

# Annual Report for 2011

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## Office of Statewide Emergency Telecommunications

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# Office of Statewide Emergency Telecommunications

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## STATE OF CONNECTICUT

### DEPARTMENT OF EMERGENCY SERVICES & PUBLIC PROTECTION OFFICE OF THE COMMISSIONER

#### Introduction and Executive Summary

To the 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 Emergency Services and Public Protection 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 2011 and the activities anticipated for the ensuing year.

**9-1-1 Calls** – During the calendar year 2011, Connecticut's 106 public safety answering points processed a total of 2,454,136 calls, an increase of 7.8% from total 9-1-1 calls made in 2010. The call count report, Appendix C, is attached.

**Emergency Medical Dispatch (EMD)** – Sec. 28-25b of the Connecticut General Statutes requires PSAPs to provide or arrange for EMD to 9-1-1 callers. EMD refers to pre-arrival instructions given by the 9-1-1 dispatcher to the 9-1-1 callers. All municipal and regional PSAPs are in compliance with this requirement. In FY 2011, 18 PSAPs and Connecticut State Police telecommunicators were trained in EMD; the total cost to the state for this training was \$14,684.00.

**Interoperability** – DESPP is involved in a program through its Division of Emergency Management and Homeland Security (DEMHS) to make public safety communications interoperability a reality in our state. Two Interoperability Coordinators, one within OSET, the other within DEMHS, are working together to create the programs, manage the grants, and provide the outreach to our municipal partners to make this federal requirement a functioning reality. Equipment provided by federal grant to facilitate interoperability has been procured and installed statewide.

**Mapping** – Maintaining maps is an ongoing process and OSET utilizes a Geographic Information System (GIS) Coordinator and a GIS Technician to handle the increasing demands for mapping information and updates. NG911 utilizes the GIS map as a basic building block for service delivery, thereby increasing OSET's in-house responsibility for 9-1-1 database provisioning and maintenance.

**Wireless Carriers** – In 2011, 75% percent of all 9-1-1 calls received at Connecticut PSAPs were from wireless telephones, an increase of over 12.3% from 2010.

**Wireline Carriers** – AT&T serves as Connecticut's incumbent local exchange carrier

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(ILEC), and there are eleven facility-based competitive local exchange carriers (CLECs). Facility-based CLECs own the equipment necessary to make telephone calls, and 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 any such change. Only two CLECs (AT&T-TCG and Verizon Business) reported that they had met the two-day requirement for each of the four calendar quarters.

**Emergency Notification** – In service since September of 2009, the CT Alert Emergency Notification System utilizes the E9-1-1 database and a citizen opt-in database in order to provide emergency notification services to our citizens. It is used to warn citizens of significant events which would impact their safety and the safety of those around them. The system can be used by State officials for large-scale notifications, and for local incident notifications managed by the local PSAP. During 2011, 562 CT Alerts were broadcast to the public, delivering over 3.2 million messages to our citizens.

**Public Education** – Connecticut Broadcaster's Association aired three non-sustaining commercial announcements announcing the implementation of the statewide emergency notification system, CTAlert. Residents were encouraged to opt-in by registering their contact information on the designated website. Spots were aired on 44 radio stations and 7 television stations. They were closed-captioned and included a Spanish version. Opt-in registrations exceeded 100,000 by year end.

**Connecticut Public Safety Data Network** –The PSDN is an ultra high speed fiber optic data network that will serve as a base transport infrastructure and interconnectivity pathway for public safety related applications and services throughout the State. It is currently under construction, and its original purpose is to provide the required connectivity for the upcoming implementation of Next Generation 911 services. Additionally, the network will provide a single connectivity source to allow for the integration of systems, applications and currently disparate networks so that vital information and resources can easily be shared amongst the various public safety entities throughout the State. Working with our partners at DoIT (now DAS/BEST), we have successfully leveraged the state's commitment to the basic network into an award of an additional \$94 million of federal BTOP funding, which we are using to extend the PSDN to a total of 518 public safety locations.

**Replacement of the Enhanced 9-1-1 System** – An Internet Protocol (IP) based 9-1-1 system will replace the existing Enhanced 9-1-1 system that has been in place for more than ten years. The new IP based 9-1-1 system can be transitioned into a next generation 9-1-1 system which will have the capability to process text, images and video along with the emergency call, as that technology becomes available and is cost effective to implement. The new 9-1-1 system will ride on the PSDN, which is currently under construction. OSET has been awarded assistance in the form of a federal grant of \$792,000 specifically for this upgrade from the ENHANCED 911 Act, administered by the National Highway Transportation Safety Administration (NHTSA). However, without an increase in the surcharge cap OSET cannot fund a replacement system.

**E9-1-1 Surcharge** – Every telephone customer pays a monthly surcharge on their telephone bill to provide for funding the costs of 9-1-1 services. The Department of Energy and Environmental Protection, Public Utilities Regulatory Authority (PURA) sets the surcharge based upon cost and usage data provided by OSET. The rate is now at the statutory cap of fifty cents per line per month. OSET is preparing its budget for the fiscal year 2012-2013 for submission to PURA in March 2012 and is seeking legislation to raise the statutory cap. A failure to increase the surcharge cap will result in the following: cannot replace obsolete 9-1-1 system, risk subsidy payouts to towns, will not be able to incentivize consolidation through grants.

**Budget** – The estimated "Statewide Enhanced 9-1-1 Program" operating budget for the state fiscal year 2011-2012 is \$27,883,495.07. The budget is found in Appendix B.

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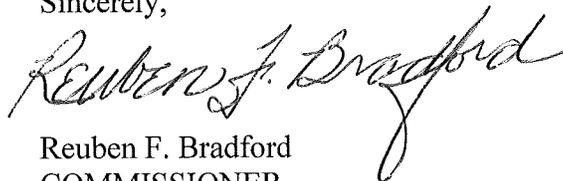
- Training: Each PSAP is eligible for reimbursement of training costs at the rate of 10 cents per capita to provide training for certified telecommunicators and supervisors.
- Funded Entities: In 2011, 22 municipal PSAPs, seven regional emergency telecommunication centers and nine multi-town PSAPs were eligible to receive funding from OSET. Funding is based on the calculation of the funding formula in accordance with the Regulations of Connecticut.
- Capital Expense Grants: Funded cities and regional centers may 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.

Capital expenditure grants totaling \$76,000 were used to improve and upgrade emergency telecommunications equipment, software and radio systems. Nine grants were awarded to date to three regional emergency communications centers and one funded municipality in 2011.

- 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 support that level of effort, CSP is provided \$1 per 9-1-1 call. Total funding for FY 11/12 was \$659,094.00 .
- CMED Funding: CMED (Coordinated Medical Emergency Direction) is funded at .30 per capita to give fiscal relief to town and cities.
- Multi-town PSAPs (which provide emergency telecommunications for two municipalities) funding is currently provided to nine multi-town PSAPs.

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

Sincerely,



Reuben F. Bradford  
COMMISSIONER

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To Honorable Members of the General Assembly:

Connecticut's 9-1-1 system has held us in good stead since its implementation. However the system is now obsolete, parts are difficult if not impossible to obtain and Connecticut is at a critical juncture and must transition to the next generation of 9-1-1 (NG911). NG 911 will provide the capabilities to support essential new technology to public safety agencies including the transmission of photos, text and telematics. This will greatly enhance the ability of these organizations to respond to emergencies.

The foundation upon which NG911 and other state applications will be based is the Public Safety Data Network (PSDN). This network is a high speed, high capacity, optical based network designed with resiliency and no single points of failure. The network, originally envisioned to connect 112 Public Safety Answering Points and several state facilities, has now been expanded to include an additional 411 police, fire and radio tower locations as a result of the Federal Broadband Technology Opportunity Program Grant (BTOP) awarded to the State. Across the public safety spectrum, agencies will benefit with enhanced communications, interoperability and emergency response.

The fiscal impact of the PSDN on the E9-1-1 fund has been significant and includes the following:

- Cost of implementation of Phase I of the PSDN
- \$24 million dollar match for BTOP Grant, which was a requirement to receive the \$93.9 million dollar federal grant.
- \$4 million dollars per year into the future to sustain the network

Given the impact on the fund, the current surcharge rates cannot support the purchase of a new 9-1-1 system, and subsidies to cities and towns, and other funded 9-1-1 programs may all be at risk as well. It is imperative that the surcharge cap be raised to a level that supports the initiatives it is required to fund and is commensurate with other states. With the cap currently set at fifty cents (at which Connecticut has been for two years), Connecticut ranks as the 8<sup>th</sup> lowest of the 50 states. In fact, in their docket decision of 2011, the Department of Public Utility Control stated that the rate should be between .75 cents to \$1.00 dollar to fund our existing programs.

We cannot continue to keep pace with ever expanding technology requirements while maintaining our position as a leader in public safety for the benefit of the citizens of Connecticut, without legislative changes to increase the statutory cap. The E9-1-1 Commission applauds and fully supports OSET's efforts to appeal to legislators for support of a proposal which will increase the surcharge cap.

Sincerely,



Ernest Herrick  
Chairman, E9-1-1 Commission

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## **Enhanced 9-1-1 Commission**

The Governor, in accordance with Connecticut General Statutes Section 28-29a, appoints the Enhanced 9-1-1 Commission to advise the Commissioner of the Department of Emergency Services and Public Protection with respect to Enhanced 9-1-1 activities.

The members of the Enhanced 9-1-1 Commission in 2011 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;

Vacant, Department of Public Health, Office of Emergency Medical Services;

Paul Zito, representing the Department of Emergency Services and Public Protection, Connecticut State Police;

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

Lee Vincent, representing the Connecticut Conference of Municipalities;

John Gustafson, representing the Department of Emergency Management and Homeland Security;

Chief Richard Mulhall, representing the Municipal Police Chiefs;

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## **Enhanced 9-1-1 Commission Meeting Schedule**

All Enhanced 9-1-1 Commission Meetings are held quarterly of the first Friday of the month (holidays permitting) at:

Department of Emergency Services and Public Protection

Third Floor, Room 348  
111 Country Club Road  
Middletown, CT 06457

Enhanced 9-1-1 Commission meetings were held in 2011 on the following dates:

January 7, 2011  
April 1, 2011  
July 1, 2011  
October 7, 2011

Enhanced 9-1-1 Commission meetings dates scheduled for 2012 are as follows:

January 6, 2012  
April 13, 2012  
July 6, 2012  
October 5, 2012

Meetings are open to the public. Minutes of the Enhanced 9-1-1 Commission meetings are posted on the Office of Statewide Emergency Telecommunications (OSET) website at: <http://www.state.ct.us/dps>

## **Regionalization**

In 2010, OSET was directed by the E911 Commission to fund and conduct a PSAP consolidation feasibility study. A comprehensive statement of work was developed with input from the public safety community and a vendor was chosen to perform the analysis. This study took place in 2011 in which each of the 106 PSAPs were surveyed and interviewed to obtain technical and operation information as well as to gather views on consolidation. Findings of the report were presented in January 2012 identifying logical groupings of PSAPs where consolidation makes sense. Goals included improving public safety without adversely affecting response times, improving efficiency of operations, identifying long term cost savings and assessing local political will as it relates to consolidation. In addition, the report made recommendations regarding subsidy funding to achieve greater equity with distribution of funds across the PSAP community as well as suggestions for more realistic financial incentives to encourage consolidation.

## **Public Safety Answering Point Training Fund**

In March of 2006, Connecticut adopted a regulation that would provide a training subsidy to public safety answering points. The intent of the regulation was to provide opportunities to telecommunicators to attend various training and conferences and to promote the profession.

At the time of this report, during fiscal year 2011, 71 of the state's public safety answering points had utilized this funding. Total reimbursements for this period have exceeded 169,768. Training includes attendance at conferences, memberships to professional organizations and training on public safety related topics such as crisis intervention, quality assurance and stress management. OSET strongly encourages utilization of these funds and opportunities. PSAPs are regularly reminded of the availability of funds and advised of training opportunities when appropriate.

## **Emergency Medical Dispatch**

Sec. 28-25b of Connecticut General Statutes 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.

Eighteen PSAPs as well as state police telecommunicators were enrolled in EMD training in fiscal year 2011. Total reimbursements for EMD training and materials were \$14,684.00 for this period.

OSET will continue to stress the importance of quality improvement and reviewing of EMD calls to ensure the highest degree of professionalism and service to 9-1-1 callers.

## **Telecommunicator Training and Certification**

In 2011 the Office of Education and Data Management (OEDM) consolidated with the Department of Construction Services. The responsibilities of the 9-1-1 telecommunicator training and certification program, formerly under the auspices of OEDM, were transferred to OSET.

In 2011 eight certification classes were held, in which 112 telecommunicators were trained and certified in 9-1-1 emergency telecommunications. In addition, 336 were recertified, one instructor was certified and seven recertified, enabling them to conduct the state 9-1-1 certification program.

OSET employed the services of Learning Dynamics, Inc., to redesign the curriculum to modernize the instruction methods and delivery of the material. The new format will be an interactive, hands-on approach to learning. It will include various methods of instruction to accommodate multiple learning styles and will include online learning to reduce classroom time and costs.

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## Interoperability

The Department of Emergency Services and Public Protection and its Division of Emergency Management and Homeland Security (DEMHS) is committed to creating the conditions and deploying the technologies required to foster an environment that makes interoperability – defined as the ability of our public safety responders and supervisors, in the performance of their duties, to communicate with whomever they need to communicate with, wherever they need for that communication to occur, as authorized – not only possible, but inevitable.

Toward that end, two Emergency Telecommunications Managers are operating as Interoperability Coordinators – one within DEMHS and one within OSET. Working together, they are responsible for managing the Public Safety Interoperable Communications (PSIC) grant program – a \$13 Million federal program to provide interoperable radio systems and infrastructure that is broken out into three Investment Justifications (IJs). Further descriptions of these items, as well as other objectives of the SWIC program, are shown within the goals listed below:

### GOAL 1:

- Establishing and updating the state communications interoperability plan (SCIP)
- Upgrade existing state radio infrastructure with regional and local interoperability accessibility
- Provide for the dissemination of information to all PSAPs and Public Safety Services
- Developing a tactical interoperable communications plan
- Provide on scene communications capabilities
- Communications Asset System Mapping, collecting pertinent information on interoperable equipment in each DEMHS jurisdiction including local, regional and state inventory
- Develop planned allocation of communications resources
- Identify trained communications unit leaders
- Conduct gap analysis

### GOAL 2:

- Maintain Public Safety Agency interoperability planning policies
- Review Interoperable Communications Technical Assistance Program (ICTAP) for compliance
- Support short and long-term interoperability planning initiatives
- Identify existing interoperable equipment and methods

### GOAL 3:

- Development of a State 700MHz Plan

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- Manage the PSIC IJ #3 Project
- Implement a 700MHz Statewide shared radio system
- Provide the ability to intercommunicate with local, state and federal agencies
- Identify operational costs with a 700MHz statewide radio system
- Identify compatibility issues with existing hardware

## GOAL 4:

- Provide statewide interconnectivity of PSAPs and communications systems on a proprietary resilient IP network; creation of an integrated voice and data network to connect all emergency response, assisting and support organizations
- Manage the PSIC IJ #1 and IJ#2 projects
- Leverage existing state and regional radio and microwave infrastructure
- Coordinate with a planned fiber-optic/IP PSAP build out of the Public Safety Data Network
- Facilitate integration / migration to 700MHz
- Build in scalable, flexible, resilient network features
- Provide capacity for voice, data, and video
- Develop engineering capability to actively assist agencies wishing to utilize 700 MHz systems connected to the IJ #1 P25 controller
- Create a marketing plan to increase local agency uptake throughout the State of the PSDN and the P25 controller

The P25 interoperability controller equipment has been procured and installed, and the core equipment is in daily use. The equipment located at each of the PSAPs will be made available for use as the PSDN is released to service during 2012.

## Public Safety Data Network (PSDN)

The PSDN is an ultra-high speed and flexible fiber optic data network that will serve as a base transport infrastructure and interconnectivity pathway for public safety related applications and services throughout the State. It is currently under construction, and its primary purpose is to provide the required connectivity for the upcoming implementation of Next Generation 911 (NG911) services. Additionally, the network will provide a single connectivity source to allow for the integration of systems, applications and currently disparate networks so that vital information and resources can easily be shared amongst the various public safety entities throughout the State. The installation of the fiber and the required network equipment is now complete at every PSAP in the state.

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The stand alone, “separate silo”, legacy network infrastructure systems that Connecticut public safety agencies utilize today minimally meet the bandwidth requirements for current users and are grossly inadequate for near or long term project future data transmission requirements. Additionally, these stand alone networks lack the high speed universal data connectivity (or have no connectivity at all) that will be required to support upcoming and next- generation applications.

Today, the PSDN will have an overall bandwidth capacity of 10 Gb available to support applications and services. In comparison, most remote sites interconnect today at either T-1 speeds (1.5Mb) or possibly 10Mb, and operate internally at 100Mb or 1 Gb. For reference, a 10 Gb connection is equal to approximately 21,504 T-1s. It should be noted that this far exceeds current and anticipated bandwidth requirements and should provide adequate expansion capacity without additional hardware. However, should requirements necessitate additional bandwidth, the PSDN can be expanded up to 1,600 Gb (1.6 Terabytes) in the near future, without requiring a “forklift” upgrade.

By providing a single ultra-high speed connectivity source to allow for interconnection of the various public safety entities’ data networks, the ability to easily share vital data and networking services becomes possible. The PSDN will enhance interoperability capabilities as well as reducing overall costs that would otherwise be incurred to accomplish these tasks, by leveraging a common infrastructure.

Leveraging Connecticut’s previous investment in the Connecticut Education Network, DESPP was able to take advantage of the many miles of existing fiber throughout the state. Under the existing state contract for fiber used for this project, extra fiber strands that were already installed on many routes were available to the state at a far lower cost than for completely new installations.

Phase 1 of the PSDN connects DESPP, DAS/BEST and all 106 of our PSAPs, and is budgeted at \$27.5 million, funded by the 9-1-1 surcharge. This new high-speed network is a requirement in order to provide Next Generation 911 (NG911) functionalities to all PSAPs throughout the State of Connecticut.

During 2010, Connecticut was successful in leveraging our PSDN investment as the match to obtain an additional \$93.8 Million in federal funds from the Broadband Technologies Opportunities Program (BTOP). This federal grant program is providing funding to extend the PSDN to over 400 additional public safety sites at Fire Departments and Police Departments throughout the state, as well as providing connections to extend the Connecticut Education Network. BTOP will complete Phase 1.5 (install PSDN to all Police Departments that are not PSAPs) and Phase 2 (install PSDN to Fire Departments that are not PSAPs) of the PSDN as a single project with no additional state funding required, years earlier than would have been possible in our original plan. The performance period of this grant began September 1, 2010, and all work on this project must be completed by August 31, 2013.

There are 3 primary applications that will initially utilize the PSDN for transport and connectivity:

- Next-Generation 9-1-1 (NG911) Services
- DESPP, Connecticut On-Line Law Enforcement Communications Teleprocessing (COLLECT) System
- Statewide shared radio application for radio interoperability (commonly known as the “P25 controller”)

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In addition to delivering NG911 calls and data throughout the state, the PSDN will provide a platform for emergency services radio interoperability between municipal police, fire, EMS services throughout the state as well as with and between those agencies and the Connecticut State Police and other state agencies. It will provide criminal justice information systems access to law enforcement agencies throughout the state, greatly reducing our state's current costs for discrete circuits serving the cities and towns.

Summarizing the PSDN features:

- High speed data connectivity to all 106 PSAPs and approximately 411 additional public safety locations
- Fiber optic reliability (99.999%, or "5-9s")
- System architecture utilizing multiple rings and multiple touch points between the rings, constructed with carrier-class equipment provisioned with redundant facilities, all designed to withstand multiple failures without affecting service
- Highly secure implementation, partitioned to protect NG911 service in every instance
- Significant savings over current network costs
- Significant increase in efficiency
- Easy upgradability to provide additional speed and/or connectivity without requiring "forklift upgrades"
- Ability for each PSAP to serve as a connection point for other public safety locations (Local, State, and Federal) to connect into the network.

Because of the high number of physical sites to be connected and the funding streams used to support the program, the overall project has been separated into phases:

## **Phase 1 (Completed):**

Phase 1 commenced in 2009, and established the base fiber optic network topology and interconnection of the existing PSAPs, the DESPP HQ building in Middletown and the DAS/BEST data center for identified priority applications. This phase is currently in testing, and encompasses a total of 110 individual sites, utilizing a fiber footprint that includes approximately 2000 miles of existing fiber installation as well as approximately 240 miles of newly constructed fiber pathways in a seven-interconnecting-ring topology utilizing DWDM technologies. It is expected to be released for service in the first quarter of 2012.

## **Phase 2 (funded through BTOP, in progress):**

Phase 2 of the CPSSDN provides expansion of the PSDN into Police Departments, Fire Departments and Emergency Operations Centers that are not PSAPs or not co-located with PSAPs. The 9-1-1 surcharge provides the match for this project through its funding of Phase 1. Phase 2 is funded through the BTOP grant.

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The expansion will provide secure, high-speed connections to approximately 411 public safety locations, providing criminal justice information systems connectivity where required, and dramatically increasing the reliability of dispatch services at the time of an emergency call. As with Phase 1, all connectivity will be accomplished via dedicated fiber optic cabling to the planned locations utilizing appropriate fiber optic transceivers. Topology will be a mixture of both hub and spoke as well as subtending rings. Each of these spokes or rings will connect to one of the 110 existing Phase 1 locations. Completion of Phase 2 will greatly enhance agency interoperability capabilities, data sharing and overall communications while improving constituent services and safety.

Currently, the additional BTOP sites are mapped, equipment for these sites is being delivered and inventoried by DESPP, and fiber to these sites is being installed. In accordance with the grant requirements, the project will be 66% complete by this September, and will be 100% completed by September 31, 2013.

Governance is required to manage the connections, expectations, service level and costs related to our users taking advantage of any additional capabilities over and above the original three applications – NG911, COLLECT and P25 Controller connectivity – provided in the basic PSDN. DESPP staff is working on the technical aspects of governance at this time. However, as is the case with all shared resources of this type, a governing board is a necessity to deal with the policy decisions that will need to be made for the operation of the system.

## **E9-1-1 Surcharge**

Every telephone customer with wireline, wireless or voice over internet protocol (VoIP) pays a monthly surcharge on their telephone bill to underwrite the cost of E9-1-1 services to the state. Telephone companies collect these fees and remit them to OSET on a monthly basis. The Department of Energy and Environmental Protection, Public Utility Regulatory Authority establishes the surcharge based on the E9-1-1 budget requirements determined by the Department of Public Safety.

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 28-24-1 through 28-24-14. The budget requirements resulted in setting the surcharge at 50 cents per month for a single telephone line, the maximum rate allowed per statute.

Projections of expenditures for the statewide Enhanced 9-1-1 program indicate that the current surcharge rate is insufficient to meet the statutory requirements for funding of regional communications centers, PSAPs in cities with populations greater than 40,000, new next generation E9-1-1 hardware and software, funding of the Connecticut Public Safety Data Network as well as the CTAlert Emergency Notification System. Over the years, the E911 surcharge has been asked to support more and more programs which it simply cannot do at the current rate of \$.50. The cap must be raised in order to continue to support existing programs but most critically, replace an aging E911 system that has a potential for major failure, directly impacting the ability of our residents and businesses to call 911.

The sliding scale for customers with multiple phones line is shown below.

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<u>Numbers of Lines</u>	<u>Per-Line Assessment</u>
1	.50
2	.38
3	.34
4-5	.30
6-10	.25
11-25	.20
26-50	.17
51-99	.13
100+	.10

## **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 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 95% of the time.

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## E9-1-1 Database Update Performance

Time Period	% ALI & Selective Routing Records Updated in 2 Days (based on sampled records)
12/10 – 2/11	97.52%
3/11 – 5/11	96.39%
6/11 – 8/11	96.07%
9/11 – 11/11	95.80%

## System Performance December 2010- November 2011

Total number of ALI Retrieval Attempts made by PSAPs = 2,558,440

ALI (Address) Record Not Found = 19,638 (0.76% of all ALI Retrieval Attempts)

Misroutes/Mismatches = 0

## Competitive Local Exchange Carriers (CLECs) – Performance Reports 2011

The Regulations of Connecticut State Agencies, Sections 28-27-23 through 28-27-29 establish requirements for Competitive Local Exchange Carriers (CLECs).

Facility-based CLECs<sup>1</sup> 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 the change. Of the CLECs that complied with this requirement, Broadwing & Level3 have consistently failed to meet the requirement to update the database in a timely manner.

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

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<sup>1</sup>

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CLEC 2011	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
AT&T -TCG	100.0%	100.0%	100.0%	100.0%
Broadwing	0%	0%	N/A*	N/A*
Cablevision Lightpath	97.9%	97.6%	95.1%	98.5%
Charter Fiberlink	94.9%	94.1%	93.2%	91.1%
Comcast	98.7%	98.7%	99.7%	99.9%
Cox Communications	86.8%	86.1%	89.1%	87.5%
Global Crossing	85.0%	100.0%	100.0%	100.0%
IDT America	N/A	N/A	No Report Submitted	100.0%
Level3	0%	0%	0%	0%
One Communications	99.9%	100.0%	100.0%	98.8%
Paetec Communications	95.7%	97.0%	92.4%	No Report Submitted
Verizon Business	100.0%	100.0%	100.0%	100.0%

\*Broadwing included under Level3

# Office of Statewide Emergency Telecommunications

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## E 9-1-1 Call Counts and Wireless 9-1-1

In 2011 the total number of 9-1-1 calls received by PSAP and State Police Secondary Answering Points in the State of Connecticut was 2,454,136. This was an increase of 7.8% from the total calls received in 2010.

Wireless 9-1-1 calls make up 75.1% of all the 9-1-1 calls in Connecticut in 2011.

- In 2011 the number of 9-1-1 calls received from wireless telephones was 1,843,243 (an increase of 12.3% over the number of wireless calls received in 2010)
- The number of 9-1-1 calls received from conventional wire-line telephones was 503,863 (a decrease of 16.4% over the number of wire-line calls received in 2010)
- The number of 9-1-1 calls were made using a Voice of Internet Protocol (VoIP) telephones was 107,030 (an increase of 245.3% over in the number of VoIP calls received in 2010)

There were five wireless carriers that provided telephone service in the state in 2011:

- AT&T Mobility
- MetroPCS
- Sprint/Nextel
- T-Mobile
- Verizon Wireless

Each wireless cell site typically has three faces or sectors. The chart below shows the number of new sectors added and the number of existing sectors updated in 2011.

Wireless Carrier	New Sectors Added	Sectors Updated	Total Sectors Added/Updated
AT&T Mobility	171	5	176
MetroPCS	30	0	30
Sprint/Nextel	3	11	14
T-Mobile	7	0	7
Verizon Wireless	31	35	66
<b>Total</b>	<b>242</b>	<b>51</b>	<b>293</b>

# Office of Statewide Emergency Telecommunications

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## CT Alert Emergency Notification System

In 2009 Connecticut was the first state in the nation to provide a statewide emergency notification system. The CT Alert Emergency Notification System is powered by the Everbridge Aware emergency notification system application. The system allows public safety officials to help protect lives and property by providing critical information to residents during emergencies and dangerous situations. The system is managed by the Department of Emergency Services and Public Protection Safety, and is part of a comprehensive program to ensure public safety in Connecticut.

CT Alert has two main components:

- A geo-notification function allows for alerts to be sent to the public in any geographic area in the state. The system provides powerful map-based GIS capabilities enabling users to quickly target residents in affected geographic areas that could include part of a town, an entire town or towns, or a large area of the state
- A public safety employee notification function known as “Aware” allows public safety agencies to send messages to improve the coordination of emergency response personnel.

The system is available for use by a number of state agencies and most of the 106 9-1-1 PSAPs in the state. Six PSAPs have elected not to use CT Alert, but will continue to rely on their existing systems for local alerting. These PSAPs are the Cheshire Police Department, Darien Police Department, New Fairfield Emergency Communications Center, Newtown Police Department, Norwalk Police Department and the Southbury Public Safety.

CT Alert utilizes the Enhanced 9-1-1 (E9-1-1) database for geo-notifications to the public for life-threatening emergencies. The E9-1-1 data includes only traditional wire-line telephone numbers in the state. A Citizen Opt-In Registration Web Page (CTAlert.gov) is available to the public that allows for communication pathways not included in the E9-1-1 database such as mobile phones, VoIP landlines, BlackBerry smartphones/wireless personal digital assistants (PDAs), email, short message service (SMS), and instant messaging to be included in the CT Alert system. Individuals can specify the contact path order for multiple communication devices and the system will cycle through each and every communication device until messages are delivered and confirmed. At the end of 2011 more than 100,000 households have registered their communication pathways via the Citizen Opt-In Web Page.

The Opt-In web page also allows the public to list up to three additional locations in the state that they wish to also receive alerts about. These locations could be where their children go to school or where other family members may reside.

In 2011, 562 CT Alerts were broadcast to the public by 65 public safety answering points, totaling 3,867,793 notifications. The types of alerts broadcast included weather information including severe weather warnings, dangerous flooding, downed power lines, missing persons, and criminal activity.

During Hurricane Irene and Winter Storm Alfred the CT Alert system was used over 230 times for each storm broadcasting 1,275,000 and 1,993,000 alerts respectively.

# Office of Statewide Emergency Telecommunications

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## Public Education and Awareness

In 2011 OSET focused public awareness efforts on educating residents on the benefits of the statewide emergency notification system CTAlert. The success of the system is directly related to the number of people that can be reached in the event of an emergency. Residents are strongly encouraged to voluntarily register or “opt-in” to the system. To that end, OSET contracted with Connecticut Broadcaster’s Association to air non-sustaining commercial announcements announcing the implementation of the statewide emergency notification system and promote registration. Nearly 17,000 spots were aired on 43 radio stations and 10 television stations from July through December. Spots were closed-captioned and included a Spanish version. Opt-in registrations exceeded 100,000 by year end.

## Frequency Coordination 2011

The Office of Statewide Emergency Telecommunications provides frequency coordination to the public safety radio community within Connecticut and coordinates frequency spectrum with neighboring states and regional planning committees. Our mission is to provide the public safety community with reliable, non-interfering radio telecommunications. OSET 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). OSET serves as the "local frequency advisor" to assist applicants in obtaining FCC frequency licensing within Connecticut.

OSET maintains membership on two FCC regional planning committees, Region 8 and Region 19. FCC regional planning committees have developed radio frequency spectrum allocation plans for the 806 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. The Region 19 800MHz Regional Planning Update Committee, in accordance with FCC Docket No. 02-55 and NPSPAC (National Public Safety Planning Advisory Committee) Rebanding filed with the FCC a “Streamline Plan Amendment” which revises the current channel allotments for radio frequencies in the 821-824/866-869 MHz bands with the new 806-810/851-854MHz band. The rebanding of 800MHz radio systems continues in Connecticut with approximately 95 percent of the 800MHz radio systems rebanded. At the completion of rebanding in Region 19, the FCC may make certain channels relinquished by Sprint Nextel Corporation in the 809.5-815/854.5-860 MHz band available for Public Safety.

The Region 19 700 MHz Public Safety Planning Committee was the third regional planning committee to have an FCC approved plan in the nation. The FCC approved plan enabled the planning committee to begin the distribution of 700 MHz general use frequency spectrum after June 12, 2009. The Region 19 700MHz Committee received applications for 700 MHz spectrum from the City of Stamford, CT and an application prepared by the Connecticut State Police for the Fairfield County Urban

## Office of Statewide Emergency Telecommunications

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Area Security Initiative (UASI). 700 MHz spectrum was allocated for licensing and at this time both applicants are completing construction of their systems. The Region 19 700 MHz Committee is the clearing house for the 700MHz state channels utilized in New England.

The FCC has yet to determine the specific use of 700MHz broadband D Block spectrum. The FCC has granted conditional approval to 21 petitioners including cities, counties and states that filed waivers to move forward with the construction of regional or statewide interoperable wireless broadband networks. Several bills were introduced before Congress for the reallocation of the D block spectrum. Senate Bill S.911 was introduced by Senator Jay Rockefeller IV (D-WV) and was passed by the Senate Commerce, Science and Transportation Committee by a vote of 21 to 4 in favor of the bill. If approved by Congress and the President the bill provides public safety with the entire D Block of Spectrum and up to \$12 billion in funding for a nationwide broadband network build out. Senate Bill S.1040 and House of Representative H.R. 607 were introduced containing language identifying the auctioning off of public safety UHF Spectrum. Late in 2011 H.R. 3630 was introduced and known as the Jumpstarting Opportunity with Broadband Spectrum (JOBS) Act of 2011 would provide \$5 to \$6.5 billion grant to build out a nationwide 700MHz Long Term Evolution (LTE) broadband system with the auctioning of 14MHz of narrowband spectrum to commercial use. Public Safety is not in favor of auctioning any existing allocated public safety spectrum for commercial use. The entire D Block of Spectrum is necessary to ensure that our nation's first responders are able to access a broadband network capable of providing reliable high speed data/video/voice applications and for the transmission of next generation 911 (NG911) information to the first responder.

The FCC has issued an Order relative to public safety broadband early deployers of 700MHz Spectrum. The FCC established a technical compatibility requirement and full interoperability with all regional broadband networks envisioned for America's first responders. The goal is to make sure that nationwide interoperability is built into these networks from the beginning and ensure immediate and long-term communications needs are met. The broadband network will support Long Term Evolution (LTE) interfaces that support roaming to ensure that public safety officials can communicate effectively and seamlessly with one another regardless of what network they are operating on. The Order is based on recommendations made by the FCC's Emergency Response Interoperability Center (ERIC).

The Region 19 700 MHz planning committee has a 4.9GHz Plan on file with the FCC. The Plan requires all New England Public Safety Services licensed in the 4.9GHz band (4940MHz – 4990MHz) to abide by the procedures as written in the 4.9GHz Plan. The Plan requires licensed 4.9GHz users to coordinate their activities with the committee to share common resources and eliminate the duplication of facilities.

The FCC issued a public notice related to mandatory narrowbanding deadlines for part 90 bands between 150-512MHz by which existing licensees operating on frequencies between 150MHz – 512MHz must convert to technologies that either operate at 12.5KHz occupied bandwidth or, if operating at a bandwidth greater than 12.5KHz, must provide an equivalent efficiency of one voice path per 12.5KHz of bandwidth occupied. The FCC established interim deadlines applicable to licensing new stations and modifying existing stations. Following are the applicable deadlines: January 1, 2011 – New systems must be narrowband and modifications to existing systems must comply with FCC guidelines; January 1, 2013 – all incumbent Part 90 systems operating on frequencies between 150MHz up to and including 512MHz must operate narrowband radio systems. Failure to meet the narrowbanding deadlines will cause incumbent licenses to be automatically cancelled as of January 1, 2013. The FCC mandatory narrowbanding requirement is persistently an agenda item and/or is

# Office of Statewide Emergency Telecommunications

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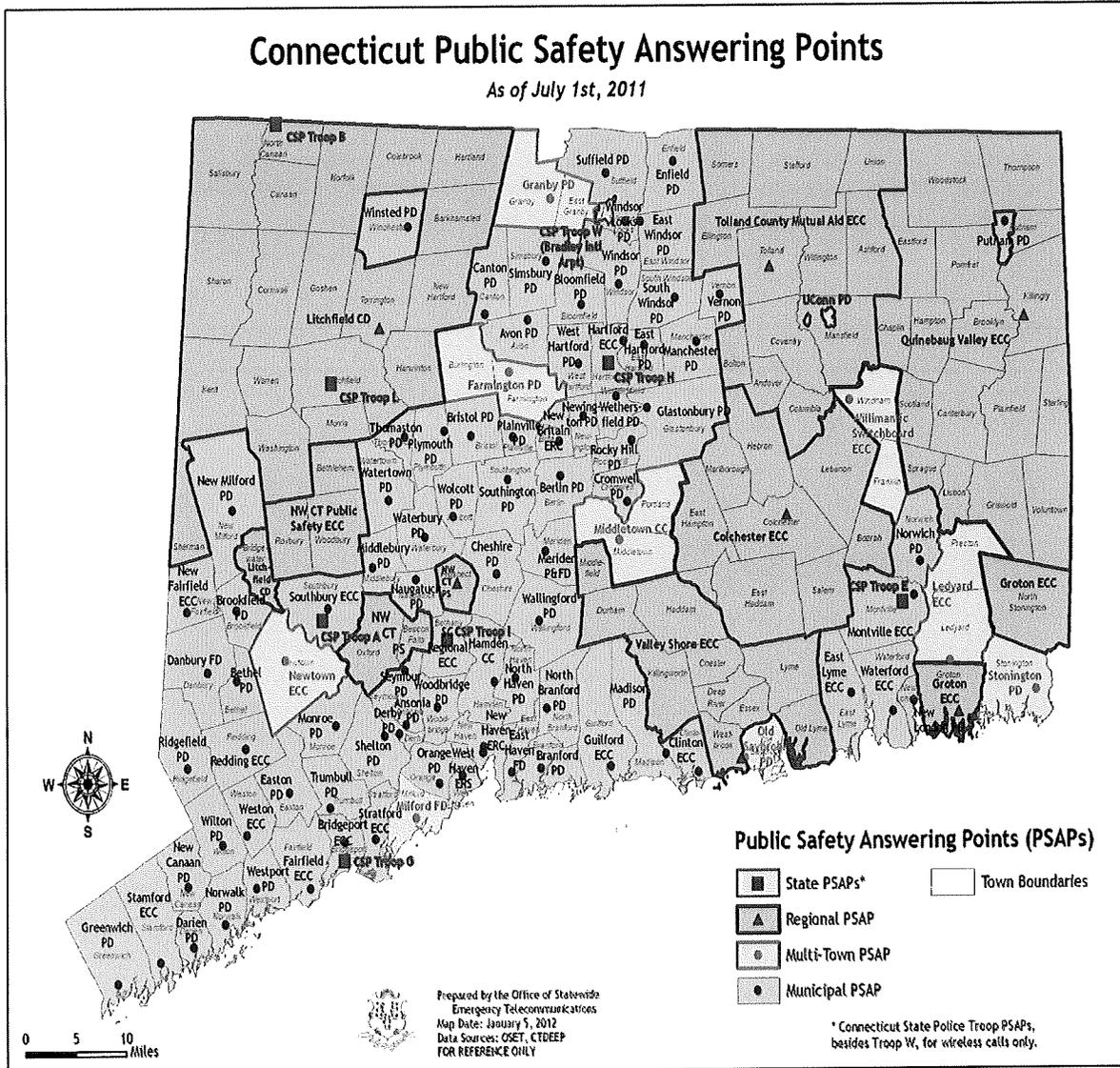
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discussed at public safety committee meetings to foster awareness and compliance. FCC licensing records indicate that at the end of December 2011, 60% of existing Connecticut Public Safety licensees operating on frequencies between 150-512MHz are in compliance with the narrowbanding mandate.

## Frequency Coordinations Processed in 2011

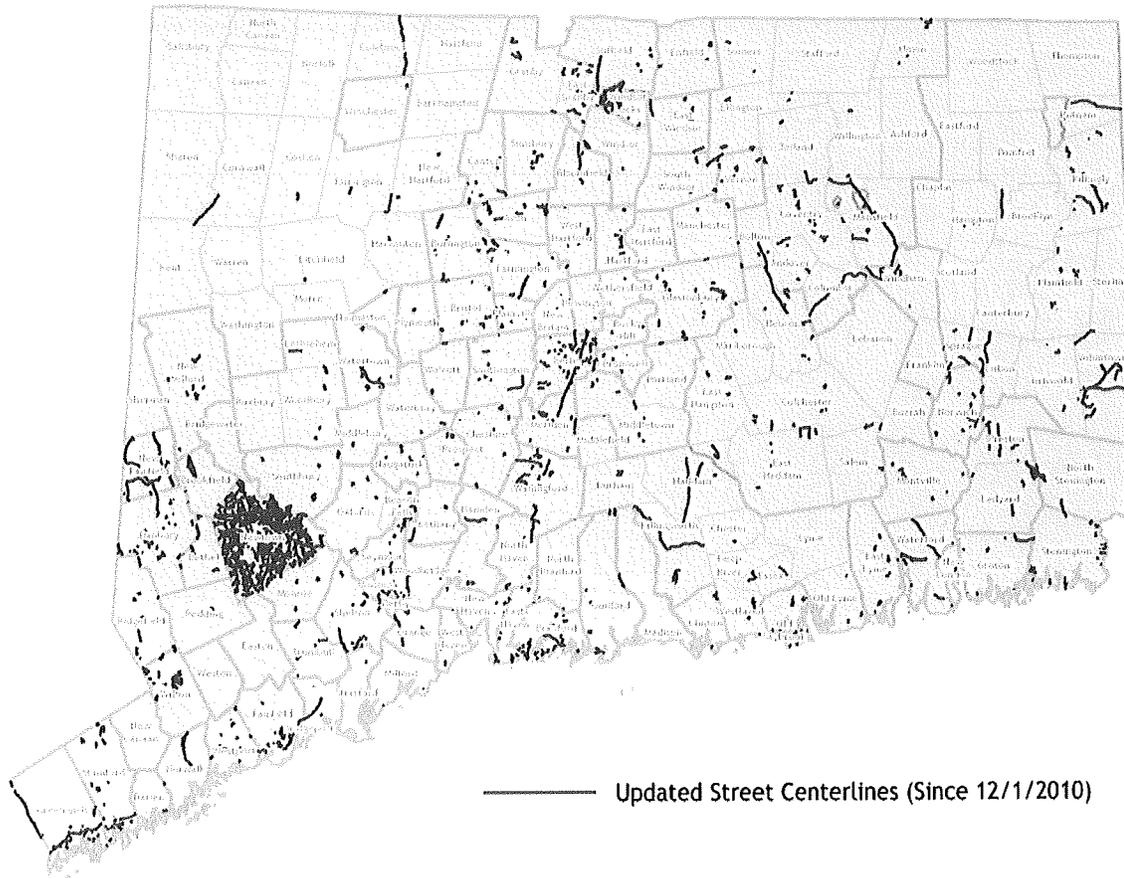
American Medical Response (AMR)	1
City of Bridgeport	1
City of Danbury	1
City of Meriden	4
City of Milford	2
Diaz Memorial Ambulance	1
New Milford Community Ambulance	1
State of CT, Dept of Corrections	1
Town of Darien	1
Town of Enfield	2
Town of Haddam	1
Town of Madison	1
Town of Middlebury	1
Town of Naugatuck	1
Town of New Milford	1
Town of Pawcatuck	2
Town of Plainville	1
Town of Redding	2
Town of South Windsor	1
Town of Stafford	1
Town of Trumbull	1
Town of Vernon	2
Town of Woodbridge	2
<b>TOTAL</b>	<u>32</u>

## OSET GIS/Mapping Report



## 9-1-1 GIS Metrics

Street Centerline Updating – OSET continues to collect and process street and address updates that have been provided by the towns and PSAPs. OSET has also begun to use the address data collected from the broadband mapping project to update 9-1-1 GIS and MSAG data. The map below shows street segments that have been updated (total of 9377) since taking over the updating process from Tele Atlas. Please contact Dan Czaja, GIS Coordinator, at (860) 685-8131 or [daniel.czaja@ct.gov](mailto:daniel.czaja@ct.gov) to submit a correction or for further information.



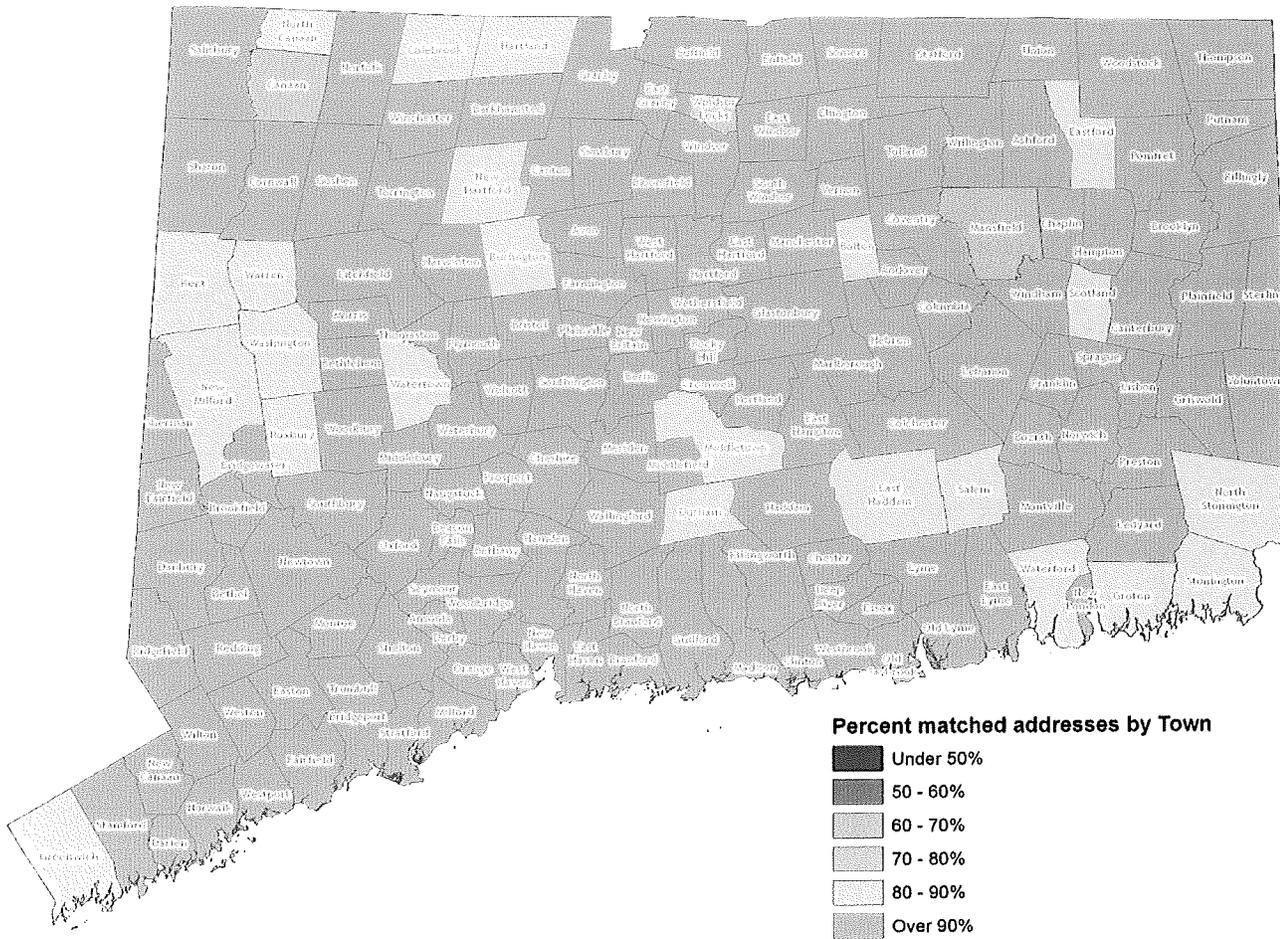
# Office of Statewide Emergency Telecommunications

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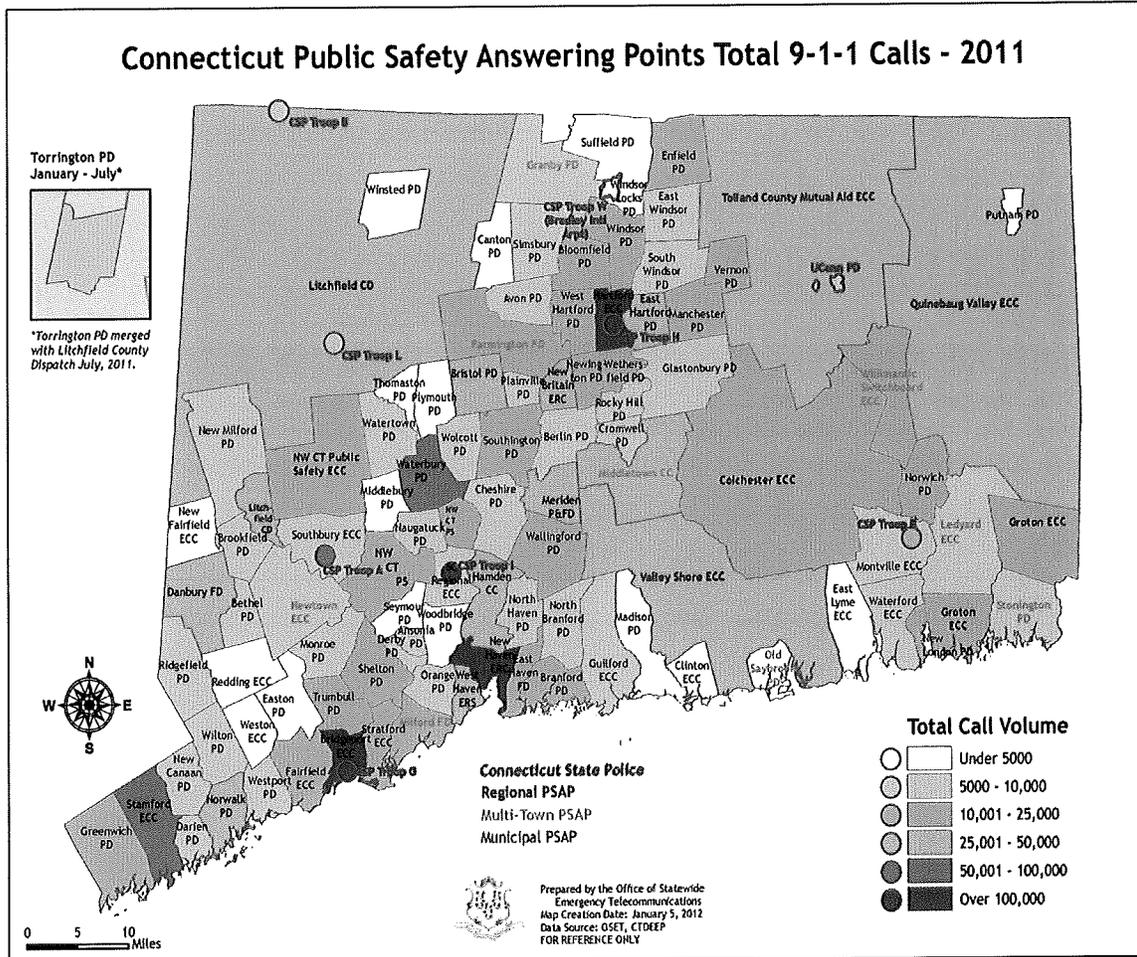
ALI Geocoding Results – OSET continues to improve the geocoding match rate for the ALI database. As of January 1st, the geocoding match rate has surpassed 96% of ALI records geocoded.

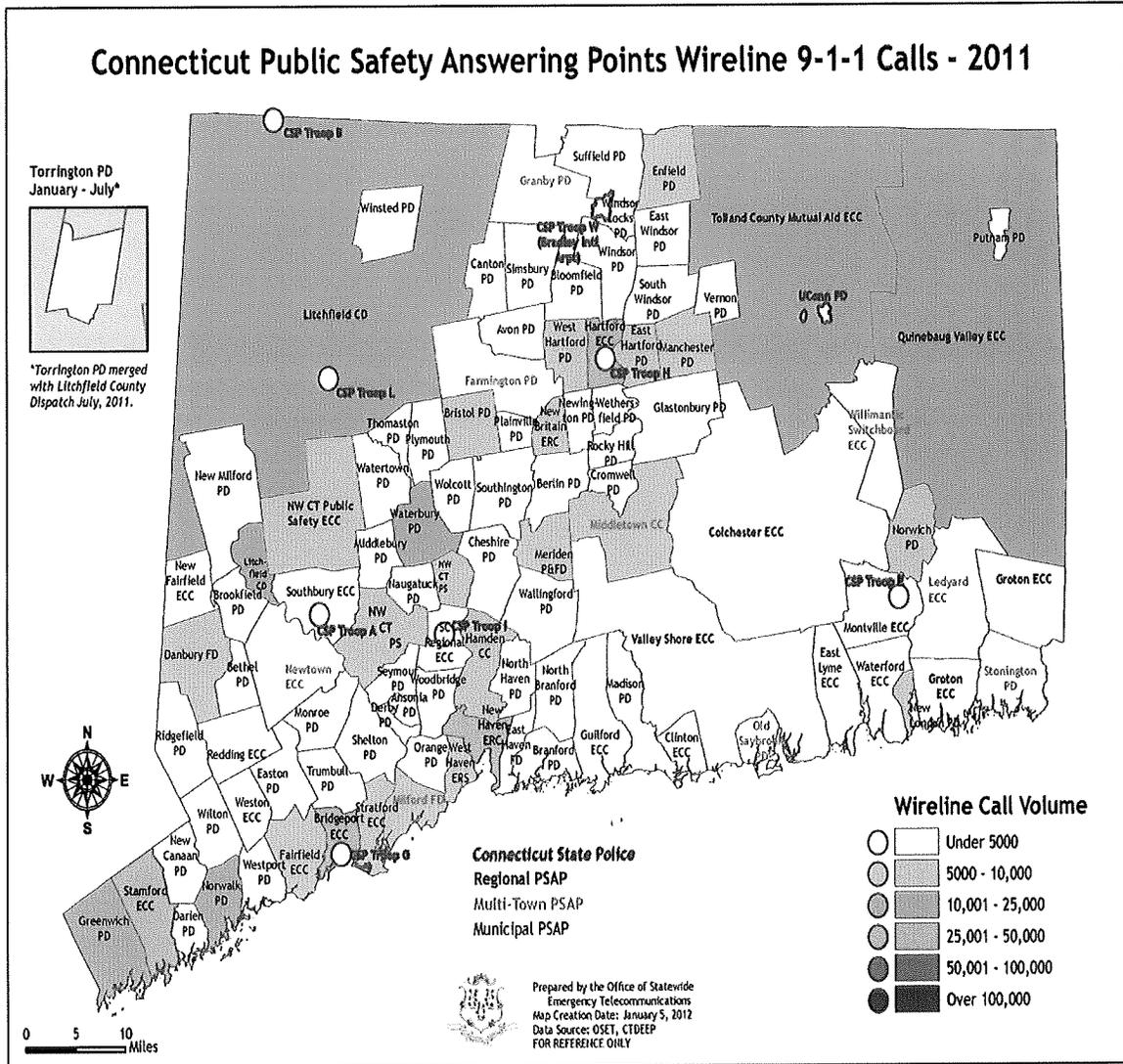
Date	Matched	Unmatched/Tied	Total	% Matched
1/1/2011	3,349,797	200,536	3,550,333	<b>94.35%</b>
2/1/2011	3,358,157	188,464	3,546,621	<b>94.69%</b>
3/1/2011	3,371,058	174,714	3,545,772	<b>95.07%</b>
4/1/2011	3,383,556	160,794	3,544,350	<b>95.46%</b>
5/1/2011	3,378,159	160,059	3,538,218	<b>95.48%</b>
6/1/2011	3,374,504	156,736	3,531,240	<b>95.56%</b>
7/1/2011	3,366,584	156,582	3,523,166	<b>95.56%</b>
8/1/2011	3,357,467	156,459	3,513,926	<b>95.55%</b>
9/1/2011	3,345,742	155,157	3,500,899	<b>95.57%</b>
10/1/2011	3,335,636	150,828	3,486,464	<b>95.67%</b>
11/1/2011	3,094,813	137,766	3,232,579	<b>95.74%</b>
12/1/2011	3,087,215	137,504	3,224,719	<b>95.74%</b>
1/1/2012	3,094,843	127,041	3,221,884	<b>96.06%</b>



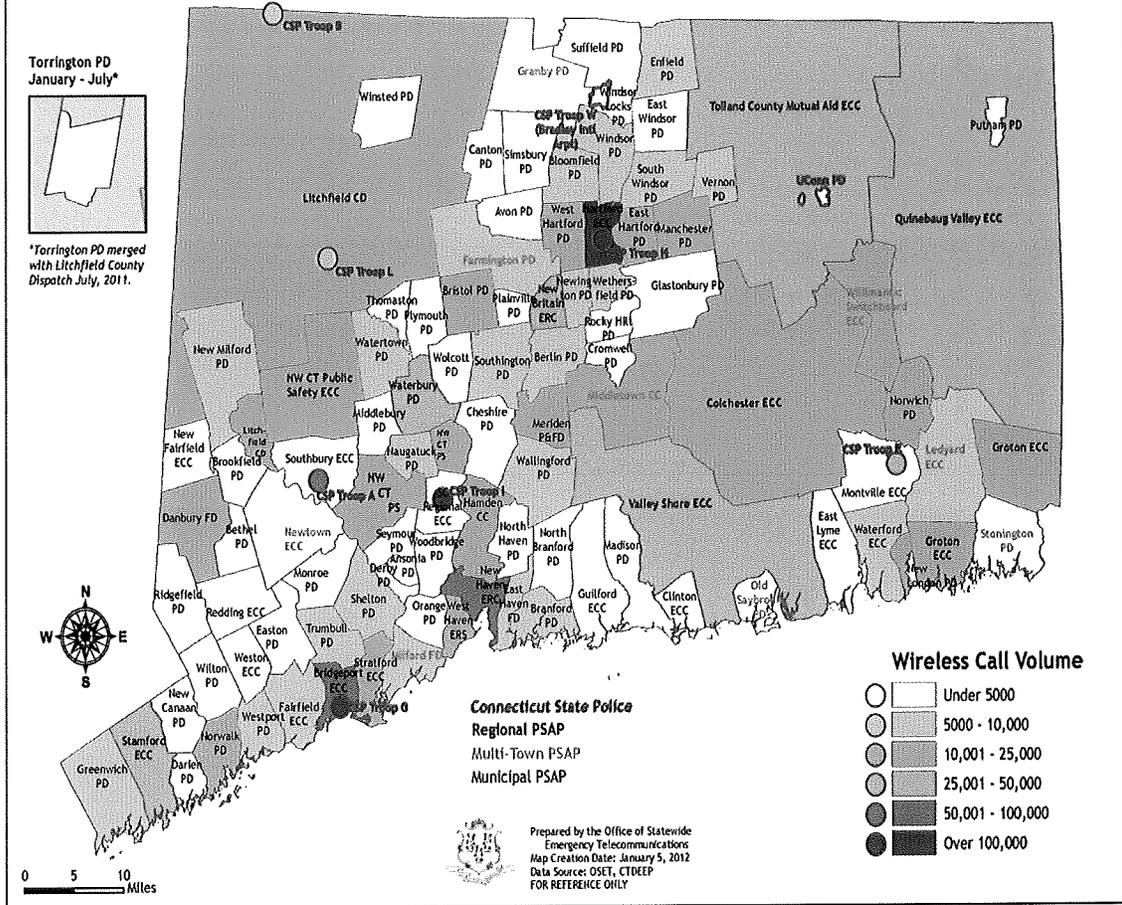
**Call volume maps**

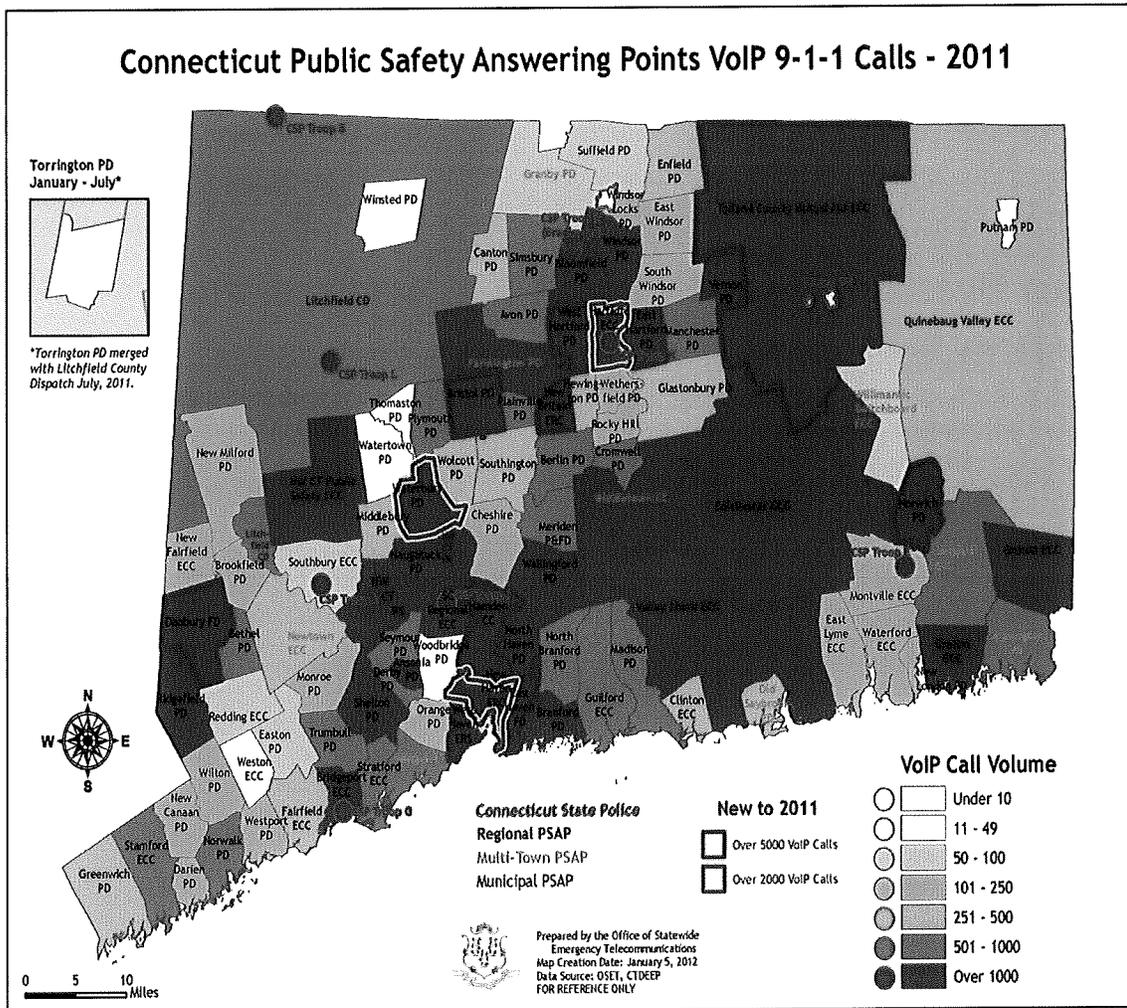
1) OSET has created PSAP-based 9-1-1 call volume maps to complement the 2011 call volume data. The four-map set consists of total call volume, wireline call volume, wireless call volume, and VoIP (Voice over Internet Protocol) call volume.





Connecticut Public Safety Answering Points Wireless 9-1-1 Calls - 2011

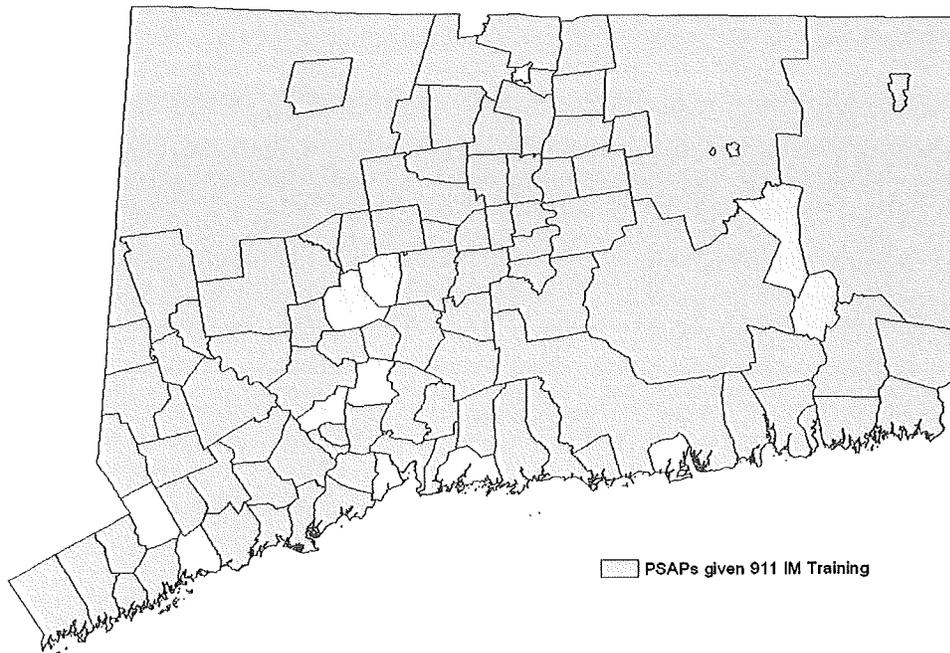




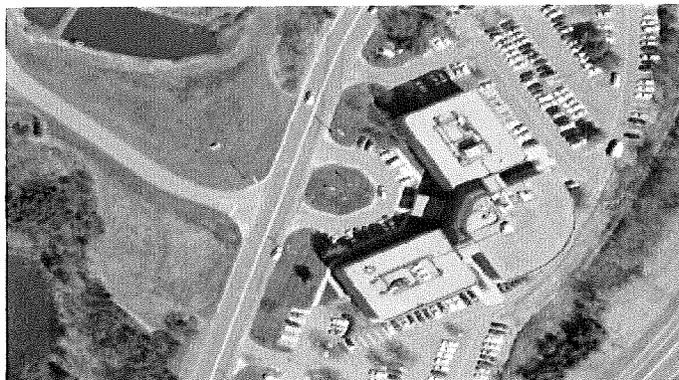
1) **GIS Support for the State Emergency Operation Center (EOC) Geolab during Tropical Storm Irene and the October Snowstorm** – OSET GIS provided support to the EOC Geolab before, during and after these two significant statewide events. The Geolab was used during this event to produce numerous mapping products for the EOC staff, including flood planning, commodity distribution, and power outage maps. OSET GIS is also lending support to the Division of Emergency Management and Homeland Security for updating the GIS hardware and software used within the EOC Geolab.

2) **Connecticut State Police Street and Address Updates** – OSET continues to process updates from the State Police (1554 total updates so far). Combining the efforts of the State Police and 9-1-1 will allow both groups to use a common map and take advantage of each other’s updates.

3) **AT&T 9-1-1 Information Manager Continuing Roll-out in Connecticut** – AT&T continues to train Connecticut’s PSAPs in using their 9-1-1 Information Manager (911 IM) website. The 911 IM website allows direct access to review and submit updates to the Master Street Address Guide (MSAG) and has replaced the old manual process. To date, AT&T has trained over 80 PSAPs to use 911IM. In addition, OSET has used the 911 IM to update 203 MSAG entries since the system went live in 2010.



4) **GIS Support for CT Alert** – OSET continues to work with the state's emergency notification system vendor, Everbridge, to support the GIS portion of CT Alert system. To date, OSET has been able to locate nearly 84% of Everbridge’s unmatched opt-in registrations.



2008 Urban Area Orthoimagery, 12"

5) **2012 Statewide Orthoimagery Flight Update** – The State of Connecticut, through its Departments of Transportation (DOT) and Department of Emergency Services and Public Protection (DESPP), have partnered with the National Geospatial Intelligence Agency (NGA) and the United States Geological Survey (USGS) under the USGS Urbanized Area Flight Program to procure a statewide high-resolution orthoimagery that is detailed enough to support regional, state, and national purposes.

The original project, known as the Connecticut (CT) 2011 Orthoimagery Project, has been rescheduled to be flown in the spring 2012, (leaf-off) and will cover all of Connecticut (approximately 5,266 square miles). The orthoimagery will be one foot resolution and consist of 4-bands, containing true color and near infrared. The project will be jointly funded by DOT, DESPP, and NGA with USGS managing the orthoimagery procurement and quality assurance.

This orthoimagery will be publicly available, without license restrictions, and will support the various missions of the State of Connecticut, like transportation, public safety/9-1-1, and homeland security/emergency management, who require regularly updated aerial imagery to meet government operational needs. The partnership significantly reduces state government spending by eliminating procurement and contract mobilization costs, contract management costs, including quality assurance, and minimizing impacts on related administrative resources.

6) **State Addressing Subcommittee** – The Connecticut Geospatial Council’s Addressing Subcommittee has begun work on a Statewide Addressing Guideline, that, when completed, can be used by Connecticut Municipalities to aid in street naming and numbering. For further information on the Addressing Subcommittee, please visit the subcommittee webpage at <http://www.ct.gov/gis/cwp/view.asp?a=3034&q=400008> or contact Dan Czaja, Subcommittee Chair, at (860) 685-8131 or [daniel.czaja@ct.gov](mailto:daniel.czaja@ct.gov).

**Connecticut GEOSPATIAL INFORMATION SYSTEMS COUNCIL**

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**Addressing Framework Data Subcommittee**  
**CGISC Data Inventory and Assessment Working Group**

**Current Activities:**

A draft business plan has been developed for the implementation of the Address theme. This plan proposes a draft address geodatabase model and a plan for the collection of address data. The plan also proposes procedures for the maintenance and distribution of this data. In addition, a pilot address geodatabase model is currently being developed by DPS-OSET to facilitate collection and storage of address information. An addressing guideline will be developed by the State to assist municipalities in the process of assigning addresses including street naming and numbering, unit identification, address ranges, and rules to follow for common addressing issues.

Any input or comments on these initiatives would be greatly appreciated and may be directed to:

Dan Czaja, Chairperson  
 Email: [Daniel.Czaja@no.state.ct.us](mailto:Daniel.Czaja@no.state.ct.us)  
 Telephone # 860-685-8131

This contact information can also be used to add your email address to the Addressing Framework Data Subcommittee email distribution list. Please be advised that the emails sent out to the email distribution list sometimes include attachments.

**Subcommittee Membership:**

Steve Biancardi, Hartford Police Dept	Aaron Nash, Town of Vernon
John Don Francisco, QVEC	Draw O'Connor, Rocky Hill Police Dept
Brett Flodine, City of Hartford	Bryan Pavlik, DPS
Eric Glover, DOT	Vince Pitt, US Census Bureau
Frank Kiernan, Meriden PSAP	Donna Ralston, Town of East Hampton
Steve Lowrey, Town of Tolland	Scott Roberts, Town of South Windsor
Dawn Mulholland, Town of South Windsor	Michael Winters, Cheshire PSAP

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## **Replacement of the Enhanced 9-1-1 Telecommunications System**

The Department of Emergency Services and Public Protection, Office of Statewide Emergency Telecommunications is in the process of replacing the existing ISDN Enhanced 9-1-1 Emergency Telecommunications System. The existing system has been in operation since 2000 and must be replaced. The 9-1-1 PBX and the associated 9-1-1 telephone sets are no longer being manufactured, and the 9-1-1 call handling software loaded on each of the E9-1-1 workstations is no longer supported.

It is the continuing goal of Department of Emergency Services and Public Protection to provide the public with the most technologically advanced 9-1-1 system in the country. It is our objective to develop an Internet Protocol (IP) based 9-1-1 system that can be transitioned into a Next Generation 9-1-1 System (NG9-1-1) as the technology becomes available and is cost effective to implement. The new system will operate utilizing the State of Connecticut Public Safety Data Network for call delivery and be capable of receiving and displaying text messages requesting emergency assistance, photos and videos related to a request for emergency services, and will provide a means to receive 9-1-1 calls originating from the internet. The new 9-1-1 system will be implemented at the 106 9-1-1 public safety answering points (PSAPs) and at the four Connecticut State police secondary answering points (Troops C, D, F, K).

Over the years, the E911 surcharge has been asked to support more and more programs which it simply cannot do at the current rate of \$.50. The cap must be raised in order to continue to support existing programs but most critically, replace an aging E911 system that has a potential for major failure, directly impacting the ability of our residents and businesses to call 911.

# Office of Statewide Emergency Telecommunications

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## Appendix A – 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 – The 9-1-1 caller’s telephone number. The ANI displays at the PSAP on the digital E9-1-1 workstation monitor.

**CTALert** – The Connecticut Emergency Notification System – A citizen alerting system that allows the state – as well as local Public Safety Answering Points – to generate notification messages regarding critical information to residents during emergencies and dangerous situations.

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

**CMED** – Coordinated Medical Emergency Direction – The Department of Public Health mandated function that provides ambulance and ambulance-to-hospital coordination from multiple CMED centers located throughout the state.

**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

**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 which provides for the analysis and 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.

**IP** – Internet Protocol – The protocol that the internet is designed upon. A standardized method of connection between different devices, it is technology and operating system agnostic, and is a basic building block for both local area networks and wide area networks such as the Public Safety Data Network.

**NENA** – National Emergency Number Association – A voluntary association founded to foster the technological advancement, availability, and implementation of a universal emergency number system. Among its many activities, NENA promulgates industry standards for equipment and services related to the delivery of E9-1-1 and NG911 calls.

**NG911** – Next-Generation 9-1-1, a set of technologies that provides improved delivery of 9-1-1 calls and associated services, including pure data calls (such as automatic crash notification), text-to-911, video delivery, and vastly improved overflow handling and disaster recovery capabilities. NG911 is a non-proprietary standard, provisioned utilizing industry standard Internet-Protocol (IP) services and devices.

**PBX** – Private Branch Exchange – A local telephone system, commonly found in medium to large businesses, which provides inbound and outbound calling capabilities, as well as the ability to intercom between instruments/phones. In the context of this report, it refers to the back office equipment that gives the dispatch position E9-1-1 phones and PCs their functionality.

## Office of Statewide Emergency Telecommunications

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**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.

**PSDN** – Public Safety Data Network – A fiber-optic based, high speed data network connecting public safety facilities throughout Connecticut, whose primary purpose is the delivery of 9-1-1 calls and NG911 services.

**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.

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

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

**Voice over Internet Protocol (VoIP)** – Hardware and software which enables people to use the internet for telephone calls by sending voice data in packets using internet protocols rather than by traditional circuit transmissions.

Appendix B – BUDGET FY 11/12



**Item #2**  
**Funding for Regionals FY 2011-2012**

<b>TOWN/CITY</b>	<b>Pop. 09</b>	<b># 911 Calls</b>	<b>Var.1</b>	<b>Var.2</b>	<b>FY11/12</b>
<b>Colchester EC</b>	P	N	C1	C2	Subsidy
Bozrah	2,466				
Colchester	15,685				
East Haddam	8,941				
East Hampton	12,766				
Haddam Neck	600				
Hebron	9,304				
Lebanon	7,409				
Marlborough	6,359				
Salem	4,142				
<b>FY11/12</b>	<b>67,672</b>	<b>1</b>	<b>1.616</b>	<b>1</b>	<b>\$357,600.50</b>
<b>Groton ECC</b>					
Town of Groton	39,551				
Groton Long Point	0				
City of Groton	0				
No. Stonington	5,272				
<b>FY11/12</b>	<b>44,823</b>	<b>1</b>	<b>0.8</b>	<b>1</b>	<b>\$162,976.43</b>
<b>Litchfield County Dispatch</b>					
Barkhamsted	3,692				
Borough Bantam	0				
Borough Litchfld.	0				
Bridgewater	1,889				
Canaan	1,099				
Colebrook	1,532				
Cornwall	1,488				
Goshen	3,244				
Hartland	2,087				
Harwinton	5,596				
Kent	2,960				
Litchfield	8,686				
Morris	2,341				
New Hartford	6,763				
Norfolk	1,658				
North Canaan	3,366				
Salisbury	3,986				
Sharon	3,029				
Sherman	4,120				
Warren	1,389				
Washington	3,689				
Torrington	35,408				
<b>FY11/12</b>	<b>98,022</b>	<b>1</b>	<b>4.4</b>	<b>1</b>	<b>\$1,069,223.98</b>

**Item #2**  
**Funding for Regionals FY 2011-2012**

<b>TOWN/CITY</b>	<b>Pop. 09</b>	<b># 911 Calls</b>	<b>Var.1</b>	<b>Var.2</b>	<b>FY11/12</b>
<b>Northwest Public Safety</b>					
Beacon Falls	5,866				
Bethlehem	3,577				
Oxford	12,890				
Prospect	9,494				
Roxbury	2,320				
Woodbury	9,700				
<b>FY11/12</b>	<b>43,847</b>	<b>1</b>	<b>1.2</b>	<b>1</b>	<b>\$194,856.07</b>
<b>Quinebaug Valley ECC</b>					
Bor. Danielson	0				
Bor. Jewett City	0				
Brooklyn	7,977				
Canterbury	5,128				
Chaplin	2,558				
Eastford	1,800				
Griswold	11,508				
Hampton	2,144				
Killingly	17,828				
Lisbon	4,256				
Plainfield	15,442				
Pomfret	4,186				
Scotland	1,721				
Sprague	3,019				
Sterling	3,755				
Thompson	9,249				
Voluntown	2,643				
Woodstock	8,220				
East Putnam Fire	2,497				
<b>FY11/12</b>	<b>103,931</b>	<b>1</b>	<b>3.654</b>	<b>1</b>	<b>\$977,063.65</b>
<b>Tolland County Mutual Aid</b>					
Andover	3,210				
Ashford	4,470				
Bolton	5,155				
Columbia	5,369				
Coventry	12,307				
Ellington	14,829				
Mansfield	25,268				
Somers	11,215				
Stafford	11,869				
Tolland	14,823				
Union	761				
Willington	6,169				
<b>FY11/12</b>	<b>115,445</b>	<b>1</b>	<b>2.25</b>	<b>1</b>	<b>\$757,896.43</b>



**Item #3**  
**Funding for Cities: FY 2011-2012**

<b>Cities</b>	<b>Pop. 09</b>	<b># 911 Calls</b>	<b>VAR.1</b>	<b>VAR.2</b>	<b>FY11/12</b>
<b>Bridgeport</b>	P	N	C1	C2	Subsidy
FY11/12	137,298	1.55	0.1	1	\$472,868.04
<i>Restoration of full funding 3 yrs.</i>					\$871,111.00
<b>Bristol</b>					
FY11/12	61,027	1	0.1	1	\$135,601.99
<b>Danbury</b>					
FY11/12	79,743	1	0.1	1	\$177,188.95
<i>Restoration of full funding 3 yrs.</i>					\$450,000.00
<b>East Hartford</b>					
FY11/12	48,634	1	0.1	1	\$108,064.75
<b>Enfield</b>					
FY11/12	45,259	1	0.1	1	\$100,565.50
<b>Fairfield</b>					
FY11/12	57,578	1	0.1	1	\$127,938.32
<b>Greenwich</b>					
FY11/12	62,368	1	0.1	1	\$138,581.70
<b>Hamden</b>					
FY11/12	58,119	1	0.1	1	\$129,140.42
<b>Hartford</b>					
FY11/12	124,060	2.32	0.1	1	\$639,534.26
<b>Manchester</b>					
FY11/12	56,388	1	0.1	1	\$125,294.14
<b>Meriden</b>					
FY11/12	59,186	1	0.1	1	\$131,511.29
<i>Restoration of full funding 3 yrs.</i>					\$248,189.07
<b>New Britain</b>					
FY11/12	70,548	1	0.1	1	\$156,757.66
<b>New Haven</b>					

**Item #3**  
**Funding for Cities: FY 2011-2012**

<b>Cities</b>	<b>Pop. 09</b>	<b># 911 Calls</b>	<b>VAR.1</b>	<b>VAR.2</b>	<b>FY11/12</b>
<b>FY11/12</b>	123,330	1.82	0.1	1	\$498,751.45
<b>Norwalk</b>					
<b>FY11/12</b>	83,802	1	0.1	1	\$186,208.04
<b>Southington</b>					
<b>FY11/12</b>	42,534	1	0.1	1	\$94,510.55
<b>Stamford</b>					
<b>FY11/12</b>	121,026	1	0.1	1	\$268,919.77
<b>Shelton</b>					
<b>FY11/12</b>	40,305	1	0.1	1	\$89,557.71
<b>Stratford</b>					
<b>FY11/12</b>	48,952	1	0.1	1	\$108,771.34
<b>Wallingford</b>					
<b>FY11/12</b>	44,881	1	0.1	1	\$99,725.58
<b>Waterbury</b>					
<b>FY11/12</b>	107,143	1	0.1	1	\$238,071.75
<b>West Hartford</b>					
<b>FY11/12</b>	60,852	1	0.1	1	\$135,213.14
<b>West Haven</b>					
<b>FY11/12</b>	53,007	1	0.1	1	\$117,781.55
<b>Total</b>					<b>\$5,849,857.97</b>

**Item #4  
New Regionals: FY 2011-2012**

<b>Calculated Subsidy to Hypothetical New Regional Communication Centers</b>						
<b>Hypothetical Regional Centers</b>	<b>Municipality</b>	<b>Pop.</b>	<b>#911 Calls</b>	<b>Var.1</b>	<b>Var. 2</b>	<b>Tot. FY 11/12 Subsidy</b>
<b>Region A</b>	Town A	15,172				
	Town B	4,955				
	Town C	19,910				
		P	N	C1	C2	
		<b>40,037</b>	<b>1</b>	<b>0.6</b>	<b>1</b>	<b>\$130,296.41</b>
<b>Region B</b>	Town A	26,842				
	Town B Borough	0				
	Town B	16,680				
	Town C	18,534				
	Town D	79,743				
		<b>141,799</b>	<b>1</b>	<b>0.8</b>	<b>1</b>	<b>\$519,154.50</b>
	<b>Total Funds Required FY 11-12</b>					<b>\$649,450.91</b>

**Item #5**  
**Network Costs: FY 2011-2012**

<b>Estimated 9-1-1 Network Cost</b>		
Database Management		\$1,448,329.00
Network (less BRI lines)		\$611,205.00
BRI lines		\$232,373.00
Remote Monitoring & Admin Lines		\$187,630.00
Billing		\$16,377.00
Centralink 2100 State Police Lines		\$6,648.00
<b>Total E911 Costs</b>		<b>\$2,502,562.00</b>
Public Safety Data Network Construction		\$8,000,000.00
Public Safety Data Network Maintenance		\$1,500,000.00
Telephone Service Priority (TSP)/GETS/WPS		\$29,849.88
		<b>\$9,529,849.88</b>
P-25 Switch Year 1		<b>\$103,650.00</b>
<b>TOTAL 911 Costs</b>		<b>\$12,136,061.88</b>

**Item #6**  
**Transition Grants: FY 2011-2012**

<b>Projected Amounts Required for Transition Grants</b>						
					<b>Estimated</b>	<b>Estimated</b>
<b>FY11/12</b>			<b># of Towns</b>	<b>Planning \$</b>	<b>Transition @ \$250,000</b>	<b>Total Amount</b>
Hypothetical Region A			5		\$1,250,000	\$1,250,000
<b>TOTAL</b>						<b>\$1,250,000</b>

**Item #7  
CMED: FY 2011-2012**

<b>Town</b>	<b>09 Pop</b>	<b>\$.30 Funding</b>
Andover	3,210	\$963.00
Ansonia	18,514	\$5,554.20
Ashford	4,470	\$1,341.00
Avon	17,357	\$5,207.10
Barkhamsted	3,692	\$1,107.60
Beacon Falls	5,866	\$1,759.80
Berlin	20,467	\$6,140.10
Bethany	5,582	\$1,674.60
Bethel	18,534	\$5,560.20
Bethlehem	3,577	\$1,073.10
Bloomfield	20,696	\$6,208.80
Bolton	5,155	\$1,546.50
Bozrah	2,466	\$739.80
Branford	29,014	\$8,704.20
Bridgeport	137,298	\$41,189.40
Bridgewater	1,889	\$566.70
Bristol	61,027	\$18,308.10
Brookfield	16,680	\$5,004.00
Brooklyn	7,977	\$2,393.10
Burlington	9,178	\$2,753.40
Canaan	1,099	\$329.70
Canterbury	5,128	\$1,538.40
Canton	10,125	\$3,037.50
Chaplin	2,558	\$767.40
Cheshire	29,142	\$8,742.60
Chester	3,832	\$1,149.60
Clinton	13,609	\$4,082.70
Colchester	15,685	\$4,705.50
Colebrook	1,532	\$459.60
Columbia	5,369	\$1,610.70
Cornwall	1,488	\$446.40
Coventry	12,307	\$3,692.10
Cromwell	13,669	\$4,100.70
Danbury	79,743	\$23,922.90
Darien	20,292	\$6,087.60
Deep River	4,683	\$1,404.90
Derby	12,385	\$3,715.50
Durham	7,469	\$2,240.70
East Granby	5,210	\$1,563.00
East Haddam	8,941	\$2,682.30
East Hampton	12,766	\$3,829.80
East Hartford	48,634	\$14,590.20
East Haven	28,572	\$8,571.60
East Lyme	19,203	\$5,760.90
East Windsor	11,041	\$3,312.30
Eastford	1,800	\$540.00

**Item #7**  
**CMED: FY 2011-2012**

<u>Town</u>	<u>09 Pop</u>	<u>\$.30 Funding</u>
Easton	7,383	\$2,214.90
Ellington	14,829	\$4,448.70
Enfield	45,259	\$13,577.70
Essex	6,810	\$2,043.00
Fairfield	57,578	\$17,273.40
Farmington	25,144	\$7,543.20
Franklin	1,906	\$571.80
Glastonbury	33,353	\$10,005.90
Goshen	3,244	\$973.20
Granby	11,220	\$3,366.00
Greenwich	62,368	\$18,710.40
Griswold	11,508	\$3,452.40
Groton	39,551	\$11,865.30
Guilford	22,469	\$6,740.70
Haddam	7,954	\$2,386.20
Hamden	58,119	\$17,435.70
Hampton	2,144	\$643.20
Hartford	124,060	\$37,218.00
Hartland	2,087	\$626.10
Harwinton	5,596	\$1,678.80
Hebron	9,304	\$2,791.20
Kent	2,960	\$888.00
Killingly	17,828	\$5,348.40
Killingworth	6,522	\$1,956.60
Lebanon	7,409	\$2,222.70
Ledyard	15,172	\$4,551.60
Lisbon	4,256	\$1,276.80
Litchfield	8,686	\$2,605.80
Lyme	2,098	\$629.40
Madison	18,824	\$5,647.20
Manchester	56,388	\$16,916.40
Mansfield	25,268	\$7,580.40
Marlborough	6,359	\$1,907.70
Meriden	59,186	\$17,755.80
Middlebury	7,394	\$2,218.20
Middlefield	4,257	\$1,277.10
Middletown	48,383	\$14,514.90
Milford	56,424	\$16,927.20
Monroe	19,435	\$5,830.50
Montville	19,910	\$5,973.00
Morris	2,341	\$702.30
Naugatuck	32,019	\$9,605.70
New Britain	70,548	\$21,164.40
New Canaan	20,000	\$6,000.00
New Fairfield	14,099	\$4,229.70
New Hartford	6,763	\$2,028.90

**Item #7  
CMED: FY 2011-2012**

<b>Town</b>	<b>09 Pop</b>	<b>\$.30 Funding</b>
New Haven	123,330	\$36,999.00
New London	26,184	\$7,855.20
New Milford	28,505	\$8,551.50
Newington	29,818	\$8,945.40
Newtown	26,842	\$8,052.60
Norfolk	1,658	\$497.40
North Branford	14,387	\$4,316.10
North Canaan	3,366	\$1,009.80
North Haven	23,916	\$7,174.80
North Stonington	5,272	\$1,581.60
Norwalk	83,802	\$25,140.60
Norwich	36,639	\$10,991.70
Old Lyme	7,402	\$2,220.60
Old Saybrook	10,545	\$3,163.50
Orange	13,772	\$4,131.60
Oxford	12,890	\$3,867.00
Plainfield	15,442	\$4,632.60
Plainville	17,284	\$5,185.20
Plymouth	12,014	\$3,604.20
Pomfret	4,186	\$1,255.80
Portland	9,577	\$2,873.10
Preston	4,955	\$1,486.50
Prospect	9,494	\$2,848.20
Putnam	9,307	\$2,792.10
Redding	8,836	\$2,650.80
Ridgefield	24,228	\$7,268.40
Rocky Hill	18,827	\$5,648.10
Roxbury	2,320	\$696.00
Salem	4,142	\$1,242.60
Salisbury	3,986	\$1,195.80
Scotland	1,721	\$516.30
Seymour	16,320	\$4,896.00
Sharon	3,029	\$908.70
Shelton	40,305	\$12,091.50
Sherman	4,120	\$1,236.00
Simsbury	23,648	\$7,094.40
Somers	11,215	\$3,364.50
South Windsor	26,258	\$7,877.40
Southbury	19,706	\$5,911.80
Southington	42,534	\$12,760.20
Sprague	3,019	\$905.70
Stafford	11,869	\$3,560.70
Stamford	121,026	\$36,307.80
Sterling	3,755	\$1,126.50
Stonington	18,513	\$5,553.90
Stratford	48,952	\$14,685.60

**Item #7  
CMED: FY 2011-2012**

<b>Town</b>	<b>09 Pop</b>	<b>\$.30 Funding</b>
Suffield	15,163	\$4,548.90
Thomaston	7,801	\$2,340.30
Thompson	9,249	\$2,774.70
Tolland	14,823	\$4,446.90
Torrington	35,408	\$10,622.40
Trumbull	34,918	\$10,475.40
Union	761	\$228.30
Vernon	30,182	\$9,054.60
Voluntown	2,643	\$792.90
Wallingford	44,881	\$13,464.30
Warren	1,389	\$416.70
Washington	3,689	\$1,106.70
Waterbury	107,143	\$32,142.90
Waterford	18,897	\$5,669.10
Watertown	22,217	\$6,665.10
West Hartford	60,852	\$18,255.60
West Haven	53,007	\$15,902.10
Westbrook	6,685	\$2,005.50
Weston	10,199	\$3,059.70
Westport	26,799	\$8,039.70
Wethersfield	25,767	\$7,730.10
Willington	6,169	\$1,850.70
Wilton	17,771	\$5,331.30
Winchester	10,779	\$3,233.70
Windham	23,733	\$7,119.90
Windsor	29,014	\$8,704.20
Windsor Locks	12,517	\$3,755.10
Wolcott	16,462	\$4,938.60
Woodbridge	9,188	\$2,756.40
Woodbury	9,700	\$2,910.00
Woodstock	8,220	\$2,466.00
<b>TOTAL:</b>	<b>3,518,288</b>	<b>\$1,055,486.40</b>

**Item #8  
OSET Budget: FY 2011-2012**

<b>Estimated Budget:</b>	
<b>Office of Statewide Emergency Telecommunications</b>	
<b>Period of 7/1/11-6/30/12</b>	
Total Pay Period Cost	\$33,139.49
Total OSET pay period X26.1	\$780,097.19
Longevity Payments	\$3,418.00
DEMHS - Telecommunications Mgr. Salary	\$81,425.52
Total Salary Costs	\$864,940.71
Total Salary & Overhead/Fringe = 71%	\$1,479,048.61
Plus Travel & Training	\$40,000.00
Plus OE	\$10,000.00
Plus Equipment	\$10,000.00
<b>ESTIMATED FY11/12 OSET BUDGET</b>	<b>\$1,539,048.61</b>

**Item #9**  
**DPH Subsidy: FY 2011-2012**

<b>Department of Public Health</b>		
<b>Transfer of Funds for EMS</b>		
<b>Period of 7/1/11-6/30/12</b>		
EMS payment to Dept. of Public Health	\$250,000.00	
<b>FY11/12</b>	<b>\$250,000.00</b>	

**Item #10**  
**Training and Public Education: FY 2011-2012**

<b>Training &amp; Public Education</b>	
<b>Period of 7/1/11-6/30/12</b>	
EMD Training	\$75,000.00
Telecommunicator Training Program	\$293,889.24
Public Education Initiatives	\$125,000.00
CPE Training	\$30,000.00
Training Equipment - Simulators	\$170,000.00
<b>Total:</b>	<b>\$693,889.24</b>

**Item #11  
Multi-Towns PSAPs: FY 2011-2012**

<b>TOWN/CITY</b>	<b>POP '09</b>	<b>CALLS</b>	<b>VAR.1</b>	<b>VAR.2</b>	<b>FY11/12</b>
	P	N	C1	C2	Subsidy
Farmington	25,144				
Burlington	9,178				
<b>FY11/12</b>	34,322	1	0.4	1	\$97,062.62
Granby	11,220				
East Granby	5,210				
<b>FY11/12</b>	16,430	1	0.4	1	\$46,464.04
Ledyard	15,172				
Preston	4,955				
<b>FY11/12</b>	20,127	1	0.4	1	\$56,919.16
Middletown	48,383				
Portland	9,577				
<b>FY11/12</b>	57,960	1	0.4	1	\$163,910.88
Milford	56,424				
Woodmont	0				
<b>FY11/12</b>	56,424	1	0.4	0	\$45,590.59
restoration of funds					\$166,246.23
Newtown	26,842				
Borough of Newtown	0				
<b>FY11/12</b>	26,842	1	0.4	1	\$75,909.18
Old Saybrook	10,545				
Fenwick	0				
<b>FY11/12</b>	10,545	1	0.4	1	\$29,821.26
Stonington	18,513				
Borough of Stonington	0				
<b>FY11/12</b>	18,513	1	0.4	1	\$52,354.76
Franklin	1,906				
Windham	23,773				
<b>FY11/12</b>	25,679	1	0.4	1	\$72,620.21
				<b>TOTAL</b>	<b>\$806,898.93</b>

**Item #12**  
**State Police PSAP Funding: FY 2011-2012**

<b>State Police Troop</b>	<b>2010 # 911 Calls</b>	<b>Subsidy</b>
CSP A	74,417	\$74,417.00
CSP B	5,356	\$5,356.00
CSP E	44,244	\$44,244.00
CSP G	258,029	\$258,029.00
CSP H	157,934	\$157,934.00
CSP I	108,260	\$108,260.00
CSP L	8,139	\$8,139.00
CSP W	2,715	\$2,715.00
<b>TOTAL</b>	<b>659,094</b>	<b>\$659,094.00</b>

**Item #13  
PSAP Training Subsidy: FY 2011-2012**

<b>Public Safety Answering Point</b>	<b>Pop. 09</b>	<b>\$.10 per capita</b>		
Ansonia	18,514	\$1,851.40		
Avon PD	17,357	\$1,735.70		
Berlin PD	20,467	\$2,046.70		
Bethel PD	18,534	\$1,853.40		
Bloomfield PD	20,696	\$2,069.60		
Branford PD	29,014	\$2,901.40		
Bridgeport FD	137,298	\$13,729.80		
Bristol PD	61,027	\$6,102.70		
Brookfield PD	16,680	\$1,668.00		
Canton PD	10,125	\$1,012.50		
Cheshire PD	29,142	\$2,914.20		
Clinton ECC	13,609	\$1,360.90		
Colchester ECC	67,672	\$6,767.20		
Cromwell PD	13,669	\$1,366.90		
Danbury FD	79,743	\$7,974.30		
Darien PD	20,292	\$2,029.20		
Derby PD	12,385	\$1,238.50		
East Hartford PD	48,634	\$4,863.40		
East Haven FD	28,572	\$2,857.20		
East Lyme ECC	19,203	\$1,920.30		
East Windsor PD	11,041	\$1,104.10		
Easton PD	7,838	\$783.80		
Enfield PD	45,259	\$4,525.90		
Fairfield ECC	57,578	\$5,757.80		
Farmington PD/(Burlington)	34,322	\$3,432.20		
Glastonbury PD	33,353	\$3,335.30		
Granby PD/(East Granby)	16,430	\$1,643.00		
Greenwich PD	62,368	\$6,236.80		
Groton ECC	44,823	\$4,482.30		
Guilford ECC	22,469	\$2,246.90		
Hamden Central	58,119	\$5,811.90		
Hartford PD	124,060	\$12,406.00		
Ledyard ECC/(Preston)	20,127	\$2,012.70		
Litchfield County Dispatch	98,022	\$9,802.20		
Madison PD	18,824	\$1,882.40		
Manchester PD	56,388	\$5,638.80		
Meriden PD	59,186	\$5,918.60		
Middlebury PD	7,394	\$739.40		
Middletown ECC/(Portland)	57,960	\$5,796.00		
Milford FD	46,424	\$4,642.40		
Monroe PD	19,435	\$1,943.50		
Montville ECC	19,910	\$1,991.00		
Naugatuck PD	32,019	\$3,201.90		
New Britain ECC	70,548	\$7,054.80		
New Canaan PD	20,000	\$2,000.00		
New Fairfield ECC	14,099	\$1,409.90		

**Item #13**  
**PSAP Training Subsidy: FY 2011-2012**

<b>Public Safety Answering Point</b>	<b>Pop. 09</b>	<b>\$.10 per capita</b>		
New Haven ECC	123,330	\$12,333.00		
New London PD	26,184	\$2,618.40		
New Milford PD	28,505	\$2,850.50		
Newington PD	29,818	\$2,981.80		
Newtown PD	26,842	\$2,684.20		
North Branford PD	14,387	\$1,438.70		
North Haven PD	23,916	\$2,391.60		
Northwest Ct. Public Safety	43,847	\$4,384.70		
Norwalk PD	83,802	\$8,380.20		
Norwich PD	36,639	\$3,663.90		
Old Saybrook PD	10,545	\$1,054.50		
Orange PD	13,772	\$1,377.20		
Plainville PD	17,284	\$1,728.40		
Plymouth PD	12,014	\$1,201.40		
Putnam	9,307	\$930.70		
Quinebaug Valley EC	103,931	\$10,393.10		
Redding PD	8,836	\$883.60		
Ridgefield PD	24,228	\$2,422.80		
Rocky Hill PD	18,827	\$1,882.70		
Seymour PD	16,320	\$1,632.00		
Shelton PD	40,305	\$4,030.50		
Simsbury PD	23,648	\$2,364.80		
South Central CMED	5,582	\$558.20		
South Windsor PD	26,258	\$2,625.80		
Southbury ECC	19,706	\$1,970.60		
Southington PD	42,534	\$4,253.40		
Stamford ECC	121,026	\$12,102.60		
Stonington PD	18,513	\$1,851.30		
Stratford PD	48,952	\$4,895.20		
Suffield PD	15,163	\$1,516.30		
Thomaston PD	7,801	\$780.10		
Tolland County	115,445	\$11,544.50		
Trumbull ECC	34,918	\$3,491.80		
UCONN	12,236	\$1,223.60		
Valley Shore ECC	57,112	\$5,711.20		
Vernon PD	30,182	\$3,018.20		
Wallingford PD	44,881	\$4,488.10		
Waterbury PD	107,143	\$10,714.30		
Waterford ECC	18,897	\$1,889.70		
Watertown PD	22,217	\$2,221.70		
West Hartford PD	60,852	\$6,085.20		
West Haven ERS	53,007	\$5,300.70		
Weston ECC	10,199	\$1,019.90		
Westport PD	26,799	\$2,679.90		
Wethersfield PD	25,767	\$2,576.70		
Willimantic Switchboard	25,679	\$2,567.90		

**Item #13**  
**PSAP Training Subsidy: FY 2011-2012**

<b>Public Safety Answering Point</b>	<b>Pop. 09</b>	<b>\$.10 per capita</b>		
Wilton PD	17,771	\$1,777.10		
Windsor PD	29,014	\$2,901.40		
Windsor Locks PD	12,517	\$1,251.70		
Winsted PD	10,779	\$1,077.90		
Wolcott PD	16,462	\$1,646.20		
Woodbridge PD	9,188	\$918.80		
<b>TOTAL</b>		<b>\$352,351.60</b>		

**Item #14**  
**Capital Expense Costs: FY 2011-2012**

<b>Funding Category</b>	<b>Funds held</b>	<b>Funding 10/11</b>	<b>12.5% of Funding</b>	<b>Funding 11/12</b>	<b>12.5% of Funding</b>
Regionals		\$3,450,894.36	\$431,361.80	\$3,863,869.91	\$482,983.74
Cities		\$4,162,275.34	\$520,284.42	\$4,280,557.90	\$535,069.74
Bristol FY 09/10	\$16,197.76				
<b>TOTAL FUNDING</b>		<b>\$7,613,169.70</b>	<b>\$951,646.21</b>	<b>\$8,144,427.81</b>	<b>\$1,018,053.48</b>
<b>TOTAL FY 11/12</b>		<b>\$1,985,897.45</b>			

Appendix C – CALL COUNT REPORT

**ANSONIA PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	159	93	402	654
FEB	99	72	289	460
MAR	127	111	337	575
APR	108	77	341	526
MAY	136	86	417	639
JUN	155	97	405	657
JUL	146	96	401	643
AUG	137	99	462	698
SEP	121	83	353	557
OCT	110	84	420	614
NOV	90	90	363	543
DEC	101	87	345	533
<b>YTD</b>	<b>1489</b>	<b>1075</b>	<b>4535</b>	<b>7099</b>

**BETHEL PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	141	67	332	540
FEB	137	48	310	495
MAR	125	57	323	505
APR	144	69	288	501
MAY	120	58	317	495
JUN	131	61	364	556
JUL	109	78	356	543
AUG	154	67	397	618
SEP	130	67	330	527
OCT	127	106	535	768
NOV	119	62	390	571
DEC	109	50	315	474
<b>YTD</b>	<b>1546</b>	<b>790</b>	<b>4257</b>	<b>6593</b>

**AVON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	124	36	303	463
FEB	133	45	289	467
MAR	139	34	290	463
APR	126	42	286	454
MAY	150	65	304	519
JUN	137	57	379	573
JUL	141	56	357	554
AUG	122	54	352	528
SEP	115	59	354	528
OCT	134	51	672	857
NOV	152	69	463	684
DEC	124	46	326	496
<b>YTD</b>	<b>1597</b>	<b>614</b>	<b>4375</b>	<b>6586</b>

**BLOOMFIELD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	381	111	576	1068
FEB	374	73	529	976
MAR	383	110	576	1069
APR	310	79	549	938
MAY	359	124	589	1072
JUN	381	99	674	1154
JUL	358	101	621	1080
AUG	364	115	689	1168
SEP	397	121	687	1205
OCT	422	124	854	1400
NOV	383	83	700	1166
DEC	278	122	619	1019
<b>YTD</b>	<b>4390</b>	<b>1262</b>	<b>7663</b>	<b>13315</b>

**BERLIN PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	102	58	407	567
FEB	118	51	410	579
MAR	110	66	340	516
APR	108	60	340	508
MAY	103	83	399	585
JUN	121	72	483	676
JUL	128	65	464	657
AUG	146	63	502	711
SEP	111	65	409	585
OCT	144	81	657	882
NOV	115	57	425	597
DEC	133	80	447	660
<b>YTD</b>	<b>1439</b>	<b>801</b>	<b>5283</b>	<b>7523</b>

**BRANFORD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	304	106	456	866
FEB	257	89	395	741
MAR	258	113	375	746
APR	282	103	366	751
MAY	259	97	437	793
JUN	291	116	517	924
JUL	293	128	529	950
AUG	283	114	613	1010
SEP	329	120	534	983
OCT	255	128	497	880
NOV	263	112	437	812
DEC	253	112	453	818
<b>YTD</b>	<b>3327</b>	<b>1338</b>	<b>5609</b>	<b>10274</b>

**BRIDGEPORT ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	2847	103	6668	9618
FEB	2638	106	6049	8793
MAR	2861	118	6201	9180
APR	2974	108	6446	9528
MAY	3287	148	7541	10976
JUN	3334	143	7762	11239
JUL	3281	141	8667	12089
AUG	3245	137	8957	12339
SEP	2872	139	7576	10587
OCT	2878	101	7459	10438
NOV	2598	127	7062	9787
DEC	2740	119	7287	10146
<b>YTD</b>	<b>35555</b>	<b>1490</b>	<b>87675</b>	<b>124720</b>

**CANTON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	64	33	147	244
FEB	55	25	165	245
MAR	61	22	148	231
APR	49	18	141	208
MAY	67	23	186	276
JUN	66	28	193	287
JUL	52	21	209	282
AUG	103	31	175	309
SEP	58	28	161	247
OCT	70	26	329	425
NOV	76	30	252	358
DEC	66	24	168	258
<b>YTD</b>	<b>787</b>	<b>309</b>	<b>2274</b>	<b>3370</b>

**BRISTOL PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	461	279	1300	2040
FEB	411	257	1229	1897
MAR	451	259	1349	2059
APR	378	296	1408	2082
MAY	464	282	1788	2534
JUN	459	284	1842	2585
JUL	432	284	1566	2282
AUG	477	325	1704	2506
SEP	369	243	1484	2096
OCT	598	330	2403	3331
NOV	441	301	1607	2349
DEC	388	242	1326	1956
<b>YTD</b>	<b>5329</b>	<b>3382</b>	<b>19006</b>	<b>27717</b>

**CHESHIRE PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	412	17	380	809
FEB	354	15	322	691
MAR	343	6	257	606
APR	352	15	294	661
MAY	369	13	320	702
JUN	356	16	346	718
JUL	362	22	303	687
AUG	362	31	401	794
SEP	389	22	298	709
OCT	425	20	563	1008
NOV	380	22	434	836
DEC	386	19	330	735
<b>YTD</b>	<b>4490</b>	<b>218</b>	<b>4248</b>	<b>8956</b>

**BROOKFIELD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	125	9	265	399
FEB	127	15	217	359
MAR	137	17	218	372
APR	140	13	218	371
MAY	124	13	260	397
JUN	201	19	456	676
JUL	146	18	269	433
AUG	184	14	320	518
SEP	132	13	232	377
OCT	167	28	421	616
NOV	123	23	300	446
DEC	126	18	255	399
<b>YTD</b>	<b>1732</b>	<b>200</b>	<b>3431</b>	<b>5363</b>

**CLINTON ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	88	24	178	290
FEB	84	34	137	255
MAR	215	27	178	420
APR	72	34	175	281
MAY	65	45	186	296
JUN	91	38	277	406
JUL	85	53	285	423
AUG	115	45	339	499
SEP	104	31	236	371
OCT	83	34	184	301
NOV	82	21	206	309
DEC	79	37	157	273
<b>YTD</b>	<b>1163</b>	<b>423</b>	<b>2538</b>	<b>4124</b>

**COLCHESTER ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	369	143	1129	1641
FEB	361	102	970	1433
MAR	368	110	881	1359
APR	352	111	913	1376
MAY	298	137	1059	1494
JUN	369	170	1179	1718
JUL	380	146	1279	1805
AUG	445	137	1645	2227
SEP	371	143	1201	1715
OCT	413	154	1646	2213
NOV	343	123	1077	1543
DEC	325	169	992	1486
<b>YTD</b>	<b>4394</b>	<b>1645</b>	<b>13971</b>	<b>20010</b>

**CSP TROOP B**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	52	7	342	401
FEB	43	3	367	413
MAR	52	11	361	424
APR	64	7	396	467
MAY	69	10	376	455
JUN	71	10	470	551
JUL	82	16	517	615
AUG	85	15	499	599
SEP	62	10	459	531
OCT	75	13	584	672
NOV	53	13	375	441
DEC	58	6	408	472
<b>YTD</b>	<b>766</b>	<b>121</b>	<b>5154</b>	<b>6041</b>

**CROMWELL PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	157	57	279	493
FEB	136	31	270	437
MAR	157	38	212	407
APR	142	37	228	407
MAY	136	46	267	449
JUN	134	44	308	486
JUL	180	50	302	532
AUG	154	45	290	489
SEP	159	45	272	476
OCT	207	54	521	782
NOV	159	52	321	532
DEC	170	39	347	556
<b>YTD</b>	<b>1891</b>	<b>538</b>	<b>3617</b>	<b>6046</b>

**CSP TROOP C**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	111	16	762	889
FEB	94	21	714	829
MAR	97	26	550	673
APR	98	28	626	752
MAY	131	29	638	798
JUN	122	14	746	882
JUL	105	30	660	795
AUG	107	31	749	887
SEP	139	41	658	838
OCT	105	36	905	1046
NOV	95	20	743	858
DEC	81	22	662	765
<b>YTD</b>	<b>1285</b>	<b>314</b>	<b>8413</b>	<b>10012</b>

**CSP TROOP A**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	42	13	6488	6543
FEB	36	7	5821	5864
MAR	46	6	5899	5951
APR	37	9	6020	6066
MAY	58	15	6660	6733
JUN	96	11	7195	7302
JUL	108	14	7419	7541
AUG	54	22	7796	7872
SEP	45	10	7062	7117
OCT	59	13	8790	8862
NOV	42	13	7143	7198
DEC	48	17	6760	6825
<b>YTD</b>	<b>671</b>	<b>150</b>	<b>83053</b>	<b>83874</b>

**CSP TROOP D**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	106	1	419	526
FEB	82	1	359	442
MAR	85	3	362	450
APR	79	5	388	472
MAY	83	5	403	491
JUN	75	4	387	466
JUL	105	4	458	567
AUG	121	1	471	593
SEP	94	6	397	497
OCT	95	3	388	486
NOV	90	0	406	496
DEC	90	2	389	481
<b>YTD</b>	<b>1105</b>	<b>35</b>	<b>4827</b>	<b>5967</b>

**CSP TROOP E**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	134	16	3475	3625
FEB	129	21	2971	3121
MAR	111	28	3172	3311
APR	133	23	3519	3675
MAY	139	31	4011	4181
JUN	165	26	3907	4098
JUL	155	40	4961	5156
AUG	133	35	4757	4925
SEP	148	41	3833	4022
OCT	148	42	3709	3899
NOV	135	49	3542	3726
DEC	103	29	3464	3596
<b>YTD</b>	<b>1633</b>	<b>381</b>	<b>45321</b>	<b>47335</b>

**CSP TROOP H**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	35	9	13899	13943
FEB	44	13	13093	13150
MAR	40	11	13021	13072
APR	23	10	12510	12543
MAY	30	8	13989	14027
JUN	275	15	14832	15122
JUL	146	13	15609	15768
AUG	36	10	16068	16114
SEP	41	6	14451	14498
OCT	538	12	18928	19478
NOV	173	11	15633	15817
DEC	36	8	14681	14725
<b>YTD</b>	<b>1417</b>	<b>126</b>	<b>176714</b>	<b>178257</b>

**CSP TROOP F**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	74	26	845	945
FEB	57	36	651	744
MAR	72	35	722	829
APR	66	33	782	881
MAY	74	46	852	972
JUN	110	44	1177	1331
JUL	109	59	1236	1404
AUG	80	64	1066	1210
SEP	77	39	819	935
OCT	79	46	950	1075
NOV	56	48	841	945
DEC	53	37	734	824
<b>YTD</b>	<b>907</b>	<b>513</b>	<b>10675</b>	<b>12095</b>

**CSP TROOP I**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	43	18	10200	10261
FEB	36	16	8366	8418
MAR	37	17	8945	8999
APR	23	15	9241	9279
MAY	38	22	9723	9783
JUN	91	24	10117	10232
JUL	63	30	10810	10903
AUG	59	34	11403	11496
SEP	44	18	9878	9940
OCT	44	26	11173	11243
NOV	41	25	10235	10301
DEC	45	16	10584	10645
<b>YTD</b>	<b>564</b>	<b>261</b>	<b>120675</b>	<b>121500</b>

**CSP TROOP G**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	38	12	21350	21400
FEB	48	11	18653	18712
MAR	35	9	19255	19299
APR	37	7	20053	20097
MAY	57	14	22720	22791
JUN	56	6	24331	24393
JUL	64	14	25020	25098
AUG	56	5	26161	26222
SEP	50	12	23327	23389
OCT	53	9	24145	24207
NOV	55	15	22483	22553
DEC	38	14	22159	22211
<b>YTD</b>	<b>587</b>	<b>128</b>	<b>269657</b>	<b>270372</b>

**CSP TROOP K**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	95	34	589	718
FEB	65	20	472	557
MAR	67	33	446	546
APR	74	30	426	530
MAY	83	30	513	626
JUN	93	40	609	742
JUL	93	43	646	782
AUG	89	26	690	805
SEP	81	38	609	728
OCT	76	39	706	821
NOV	70	27	515	612
DEC	74	32	492	598
<b>YTD</b>	<b>960</b>	<b>392</b>	<b>6713</b>	<b>8065</b>

**CSP TROOP L**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	93	9	490	592
FEB	63	4	492	559
MAR	75	9	480	564
APR	85	6	487	578
MAY	93	11	574	678
JUN	164	8	733	905
JUL	125	10	584	719
AUG	148	10	612	770
SEP	140	7	575	722
OCT	128	14	833	975
NOV	91	6	542	639
DEC	109	9	567	685
<b>YTD</b>	<b>1314</b>	<b>103</b>	<b>6969</b>	<b>8386</b>

**DARIEN PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	230	13	243	486
FEB	166	6	219	391
MAR	221	7	200	428
APR	178	11	212	401
MAY	215	10	279	504
JUN	219	15	354	588
JUL	225	11	288	524
AUG	231	7	342	580
SEP	186	4	274	464
OCT	205	11	339	555
NOV	207	9	301	517
DEC	206	12	257	475
<b>YTD</b>	<b>2489</b>	<b>116</b>	<b>3308</b>	<b>5913</b>

**CSP TROOP W**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	70	0	145	215
FEB	65	0	141	206
MAR	65	0	138	203
APR	131	0	141	272
MAY	52	0	153	205
JUN	72	1	171	244
JUL	74	2	182	258
AUG	65	0	205	270
SEP	222	0	185	407
OCT	95	0	154	249
NOV	220	1	159	380
DEC	59	0	140	199
<b>YTD</b>	<b>1190</b>	<b>4</b>	<b>1914</b>	<b>3108</b>

**DERBY PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	107	47	290	444
FEB	99	52	250	401
MAR	88	40	254	382
APR	79	56	321	456
MAY	91	41	366	498
JUN	98	49	365	512
JUL	82	63	411	556
AUG	142	85	357	584
SEP	61	56	260	377
OCT	85	47	355	487
NOV	93	67	298	458
DEC	85	63	340	488
<b>YTD</b>	<b>1110</b>	<b>666</b>	<b>3867</b>	<b>5643</b>

**DANBURY FD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	755	284	1670	2709
FEB	675	269	1401	2345
MAR	783	309	1719	2811
APR	714	310	1493	2517
MAY	666	336	1771	2773
JUN	692	353	1712	2757
JUL	696	404	1879	2979
AUG	748	409	2002	3159
SEP	708	366	1934	3008
OCT	862	458	2470	3790
NOV	786	356	1833	2975
DEC	673	385	1722	2780
<b>YTD</b>	<b>8758</b>	<b>4239</b>	<b>21606</b>	<b>34603</b>

**EAST HARTFORD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	441	282	1268	1991
FEB	430	217	1177	1824
MAR	491	265	1197	1953
APR	484	240	1166	1890
MAY	456	311	1300	2067
JUN	454	218	1334	2006
JUL	485	247	1558	2290
AUG	483	294	1579	2356
SEP	445	239	1533	2217
OCT	581	323	2015	2919
NOV	524	234	1889	2647
DEC	455	248	1478	2181
<b>YTD</b>	<b>5729</b>	<b>3118</b>	<b>17494</b>	<b>26341</b>

**EAST HAVEN FD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	312	161	583	1056
FEB	281	130	499	910
MAR	309	152	485	946
APR	307	162	523	992
MAY	307	183	592	1082
JUN	339	181	538	1058
JUL	280	215	719	1214
AUG	353	236	843	1432
SEP	307	193	587	1087
OCT	297	196	602	1095
NOV	254	150	547	951
DEC	290	187	583	1060
<b>YTD</b>	<b>3636</b>	<b>2146</b>	<b>7101</b>	<b>12883</b>

**EASTON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	77	9	101	187
FEB	51	10	73	134
MAR	47	2	79	128
APR	52	4	39	95
MAY	72	1	47	120
JUN	60	5	82	147
JUL	61	5	56	122
AUG	74	2	111	187
SEP	51	3	65	119
OCT	77	3	136	216
NOV	45	5	81	131
DEC	61	4	62	127
<b>YTD</b>	<b>728</b>	<b>53</b>	<b>932</b>	<b>1713</b>

**EAST LYME ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	223	8	79	310
FEB	189	1	82	272
MAR	153	8	108	269
APR	184	9	73	266
MAY	166	9	88	263
JUN	186	15	133	334
JUL	209	23	148	380
AUG	227	21	180	428
SEP	191	18	120	329
OCT	188	8	97	293
NOV	186	10	110	306
DEC	175	18	95	288
<b>YTD</b>	<b>2277</b>	<b>148</b>	<b>1313</b>	<b>3738</b>

**ENFIELD ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	448	18	562	1028
FEB	494	15	598	1107
MAR	446	18	534	998
APR	459	14	508	981
MAY	500	17	613	1130
JUN	506	35	761	1302
JUL	472	28	724	1224
AUG	541	24	679	1244
SEP	537	19	706	1262
OCT	678	42	1216	1936
NOV	514	30	867	1411
DEC	481	30	738	1249
<b>YTD</b>	<b>6076</b>	<b>290</b>	<b>8506</b>	<b>14872</b>

**EAST WINDSOR PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	169	5	316	490
FEB	150	10	255	415
MAR	158	12	262	432
APR	145	9	254	408
MAY	146	21	308	475
JUN	160	12	294	466
JUL	140	8	322	470
AUG	140	20	341	501
SEP	131	7	310	448
OCT	182	13	490	685
NOV	168	10	379	557
DEC	125	16	274	415
<b>YTD</b>	<b>1814</b>	<b>143</b>	<b>3805</b>	<b>5762</b>

**FAIRFIELD ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	612	35	768	1415
FEB	570	37	595	1202
MAR	569	44	635	1248
APR	682	33	705	1420
MAY	654	38	822	1514
JUN	652	29	867	1548
JUL	616	33	817	1466
AUG	785	44	955	1784
SEP	613	34	900	1547
OCT	683	44	922	1649
NOV	622	26	852	1500
DEC	562	40	751	1353
<b>YTD</b>	<b>7620</b>	<b>437</b>	<b>9589</b>	<b>17646</b>

**FARMINGTON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	259	84	639	982
FEB	241	57	664	962
MAR	265	89	673	1027
APR	235	82	603	920
MAY	241	76	696	1013
JUN	256	100	845	1201
JUL	218	105	746	1069
AUG	302	143	852	1297
SEP	248	94	776	1118
OCT	307	121	1287	1715
NOV	265	92	906	1263
DEC	227	92	680	999
<b>YTD</b>	<b>3064</b>	<b>1135</b>	<b>9367</b>	<b>13566</b>

**GREENWICH PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	1058	37	639	1734
FEB	910	30	665	1605
MAR	963	47	658	1668
APR	939	36	657	1632
MAY	1104	26	806	1936
JUN	1194	48	964	2206
JUL	1037	41	902	1980
AUG	1122	39	936	2097
SEP	1034	38	732	1804
OCT	1253	37	1100	2390
NOV	1075	30	809	1914
DEC	976	32	725	1733
<b>YTD</b>	<b>12665</b>	<b>441</b>	<b>9593</b>	<b>22699</b>

**GLASTONBURY PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	305	39	379	723
FEB	262	29	319	610
MAR	267	18	306	591
APR	287	18	295	600
MAY	273	31	369	673
JUN	269	21	371	661
JUL	252	30	348	630
AUG	260	45	441	746
SEP	237	21	339	597
OCT	337	30	695	1062
NOV	267	29	399	695
DEC	247	29	378	654
<b>YTD</b>	<b>3263</b>	<b>340</b>	<b>4639</b>	<b>8242</b>

**GROTON ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	385	81	1017	1483
FEB	356	57	822	1235
MAR	359	71	853	1283
APR	397	73	1036	1506
MAY	390	93	1113	1596
JUN	325	89	1113	1527
JUL	317	91	1178	1586
AUG	412	88	1334	1834
SEP	344	93	1098	1535
OCT	354	83	1102	1539
NOV	348	96	1002	1446
DEC	333	88	944	1365
<b>YTD</b>	<b>4320</b>	<b>1003</b>	<b>12612</b>	<b>17935</b>

**GRANBY PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	130	3	254	387
FEB	130	3	275	408
MAR	126	6	272	404
APR	126	4	230	360
MAY	150	7	266	423
JUN	141	14	324	479
JUL	140	9	277	426
AUG	144	6	309	459
SEP	120	8	272	400
OCT	206	8	540	754
NOV	150	15	344	509
DEC	124	3	238	365
<b>YTD</b>	<b>1687</b>	<b>86</b>	<b>3601</b>	<b>5374</b>

**GUILFORD ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	259	57	264	580
FEB	238	59	209	506
MAR	227	45	222	494
APR	224	60	254	538
MAY	239	62	249	550
JUN	181	58	333	572
JUL	229	78	353	660
AUG	283	69	422	774
SEP	234	59	333	626
OCT	204	66	333	603
NOV	199	54	272	525
DEC	226	64	272	562
<b>YTD</b>	<b>2743</b>	<b>731</b>	<b>3516</b>	<b>6990</b>

**HAMDEN ECC**

Month	Wireline	VoIP	Wireless	Total Calls
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JAN	767	263	1398	2428
FEB	660	219	1253	2132
MAR	730	211	1264	2205
APR	586	226	1299	2111
MAY	651	264	1289	2204
JUN	685	245	1337	2267
JUL	663	269	1359	2291
AUG	747	291	1650	2688
SEP	630	260	1576	2466
OCT	729	300	1681	2710
NOV	607	254	1375	2236
DEC	641	266	1418	2325
<b>YTD</b>	<b>8096</b>	<b>3068</b>	<b>16899</b>	<b>28063</b>

**LITCHFIELD CTY ECC**

Month	Wireline	VoIP	Wireless	Total Calls
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JAN	576	54	776	1406
FEB	532	72	857	1461
MAR	609	48	735	1392
APR	530	48	751	1329
MAY	587	52	878	1517
JUN	713	56	1086	1855
JUL	1139	54	1489	2682
AUG	1345	73	1837	3255
SEP	1026	44	1401	2471
OCT	1259	71	2132	3462
NOV	989	67	1513	2569
DEC	973	51	1197	2221
<b>YTD</b>	<b>10278</b>	<b>690</b>	<b>14652</b>	<b>25620</b>

**HARTFORD ECC**

Month	Wireline	VoIP	Wireless	Total Calls
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JAN	2159	835	8684	11678
FEB	2121	743	9019	11883
MAR	2583	713	8871	12167
APR	2428	688	8788	11904
MAY	2409	859	10263	13531
JUN	2284	737	10366	13387
JUL	2366	760	10971	14097
AUG	2462	738	11818	15018
SEP	2390	692	10367	13449
OCT	2418	823	11770	15011
NOV	2120	687	10049	12856
DEC	2043	771	10624	13438
<b>YTD</b>	<b>27783</b>	<b>9046</b>	<b>121590</b>	<b>158419</b>

**MADISON PD**

Month	Wireline	VoIP	Wireless	Total Calls
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JAN	150	46	171	367
FEB	115	39	137	291
MAR	116	40	165	321
APR	107	53	188	348
MAY	158	45	205	408
JUN	137	55	254	446
JUL	150	51	347	548
AUG	180	78	376	634
SEP	171	35	245	451
OCT	132	52	229	413
NOV	108	36	217	361
DEC	129	49	200	378
<b>YTD</b>	<b>1653</b>	<b>579</b>	<b>2734</b>	<b>4966</b>

**LEDYARD ECC**

Month	Wireline	VoIP	Wireless	Total Calls
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JAN	130	60	457	647
FEB	126	38	410	574
MAR	141	31	384	556
APR	88	27	392	507
MAY	114	49	490	653
JUN	124	58	472	654
JUL	107	62	515	684
AUG	124	82	760	966
SEP	110	81	483	674
OCT	108	64	459	631
NOV	121	54	415	590
DEC	100	71	420	591
<b>YTD</b>	<b>1393</b>	<b>677</b>	<b>5657</b>	<b>7727</b>

**MANCHESTER PD**

Month	Wireline	VoIP	Wireless	Total Calls
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JAN	766	63	1188	2017
FEB	702	48	1043	1793
MAR	731	41	1067	1839
APR	653	39	1023	1715
MAY	725	56	1153	1934
JUN	716	39	1120	1875
JUL	738	63	1286	2087
AUG	788	45	1360	2193
SEP	729	46	1192	1967
OCT	845	63	1928	2836
NOV	712	49	1308	2069
DEC	715	42	1264	2021
<b>YTD</b>	<b>8820</b>	<b>594</b>	<b>14932</b>	<b>24346</b>

**MERIDEN PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	698	51	1513	2262
FEB	641	47	1291	1979
MAR	687	44	1377	2108
APR	617	41	1379	2037
MAY	699	53	1631	2383
JUN	645	48	1671	2364
JUL	592	55	1817	2464
AUG	743	58	1923	2724
SEP	687	50	1529	2266
OCT	775	57	2088	2920
NOV	656	33	1821	2510
DEC	663	47	1572	2282
<b>YTD</b>	<b>8103</b>	<b>584</b>	<b>19612</b>	<b>28299</b>

**MILFORD FD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	635	39	773	1447
FEB	547	52	625	1224
MAR	543	51	660	1254
APR	528	50	583	1161
MAY	610	46	787	1443
JUN	591	33	872	1496
JUL	641	40	970	1651
AUG	757	70	1237	2064
SEP	592	41	896	1529
OCT	598	50	887	1535
NOV	544	35	821	1400
DEC	539	57	889	1485
<b>YTD</b>	<b>7125</b>	<b>564</b>	<b>10000</b>	<b>17689</b>

**MIDDLEBURY PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	81	18	54	153
FEB	70	23	51	144
MAR	88	18	49	155
APR	63	15	61	139
MAY	55	27	101	183
JUN	82	29	109	220
JUL	63	21	102	186
AUG	77	29	100	206
SEP	92	28	70	190
OCT	104	37	180	321
NOV	61	15	106	182
DEC	69	26	70	165
<b>YTD</b>	<b>905</b>	<b>286</b>	<b>1053</b>	<b>2244</b>

**MONROE PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	129	15	362	506
FEB	131	20	322	473
MAR	121	17	328	466
APR	108	10	266	384
MAY	153	10	340	503
JUN	122	13	357	492
JUL	140	25	347	512
AUG	144	26	423	593
SEP	165	22	307	494
OCT	143	29	496	668
NOV	158	15	372	545
DEC	135	24	334	493
<b>YTD</b>	<b>1649</b>	<b>226</b>	<b>4254</b>	<b>6129</b>

**MIDDLETOWN FD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	598	146	1385	2129
FEB	581	146	1285	2012
MAR	564	133	1198	1895
APR	559	141	1250	1950
MAY	545	163	1405	2113
JUN	629	186	1506	2321
JUL	580	203	1484	2267
AUG	657	182	1790	2629
SEP	536	177	1395	2108
OCT	635	173	1939	2747
NOV	551	165	1540	2256
DEC	532	160	1356	2048
<b>YTD</b>	<b>6967</b>	<b>1975</b>	<b>17533</b>	<b>26475</b>

**MONTVILLE ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	190	17	328	535
FEB	191	3	313	507
MAR	176	11	331	518
APR	184	8	347	539
MAY	190	7	431	628
JUN	175	11	416	602
JUL	199	16	480	695
AUG	191	14	480	685
SEP	176	12	449	637
OCT	193	5	470	668
NOV	155	8	399	562
DEC	153	10	394	557
<b>YTD</b>	<b>2173</b>	<b>122</b>	<b>4838</b>	<b>7133</b>

**NAUGATUCK PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	217	123	354	694
FEB	194	102	383	679
MAR	189	101	374	664
APR	221	101	375	697
MAY	235	98	379	712
JUN	218	121	434	773
JUL	209	130	400	739
AUG	276	124	530	930
SEP	244	109	425	778
OCT	291	142	638	1071
NOV	208	130	432	770
DEC	205	122	397	724
<b>YTD</b>	<b>2707</b>	<b>1403</b>	<b>5121</b>	<b>9231</b>

**NEW FAIRFIELD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	101	7	185	293
FEB	111	16	169	296
MAR	128	32	188	348
APR	95	26	162	283
MAY	97	9	219	325
JUN	169	26	326	521
JUL	112	19	263	394
AUG	111	10	286	407
SEP	94	19	218	331
OCT	163	21	373	557
NOV	86	7	242	335
DEC	88	12	171	271
<b>YTD</b>	<b>1355</b>	<b>204</b>	<b>2802</b>	<b>4361</b>

**NEW BRITAIN ERC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	752	377	2808	3937
FEB	722	336	2493	3551
MAR	788	356	2492	3636
APR	719	333	2630	3682
MAY	764	354	3078	4196
JUN	776	381	2999	4156
JUL	695	378	3141	4214
AUG	757	378	3326	4461
SEP	725	350	3294	4369
OCT	868	400	3819	5087
NOV	730	306	3025	4061
DEC	606	373	2772	3751
<b>YTD</b>	<b>8902</b>	<b>4322</b>	<b>35877</b>	<b>49101</b>

**NEW HAVEN ERC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	2335	739	7085	10159
FEB	2225	628	6373	9226
MAR	2438	652	6689	9779
APR	2282	770	7298	10350
MAY	2314	816	7400	10530
JUN	2364	756	7945	11065
JUL	2190	883	8333	11406
AUG	2510	774	8549	11833
SEP	2214	736	7574	10524
OCT	2205	713	7885	10803
NOV	2020	672	7521	10213
DEC	2050	754	7704	10508
<b>YTD</b>	<b>27147</b>	<b>8893</b>	<b>90356</b>	<b>126396</b>

**NEW CANAAN PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	269	8	185	462
FEB	229	8	159	396
MAR	265	9	153	427
APR	261	6	158	425
MAY	288	14	191	493
JUN	310	13	255	578
JUL	219	6	171	396
AUG	312	10	214	536
SEP	254	10	162	426
OCT	275	15	246	536
NOV	271	5	148	424
DEC	274	18	200	492
<b>YTD</b>	<b>3227</b>	<b>122</b>	<b>2242</b>	<b>5591</b>

**NEW LONDON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	457	10	880	1347
FEB	392	20	702	1114
MAR	439	14	744	1197
APR	437	22	856	1315
MAY	482	19	939	1440
JUN	472	19	985	1476
JUL	437	28	1028	1493
AUG	538	25	1130	1693
SEP	425	16	933	1374
OCT	442	15	869	1326
NOV	429	14	818	1261
DEC	435	14	792	1241
<b>YTD</b>	<b>5385</b>	<b>216</b>	<b>10676</b>	<b>16277</b>

**NEW MILFORD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	271	21	472	764
FEB	227	21	437	685
MAR	219	31	429	679
APR	197	17	405	619
MAY	216	16	482	714
JUN	268	19	621	908
JUL	238	20	503	761
AUG	287	13	588	888
SEP	200	17	492	709
OCT	279	26	842	1147
NOV	214	22	561	797
DEC	243	26	506	775
<b>YTD</b>	<b>2859</b>	<b>249</b>	<b>6338</b>	<b>9446</b>

**NORTH BRANFORD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	78	51	280	409
FEB	100	46	282	428
MAR	83	35	255	373
APR	83	54	217	354
MAY	83	41	264	388
JUN	98	49	256	403
JUL	82	55	265	402
AUG	111	53	399	563
SEP	79	60	292	431
OCT	95	55	357	507
NOV	76	52	273	401
DEC	95	55	242	392
<b>YTD</b>	<b>1063</b>	<b>606</b>	<b>3382</b>	<b>5051</b>

**NEWINGTON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	382	26	617	1025
FEB	270	16	510	796
MAR	318	26	551	895
APR	309	17	563	889
MAY	335	34	673	1042
JUN	357	30	680	1067
JUL	334	30	682	1046
AUG	388	26	699	1113
SEP	301	19	601	921
OCT	442	49	1179	1670
NOV	386	27	772	1185
DEC	308	24	706	1038
<b>YTD</b>	<b>4130</b>	<b>324</b>	<b>8233</b>	<b>12687</b>

**NORTH HAVEN PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	360	78	338	776
FEB	322	68	242	632
MAR	248	106	253	607
APR	243	94	257	594
MAY	300	95	286	681
JUN	244	74	271	589
JUL	241	92	299	632
AUG	288	96	432	816
SEP	273	102	277	652
OCT	256	119	378	753
NOV	231	94	288	613
DEC	229	99	314	642
<b>YTD</b>	<b>3235</b>	<b>1117</b>	<b>3635</b>	<b>7987</b>

**NEWTOWN PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	277	27	379	683
FEB	266	26	317	609
MAR	313	38	306	657
APR	236	21	301	558
MAY	262	27	333	622
JUN	226	33	371	630
JUL	227	38	380	645
AUG	308	33	530	871
SEP	213	27	332	572
OCT	268	48	692	1008
NOV	228	24	409	661
DEC	215	29	320	564
<b>YTD</b>	<b>3039</b>	<b>371</b>	<b>4670</b>	<b>8080</b>

**NORWALK PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	1136	55	1537	2728
FEB	998	52	1288	2338
MAR	1141	62	1322	2525
APR	1022	69	1527	2618
MAY	1157	78	1705	2940
JUN	1178	45	1808	3031
JUL	1095	40	1893	3028
AUG	1260	65	1976	3301
SEP	1210	50	1636	2896
OCT	1193	53	1640	2886
NOV	993	63	1490	2546
DEC	1081	59	1607	2747
<b>YTD</b>	<b>13464</b>	<b>691</b>	<b>19429</b>	<b>33584</b>

**NORWICH PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	505	166	1189	1860
FEB	492	144	957	1593
MAR	473	167	1029	1669
APR	452	179	1070	1701
MAY	435	155	1311	1901
JUN	458	214	1340	2012
JUL	456	237	1335	2028
AUG	549	258	1751	2558
SEP	451	220	1303	1974
OCT	450	154	1364	1968
NOV	399	198	1412	2009
DEC	380	190	1221	1791
<b>YTD</b>	<b>5500</b>	<b>2282</b>	<b>15282</b>	<b>23064</b>

**ORANGE PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	166	6	347	519
FEB	133	5	318	456
MAR	134	9	331	474
APR	158	5	309	472
MAY	178	9	394	581
JUN	158	10	373	541
JUL	126	11	427	564
AUG	213	11	498	722
SEP	143	9	368	520
OCT	158	11	441	610
NOV	153	7	378	538
DEC	137	11	436	584
<b>YTD</b>	<b>1857</b>	<b>104</b>	<b>4620</b>	<b>6581</b>

**NW CT PUB SAFETY ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	507	134	746	1387
FEB	509	124	755	1388
MAR	585	131	784	1500
APR	486	119	726	1331
MAY	487	125	807	1419
JUN	524	158	951	1633
JUL	531	146	904	1581
AUG	593	176	1175	1944
SEP	499	156	884	1539
OCT	576	150	1442	2168
NOV	519	145	823	1487
DEC	475	150	822	1447
<b>YTD</b>	<b>6291</b>	<b>1714</b>	<b>10819</b>	<b>18824</b>

**PLAINVILLE PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	173	45	266	484
FEB	174	33	271	478
MAR	219	40	266	525
APR	164	36	292	492
MAY	187	54	318	559
JUN	199	50	366	615
JUL	177	49	332	558
AUG	174	51	346	571
SEP	168	55	324	547
OCT	201	61	421	683
NOV	160	52	380	592
DEC	143	42	274	459
<b>YTD</b>	<b>2139</b>	<b>568</b>	<b>3856</b>	<b>6563</b>

**OLD SAYBROOK PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	105	28	75	208
FEB	124	21	75	220
MAR	128	30	85	243
APR	152	28	75	255
MAY	112	38	115	265
JUN	116	28	171	315
JUL	149	30	141	320
AUG	164	34	199	397
SEP	121	39	131	291
OCT	121	30	103	254
NOV	111	33	93	237
DEC	96	23	104	223
<b>YTD</b>	<b>1499</b>	<b>362</b>	<b>1367</b>	<b>3228</b>

**PLYMOUTH PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	85	34	201	320
FEB	59	34	198	291
MAR	88	44	238	370
APR	55	36	233	324
MAY	52	36	293	381
JUN	57	44	326	427
JUL	53	47	259	359
AUG	88	48	294	430
SEP	71	52	273	396
OCT	96	53	375	524
NOV	53	34	267	354
DEC	54	41	246	341
<b>YTD</b>	<b>811</b>	<b>503</b>	<b>3203</b>	<b>4517</b>

**PUTNAM PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	113	2	133	248
FEB	100	1	97	198
MAR	113	1	112	226
APR	71	5	108	184
MAY	101	6	136	243
JUN	113	2	122	237
JUL	96	3	100	199
AUG	114	1	157	272
SEP	94	0	161	255
OCT	111	3	161	275
NOV	105	1	151	257
DEC	73	2	97	172
<b>YTD</b>	<b>1204</b>	<b>27</b>	<b>1535</b>	<b>2766</b>

**RIDGEFIELD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	243	95	255	593
FEB	208	77	236	521
MAR	195	83	284	562
APR	176	76	202	454
MAY	229	103	248	580
JUN	227	98	295	620
JUL	186	103	288	577
AUG	215	89	403	707
SEP	234	84	228	546
OCT	307	150	510	967
NOV	208	76	297	581
DEC	191	93	256	540
<b>YTD</b>	<b>2619</b>	<b>1127</b>	<b>3502</b>	<b>7248</b>

**QUINEBAUG VALLEY ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	917	36	1987	2940
FEB	896	33	1978	2907
MAR	889	37	1798	2724
APR	898	36	1875	2809
MAY	902	52	1997	2951
JUN	853	39	2155	3047
JUL	912	30	2498	3440
AUG	1025	33	3180	4238
SEP	953	47	2339	3339
OCT	894	40	2440	3374
NOV	805	27	2177	3009
DEC	825	35	2071	2931
<b>YTD</b>	<b>10769</b>	<b>445</b>	<b>26495</b>	<b>37709</b>

**ROCKY HILL PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	301	27	336	664
FEB	306	12	287	605
MAR	293	14	320	627
APR	233	21	251	505
MAY	248	25	324	597
JUN	282	13	395	690
JUL	273	28	354	655
AUG	306	27	415	748
SEP	265	25	327	617
OCT	306	27	517	850
NOV	252	13	402	667
DEC	256	18	357	631
<b>YTD</b>	<b>3321</b>	<b>250</b>	<b>4285</b>	<b>7856</b>

**REDDING PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	82	1	110	193
FEB	81	20	92	193
MAR	106	22	111	239
APR	101	8	93	202
MAY	106	8	129	243
JUN	95	1	123	219
JUL	97	1	102	200
AUG	107	3	177	287
SEP	130	7	101	238
OCT	104	2	268	374
NOV	92	3	109	204
DEC	92	4	98	194
<b>YTD</b>	<b>1193</b>	<b>80</b>	<b>1513</b>	<b>2786</b>

**SC CT REGIONAL ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	393	119	219	731
FEB	311	100	211	622
MAR	350	101	214	665
APR	287	110	199	596
MAY	312	100	213	625
JUN	322	92	235	649
JUL	348	92	260	700
AUG	359	124	329	812
SEP	313	107	233	653
OCT	349	96	345	790
NOV	314	114	225	653
DEC	324	132	227	683
<b>YTD</b>	<b>3982</b>	<b>1287</b>	<b>2910</b>	<b>8179</b>

**SEYMOUR PD**

Month	Wireline	VoIP	Wireless	Total Calls
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JAN	132	41	157	330
FEB	131	40	132	303
MAR	110	37	146	293
APR	97	51	148	296
MAY	134	39	173	346
JUN	118	54	171	343
JUL	111	66	204	381
AUG	129	59	231	419
SEP	113	54	189	356
OCT	117	42	256	415
NOV	128	52	187	367
DEC	113	58	182	353
<b>YTD</b>	<b>1433</b>	<b>593</b>	<b>2176</b>	<b>4202</b>

**SOUTH WINDSOR PD**

Month	Wireline	VoIP	Wireless	Total Calls
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JAN	283	18	395	696
FEB	218	18	371	607
MAR	260	16	342	618
APR	227	19	339	585
MAY	256	15	356	627
JUN	195	22	404	621
JUL	226	18	366	610
AUG	259	17	367	643
SEP	226	17	386	629
OCT	335	36	851	1222
NOV	262	20	497	779
DEC	224	10	406	640
<b>YTD</b>	<b>2971</b>	<b>226</b>	<b>5080</b>	<b>8277</b>

**SHELTON PD**

Month	Wireline	VoIP	Wireless	Total Calls
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JAN	371	148	564	1083
FEB	341	112	449	902
MAR	391	119	405	915
APR	330	127	487	944
MAY	356	106	475	937
JUN	366	112	538	1016
JUL	387	139	571	1097
AUG	395	160	617	1172
SEP	359	154	504	1017
OCT	419	137	659	1215
NOV	338	131	521	990
DEC	325	161	514	1000
<b>YTD</b>	<b>4378</b>	<b>1606</b>	<b>6304</b>	<b>12288</b>

**SOUTHBURY PD**

Month	Wireline	VoIP	Wireless	Total Calls
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JAN	345	4	155	504
FEB	259	1	112	372
MAR	299	7	119	425
APR	262	6	97	365
MAY	371	1	139	511
JUN	344	7	205	556
JUL	360	2	125	487
AUG	444	5	230	679
SEP	435	2	150	587
OCT	414	8	279	701
NOV	371	6	177	554
DEC	375	3	139	517
<b>YTD</b>	<b>4279</b>	<b>52</b>	<b>1927</b>	<b>6258</b>

**SIMSBURY PD**

Month	Wireline	VoIP	Wireless	Total Calls
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JAN	195	83	237	515
FEB	186	53	235	474
MAR	217	67	226	510
APR	206	71	210	487
MAY	234	92	278	604
JUN	219	85	310	614
JUL	188	82	251	521
AUG	219	82	257	558
SEP	213	99	257	569
OCT	290	112	706	1108
NOV	229	63	333	625
DEC	197	80	254	531
<b>YTD</b>	<b>2593</b>	<b>969</b>	<b>3554</b>	<b>7116</b>

**SOUTHINGTON PD**

Month	Wireline	VoIP	Wireless	Total Calls
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JAN	365	27	605	997
FEB	366	29	566	961
MAR	403	22	565	990
APR	345	14	564	923
MAY	357	21	590	968
JUN	459	46	723	1228
JUL	367	22	675	1064
AUG	405	27	709	1141
SEP	333	12	593	938
OCT	505	48	1093	1646
NOV	369	30	643	1042
DEC	357	28	633	1018
<b>YTD</b>	<b>4631</b>	<b>326</b>	<b>7959</b>	<b>12916</b>

**STAMFORD ECC**

Month	Wireline	VoIP	Wireless	Total Calls
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JAN	2288	83	2796	5167
FEB	2162	70	2338	4570
MAR	2435	74	2499	5008
APR	2222	67	2666	4955
MAY	2448	75	2962	5485
JUN	2549	81	3131	5761
JUL	2508	87	3244	5839
AUG	2609	95	3555	6259
SEP	2317	92	2956	5365
OCT	2562	105	3275	5942
NOV	2392	79	2993	5464
DEC	2326	68	3054	5448
<b>YTD</b>	<b>28818</b>	<b>976</b>	<b>35469</b>	<b>65263</b>

**SUFFIELD PD**

Month	Wireline	VoIP	Wireless	Total Calls
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JAN	184	6	157	347
FEB	142	2	141	285
MAR	150	2	127	279
APR	134	1	154	289
MAY	187	5	170	362
JUN	157	8	211	376
JUL	138	6	192	336
AUG	162	6	182	350
SEP	148	8	171	327
OCT	173	2	286	461
NOV	126	7	188	321
DEC	131	4	160	295
<b>YTD</b>	<b>1832</b>	<b>57</b>	<b>2139</b>	<b>4028</b>

**STONINGTON PD**

Month	Wireline	VoIP	Wireless	Total Calls
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JAN	170	39	237	446
FEB	176	34	230	440
MAR	185	72	241	498
APR	162	55	199	416
MAY	165	50	279	494
JUN	193	48	314	555
JUL	197	61	430	688
AUG	235	52	457	744
SEP	170	52	294	516
OCT	156	47	264	467
NOV	129	54	283	466
DEC	140	49	256	445
<b>YTD</b>	<b>2078</b>	<b>613</b>	<b>3484</b>	<b>6175</b>

**THOMASTON PD**

Month	Wireline	VoIP	Wireless	Total Calls
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JAN	79	9	76	164
FEB	49	3	83	135
MAR	63	2	73	138
APR	56	0	92	148
MAY	67	2	97	166
JUN	91	1	118	210
JUL	70	3	91	164
AUG	74	5	114	193
SEP	91	1	62	154
OCT	96	3	149	248
NOV	53	0	110	163
DEC	101	0	85	186
<b>YTD</b>	<b>890</b>	<b>29</b>	<b>1150</b>	<b>2069</b>

**STRATFORD ECC**

Month	Wireline	VoIP	Wireless	Total Calls
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JAN	724	52	1057	1833
FEB	618	50	1003	1671
MAR	627	52	955	1634
APR	618	46	1094	1758
MAY	732	51	1167	1950
JUN	797	48	1255	2100
JUL	799	60	1270	2129
AUG	734	70	1310	2114
SEP	703	53	1207	1963
OCT	666	59	1293	2018
NOV	645	57	1194	1896
DEC	685	58	1197	1940
<b>YTD</b>	<b>8348</b>	<b>656</b>	<b>14002</b>	<b>23006</b>

**TOLLAND COUNTY ECC**

Month	Wireline	VoIP	Wireless	Total Calls
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JAN	940	169	1921	3030
FEB	904	170	1985	3059
MAR	924	209	1742	2875
APR	789	168	1685	2642
MAY	801	163	1924	2888
JUN	875	139	2219	3233
JUL	824	170	2213	3207
AUG	809	173	2484	3466
SEP	851	191	2020	3062
OCT	943	223	3047	4213
NOV	917	157	2340	3414
DEC	716	183	1940	2839
<b>YTD</b>	<b>10293</b>	<b>2115</b>	<b>25520</b>	<b>37928</b>

**TORRINGTON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	471	9	516	996
FEB	481	1	536	1018
MAR	480	0	514	994
APR	456	15	588	1059
MAY	463	3	582	1048
JUN	494	12	628	1134
JUL	91	0	121	212
AUG	0	0	0	0
SEP	0	0	0	0
OCT	0	0	0	0
NOV	0	0	0	0
DEC	0	0	0	0
<b>YTD</b>	<b>2936</b>	<b>40</b>	<b>3485</b>	<b>6461</b>

**VALLEY SHORE ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	430	115	1991	2536
FEB	371	120	1596	2087
MAR	367	111	1755	2233
APR	349	137	1769	2255
MAY	332	134	2110	2576
JUN	468	157	2911	3536
JUL	425	150	2741	3316
AUG	504	156	2972	3632
SEP	401	123	2320	2844
OCT	396	153	2289	2838
NOV	333	130	2055	2518
DEC	358	133	1809	2300
<b>YTD</b>	<b>4734</b>	<b>1619</b>	<b>26318</b>	<b>32671</b>

**TRUMBULL PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	375	55	388	818
FEB	366	40	372	778
MAR	403	59	333	795
APR	376	48	371	795
MAY	358	61	435	854
JUN	439	52	490	981
JUL	418	51	444	913
AUG	473	83	556	1112
SEP	417	71	428	916
OCT	491	92	650	1233
NOV	395	66	489	950
DEC	375	81	455	911
<b>YTD</b>	<b>4886</b>	<b>759</b>	<b>5411</b>	<b>11056</b>

**VERNON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	227	107	548	882
FEB	247	108	516	871
MAR	261	117	501	879
APR	230	124	478	832
MAY	219	98	575	892
JUN	215	116	620	951
JUL	184	132	610	926
AUG	267	118	658	1043
SEP	200	147	563	910
OCT	307	176	940	1423
NOV	233	110	716	1059
DEC	219	123	547	889
<b>YTD</b>	<b>2809</b>	<b>1476</b>	<b>7272</b>	<b>11557</b>

**UCONN PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	284	1	325	610
FEB	302	0	369	671
MAR	316	0	286	602
APR	469	4	452	925
MAY	236	0	163	399
JUN	158	0	135	293
JUL	167	0	124	291
AUG	327	0	237	564
SEP	474	0	563	1037
OCT	464	4	621	1089
NOV	281	2	352	635
DEC	300	0	214	514
<b>YTD</b>	<b>3778</b>	<b>11</b>	<b>3841</b>	<b>7630</b>

**WALLINGFORD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	422	125	776	1323
FEB	432	103	535	1070
MAR	380	92	547	1019
APR	357	114	492	963
MAY	428	122	596	1146
JUN	413	131	613	1157
JUL	359	142	595	1096
AUG	434	160	630	1224
SEP	358	140	499	997
OCT	404	143	780	1327
NOV	395	133	568	1096
DEC	371	149	558	1078
<b>YTD</b>	<b>4753</b>	<b>1554</b>	<b>7189</b>	<b>13496</b>

**WATERBURY PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	1103	595	4003	5701
FEB	1003	527	3527	5057
MAR	1110	554	3647	5311
APR	1005	540	3594	5139
MAY	1055	625	4046	5726
JUN	1081	645	4089	5815
JUL	1053	662	4271	5986
AUG	1186	695	4430	6311
SEP	994	598	4120	5712
OCT	1193	691	4704	6588
NOV	976	591	3779	5346
DEC	983	645	3832	5460
<b>YTD</b>	<b>12742</b>	<b>7368</b>	<b>48042</b>	<b>68152</b>

**WEST HARTFORD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	505	160	1094	1759
FEB	496	143	1061	1700
MAR	547	200	1044	1791
APR	504	156	987	1647
MAY	474	207	1073	1754
JUN	492	166	1140	1798
JUL	470	189	1063	1722
AUG	495	213	1230	1938
SEP	482	173	1118	1773
OCT	833	367	2822	4022
NOV	556	173	1568	2297
DEC	450	195	1197	1842
<b>YTD</b>	<b>6304</b>	<b>2342</b>	<b>15397</b>	<b>24043</b>

**WATERFORD ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	231	14	516	761
FEB	218	12	392	622
MAR	240	10	466	716
APR	216	17	461	694
MAY	216	20	582	818
JUN	240	14	593	847
JUL	223	23	640	886
AUG	231	23	770	1024
SEP	191	19	532	742
OCT	193	16	530	739
NOV	210	32	561	803
DEC	222	25	605	852
<b>YTD</b>	<b>2631</b>	<b>225</b>	<b>6648</b>	<b>9504</b>

**WEST HAVEN ERS**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	606	269	1664	2539
FEB	513	258	1501	2272
MAR	506	247	1473	2226
APR	467	230	1896	2593
MAY	546	313	1632	2491
JUN	591	290	1764	2645
JUL	603	309	2004	2916
AUG	603	347	2327	3277
SEP	522	237	1789	2548
OCT	496	285	1785	2566
NOV	491	274	1638	2403
DEC	489	272	1670	2431
<b>YTD</b>	<b>6433</b>	<b>3331</b>	<b>21143</b>	<b>30907</b>

**WATERTOWN PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	215	7	410	632
FEB	144	6	362	512
MAR	238	1	313	552
APR	179	1	414	594
MAY	189	4	470	663
JUN	181	1	441	623
JUL	202	3	396	601
AUG	242	1	509	752
SEP	242	4	486	732
OCT	233	9	663	905
NOV	221	2	479	702
DEC	179	4	407	590
<b>YTD</b>	<b>2465</b>	<b>43</b>	<b>5350</b>	<b>7858</b>

**WESTON ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	116	5	192	313
FEB	91	1	142	234
MAR	96	7	150	253
APR	113	10	120	243
MAY	144	3	144	291
JUN	114	5	156	275
JUL	120	4	149	273
AUG	96	4	227	327
SEP	114	5	173	292
OCT	125	3	236	364
NOV	108	0	154	262
DEC	178	2	119	299
<b>YTD</b>	<b>1415</b>	<b>49</b>	<b>1962</b>	<b>3426</b>

**WESTPORT PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	333	11	422	766
FEB	267	3	366	636
MAR	305	8	379	692
APR	287	14	374	675
MAY	308	8	451	767
JUN	321	10	498	829
JUL	346	5	522	873
AUG	365	21	696	1082
SEP	341	10	537	888
OCT	397	16	628	1041
NOV	338	14	460	812
DEC	329	4	429	762
<b>YTD</b>	<b>3937</b>	<b>124</b>	<b>5762</b>	<b>9823</b>

**WILTON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	264	9	366	639
FEB	207	6	323	536
MAR	229	8	279	516
APR	182	7	255	444
MAY	230	13	319	562
JUN	227	6	398	631
JUL	233	8	321	562
AUG	253	7	445	705
SEP	246	6	337	589
OCT	271	7	505	783
NOV	233	9	312	554
DEC	203	21	306	530
<b>YTD</b>	<b>2778</b>	<b>107</b>	<b>4166</b>	<b>7051</b>

**WETHERSFIELD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	284	18	455	757
FEB	276	14	552	842
MAR	306	18	521	845
APR	300	10	487	797
MAY	268	15	578	861
JUN	253	23	613	889
JUL	262	22	534	818
AUG	312	15	699	1026
SEP	282	17	517	816
OCT	366	38	827	1231
NOV	335	13	720	1068
DEC	251	25	517	793
<b>YTD</b>	<b>3495</b>	<b>228</b>	<b>7020</b>	<b>10743</b>

**WINDSOR LOCKS PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	111	18	188	317
FEB	113	13	198	324
MAR	98	12	201	311
APR	118	10	192	320
MAY	130	20	213	363
JUN	86	13	239	338
JUL	125	9	244	378
AUG	149	16	290	455
SEP	138	11	278	427
OCT	205	16	470	691
NOV	160	7	288	455
DEC	129	14	236	379
<b>YTD</b>	<b>1562</b>	<b>159</b>	<b>3037</b>	<b>4758</b>

**WILLIMANTIC SB ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	312	3	848	1163
FEB	302	7	734	1043
MAR	305	7	802	1114
APR	308	12	846	1166
MAY	265	3	835	1103
JUN	327	6	872	1205
JUL	339	3	1230	1572
AUG	442	8	1185	1635
SEP	331	6	1023	1360
OCT	325	11	1108	1444
NOV	323	5	909	1237
DEC	298	9	921	1228
<b>YTD</b>	<b>3877</b>	<b>80</b>	<b>11313</b>	<b>15270</b>

**WINDSOR PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	259	118	437	814
FEB	297	102	343	742
MAR	301	99	427	827
APR	272	115	346	733
MAY	286	118	466	870
JUN	294	114	476	884
JUL	250	122	454	826
AUG	336	161	513	1010
SEP	264	106	444	814
OCT	352	146	822	1320
NOV	311	101	590	1002
DEC	229	110	421	760
<b>YTD</b>	<b>3451</b>	<b>1412</b>	<b>5739</b>	<b>10602</b>

**WINSTED PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	119	6	201	326
FEB	109	1	192	302
MAR	129	3	198	330
APR	109	1	198	308
MAY	111	0	243	354
JUN	139	1	264	404
JUL	97	2	233	332
AUG	131	1	246	378
SEP	97	2	251	350
OCT	158	0	318	476
NOV	110	2	247	359
DEC	107	1	207	315
<b>YTD</b>	<b>1416</b>	<b>20</b>	<b>2798</b>	<b>4234</b>

**WOLCOTT PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	97	42	376	515
FEB	88	28	277	393
MAR	101	31	314	446
APR	109	30	319	458
MAY	97	39	355	491
JUN	104	39	396	539
JUL	84	45	419	548
AUG	121	35	376	532
SEP	122	39	396	557
OCT	127	48	566	741
NOV	79	28	363	470
DEC	92	35	340	467
<b>YTD</b>	<b>1221</b>	<b>439</b>	<b>4497</b>	<b>6157</b>

**WOODBRIAGE PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	148	5	207	360
FEB	116	5	187	308
MAR	141	5	183	329
APR	128	6	196	330
MAY	130	1	227	358
JUN	119	1	234	354
JUL	113	5	233	351
AUG	156	2	370	528
SEP	112	1	195	308
OCT	127	8	292	427
NOV	127	3	224	354
DEC	129	1	223	353
<b>YTD</b>	<b>1546</b>	<b>43</b>	<b>2771</b>	<b>4360</b>

**Connecticut (Statewide) 2011***Year-To-Date Totals*

<b>Wireline:</b>	503,863
<b>VoIP:</b>	107,030
<b>Wireless:</b>	1,843,243
<b>Total Calls:</b>	2,454,136