	1915	5666
	SEP	3455	31	1893	5379
	OCT	3259	7	2062	5328
	NOV	3237	23	1886	5146
	DEC	3255	11	1870	5136
	YTD	40651	226	23889	64966

STONINGTON PD

JAN	247	0	138	385
FEB	231	0	107	338
MAR	229	5	155	389
APR	254	2	111	367
MAY	265	0	190	455
JUN	313	2	183	498
JUL	324	2	256	582
AUG	298	0	256	554
SEP	253	3	189	445
OCT	260	0	191	451
NOV	249	2	184	435
DEC	203	4	157	364
YTD	3126	20	2117	5263

STRATFORD ECC

JAN	1057	6	1007	2070
FEB	955	4	578	1537
MAR	1005	1	794	1800
APR	1050	2	804	1856
MAY	1150	0	923	2073
JUN	1160	7	972	2139
JUL	1248	8	1048	2304
AUG	1178	4	1021	2203
SEP	1190	2	882	2074
OCT	1034	0	959	1993
NOV	1008	11	900	1919
DEC	1008	3	1033	2044
YTD	13043	48	10921	24012

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
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SUFFIELD PD

JAN	160	12	82	254
FEB	163	11	57	231
MAR	169	0	60	229
APR	178	0	97	275
MAY	180	1	93	274
JUN	197	2	106	305
JUL	178	1	111	290
AUG	154	1	84	239
SEP	154	0	89	243
OCT	178	1	109	288
NOV	156	5	117	278
DEC	172	0	130	302
YTD	2039	34	1135	3208

THOMASTON PD

JAN	74	1	61	136
FEB	72	4	41	117
MAR	70	0	59	129
APR	95	0	50	145
MAY	74	2	69	145
JUN	99	0	64	163
JUL	96	0	83	179
AUG	120	0	88	208
SEP	83	1	61	145
OCT	88	0	57	145
NOV	74	5	60	139
DEC	92	0	49	141
YTD	1037	13	742	1792

TOLLAND COUNTY ECC

JAN	1239	5	1754	2998
FEB	1055	8	1203	2266
MAR	1210	0	1466	2676
APR	1200	7	1579	2786
MAY	1239	1	1520	2760
JUN	1314	5	1718	3037
JUL	1238	6	1565	2809
AUG	1340	5	1548	2893
SEP	1227	4	1469	2700
OCT	1176	6	1570	2753
NOV	1117	4	1466	2587
DEC	1173	1	1528	2702
YTD	14528	52	18386	32967

PSAP Name Month Wireline VoIP Wireless Total Calls

TORRINGTON PD

JAN	716	7	461	1184
FEB	589	5	290	884
MAR	635	3	410	1048
APR	637	0	421	1058
MAY	674	2	416	1092
JUN	667	0	483	1150
JUL	766	0	427	1193
AUG	623	0	430	1053
SEP	667	0	325	992
OCT	638	0	419	1057
NOV	616	0	413	1029
DEC	647	4	434	1085
YTD	7875	21	4929	12825

TRUMBULL PD

JAN	604	12	359	975
FEB	521	5	255	781
MAR	530	6	298	834
APR	557	4	260	821
MAY	568	8	296	872
JUN	568	3	348	919
JUL	599	1	341	941
AUG	549	6	285	840
SEP	549	5	262	816
OCT	536	5	458	890
NOV	511	3	333	847
DEC	623	18	393	1034
YTD	6715	76	3888	10570

UCONN PD

JAN	397	0	171	568
FEB	372	0	193	565
MAR	436	0	158	594
APR	523	0	248	771
MAY	201	0	101	302
JUN	287	0	82	369
JUL	287	0	65	352
AUG	409	3	97	509
SEP	752	0	288	1040
OCT	493	1	263	757
NOV	552	1	154	707
DEC	302	1	132	435
YTD	5011	6	1952	6969

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
VALLEY SHORE ECC					
	JAN	720	0	2079	2799
	FEB	635	4	1663	2302
	MAR	656	2	1941	2599
	APR	625	0	1983	2608
	MAY	681	0	2372	3053
	JUN	801	0	2588	3389
	JUL	756	2	3098	3856
	AUG	857	1	2807	3665
	SEP	675	1	2203	2879
	OCT	709	6	2516	3231
	NOV	583	8	2000	2591
	DEC	599	0	1900	2499
	YTD	8297	24	27150	35471

VERNON PD

JAN	496	7	373	876
FEB	376	4	324	704
MAR	408	1	309	718
APR	410	0	358	768
MAY	478	0	427	905
JUN	448	0	451	899
JUL	436	0	430	866
AUG	458	0	484	942
SEP	407	0	334	741
OCT	425	3	363	791
NOV	418	0	361	779
DEC	402	0	411	813
YTD	5162	15	4625	9802

WALLINGFORD PD

JAN	613	2	457	1072
FEB	534	4	403	941
MAR	560	2	421	983
APR	632	2	393	1027
MAY	598	0	477	1075
JUN	664	2	447	1113
JUL	652	2	486	1140
AUG	659	1	587	1247
SEP	602	2	429	1033
OCT	592	1	508	1101
NOV	561	7	440	1008
DEC	579	3	506	1088
YTD	7246	28	5554	12828

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
WATERBURY PD					
	JAN	3079	4	2835	5918
	FEB	2635	15	2506	5156
	MAR	3018	11	3185	6214
	APR	2901	12	2829	5742
	MAY	3114	16	3038	6168
	JUN	3404	42	3343	6789
	JUL	3269	29	3103	6401
	AUG	3056	27	2839	5922
	SEP	2782	13	2576	5371
	OCT	2853	19	3283	6185
	NOV	2829	26	2826	5681
	DEC	2859	22	3010	5891
	YTD	35799	236	35373	71438

WATERFORD ECC

JAN	388	11	372	771
FEB	325	0	288	613
MAR	388	0	349	737
APR	350	0	351	701
MAY	395	0	461	856
JUN	459	0	440	899
JUL	416	0	532	948
AUG	485	0	499	984
SEP	371	0	392	763
OCT	418	0	424	842
NOV	434	6	426	866
DEC	428	0	525	953
YTD	4857	17	5059	9933

WATERTOWN PD

JAN	251	8	375	634
FEB	209	6	314	529
MAR	232	0	385	617
APR	328	0	332	660
MAY	310	0	367	677
JUN	280	0	421	701
JUL	297	0	373	670
AUG	276	0	426	702
SEP	261	0	573	834
OCT	227	0	423	650
NOV	241	1	399	641
DEC	250	4	334	588
YTD	3162	19	4722	7903

PSAP Name Month Wireline VoIP Wireless Total Calls

WEST HARTFORD PD

JAN	893	14	939	1846
FEB	789	5	650	1444
MAR	868	0	832	1700
APR	809	3	803	1615
MAY	912	1	1123	2036
JUN	1018	0	1218	2236
JUL	921	0	846	1767
AUG	814	0	755	1569
SEP	803	0	953	1786
OCT	906	1	1104	2011
NOV	833	11	836	1680
DEC	867	1	831	1699
YTD	10433	36	10890	21389

WEST HAVEN ERS

JAN	1377	7	1251	2635
FEB	1229	0	1268	2497
MAR	1458	0	1613	3071
APR	1404	0	1522	2926
MAY	1464	1	1642	3107
JUN	1453	0	1663	3116
JUL	1540	1	1640	3181
AUG	1616	0	1539	3155
SEP	1520	0	1419	2939
OCT	1340	0	1350	2690
NOV	1251	8	1177	2436
DEC	1322	0	1322	2644
YTD	16974	17	17406	34397

WESTON ECC

JAN	212	3	156	371
FEB	140	4	73	217
MAR	138	0	95	233
APR	160	0	93	253
MAY	163	0	102	265
JUN	185	0	145	330
JUL	181	0	86	267
AUG	144	0	77	221
SEP	176	0	123	299
OCT	209	0	73	282
NOV	153	3	121	257
DEC	162	1	163	245
YTD	2023	11	1307	3240

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
WESTPORT PD					
	JAN	537	0	471	1008
	FEB	376	3	260	639
	MAR	491	0	304	795
	APR	458	0	296	754
	MAY	575	0	364	939
	JUN	596	0	406	1002
	JUL	514	0	429	943
	AUG	516	0	371	887
	SEP	652	0	443	1095
	OCT	461	0	388	849
	NOV	452	4	363	819
	DEC	457	0	357	814
	YTD	6085	7	4452	10544

WETHERSFIELD PD

JAN	389	0	346	735
FEB	339	7	362	708
MAR	394	0	475	869
APR	442	0	475	917
MAY	420	0	441	861
JUN	454	0	444	898
JUL	500	0	468	968
AUG	410	1	470	881
SEP	411	0	418	829
OCT	404	0	479	883
NOV	379	1	451	831
DEC	405	4	435	844
YTD	4947	13	5264	10224

WILLIMANTIC SB ECC

JAN	578	1	721	1300
FEB	486	0	620	1106
MAR	597	0	738	1335
APR	578	1	695	1274
MAY	565	4	706	1275
JUN	690	0	731	1421
JUL	654	0	801	1455
AUG	613	5	707	1325
SEP	635	2	635	1272
OCT	606	1	773	1380
NOV	551	0	710	1261
DEC	548	0	647	1195
YTD	7101	14	8484	15599

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
WILTON PD					
	JAN	299	8	317	624
	FEB	241	12	187	440
	MAR	200	2	243	445
	APR	260	12	213	485
	MAY	286	10	234	530
	JUN	286	2	259	547
	JUL	263	1	299	563
	AUG	279	3	186	468
	SEP	311	2	210	523
	OCT	256	4	269	529
	NOV	228	6	282	516
	DEC	217	1	234	452
	YTD	3126	63	2933	6122

WINDSOR LOCKS PD

JAN	172	5	164	341
FEB	181	5	110	296
MAR	164	0	131	295
APR	165	0	132	297
MAY	181	2	137	320
JUN	181	2	136	319
JUL	187	8	132	327
AUG	176	1	138	315
SEP	200	0	102	302
OCT	176	4	111	291
NOV	170	6	116	292
DEC	163	0	100	263
YTD	2116	33	1509	3658

WINDSOR PD

JAN	464	14	347	825
FEB	453	7	283	743
MAR	431	3	267	701
APR	384	4	268	656
MAY	424	4	311	739
JUN	530	4	367	901
JUL	468	1	312	781
AUG	428	8	292	728
SEP	385	1	300	686
OCT	481	1	335	817
NOV	418	1	313	731
DEC	445	13	334	792
YTD	5311	61	3729	9100

PSAP Name	Month	Wireline	VoIP	Wireless	Total Calls
WINSTED PD					
	JAN	212	0	108	320
	FEB	179	0	100	279
	MAR	192	0	135	327
	APR	167	0	71	238
	MAY	188	0	86	274
	JUN	181	0	131	312
	JUL	196	4	121	321
	AUG	212	4	126	342
	SEP	140	0	80	220
	OCT	145	1	122	268
	NOV	149	2	106	257
	DEC	176	2	104	282
	YTD	2137	13	1290	3440

WOLCOTT PD					
	JAN	212	0	168	380
	FEB	170	10	148	328
	MAR	200	7	180	387
	APR	194	0	143	337
	MAY	182	2	175	359
	JUN	207	3	160	370
	JUL	200	2	150	352
	AUG	210	1	174	385
	SEP	195	1	139	335
	OCT	155	4	175	334
	NOV	180	7	136	323
	DEC	170	0	130	300
	YTD	2275	37	1878	4190

WOODBIDGE PD					
	JAN	178	0	132	310
	FEB	155	4	76	235
	MAR	157	1	100	258
	APR	159	0	91	250
	MAY	161	0	129	289
	JUN	188	0	167	355
	JUL	173	0	120	293
	AUG	187	0	115	302
	SEP	189	0	121	310
	OCT	180	0	144	174
	NOV	150	6	142	298
	DEC	187	0	144	331
	YTD	2064	11	1481	3405

Statewide YTD Totals	895216	4009	1421195	2332246
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DEPARTMENT OF PUBLIC SAFETY

Office of Statewide Emergency Telecommunications

Wireless Cell Site Sectors Additions and Modifications - 2006

APPENDIX D

2006 Report to the General Assembly

WIRELESS SECTOR ASSIGNMENTS

2006

		Alltel	Cingular	Sprint/Nextel	T-Mobile	Verizon
JAN	Added	0	37	0	1	9
	Revised	0	0	3	0	24
FEB	Added	0	3	0	6	18
	Revised	0	0	0	0	0
MAR	Added	0	9	13	13	6
	Revised	0	1	34	2	1
APR	Added	0	6	15	0	15
	Revised	0	0	0	0	0
MAY	Added	0	21	7	28	0
	Revised	0	0	0	0	0
JUN	Added	0	16	9	16	12
	Revised	0	6	0	0	3
JUL	Added	0	12	30	1	35
	Revised	0	0	0	0	0
AUG	Added	2	9	23	2	0
	Revised	0	0	2	0	0
SEPT	Added	0	9	3	0	3
	Revised	0	0	0	0	0
OCT	Added	0	3	39	0	9
	Revised	0	0	0	0	12
NOV	Added	0	3	15	0	6
	Revised	0	0	0	0	3
DEC	Added	0	2	18	0	3
	Revised	0	0	0	0	0
TOTAL		2	137	211	69	159

DEPARTMENT OF PUBLIC SAFETY

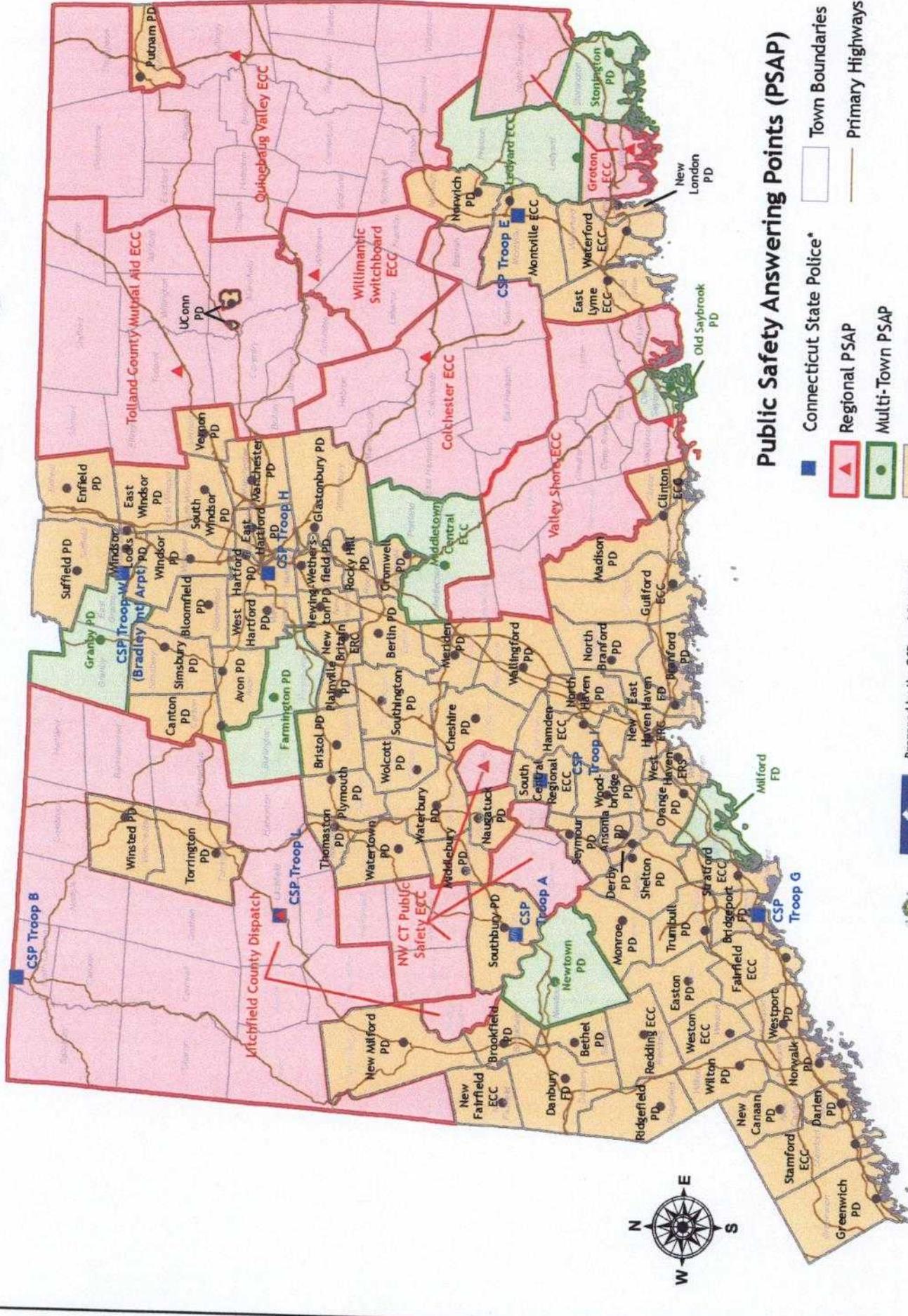
Office of Statewide Emergency Telecommunications

Public Safety Answering Points Maps

APPENDIX E

2006 Report to the General Assembly

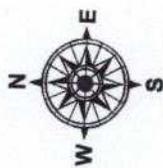
Connecticut Public Safety Answering Points



Public Safety Answering Points (PSAP)

- Connecticut State Police*
- ▲ Regional PSAP
- Multi-Town PSAP
- Municipal PSAP
- Town Boundaries
- Primary Highways

Prepared by the Office of Statewide
Emergency Telecommunications
Date: January 24, 2007
FOR REFERENCE ONLY



* Connecticut State Police Troop PSAPs for wireless calls.

