

# Annual Report for 2013

## Division of Statewide Emergency Telecommunications

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# Division 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 Division of Statewide Emergency Telecommunications (DSET) 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 2013 and the activities anticipated for the ensuing year.

**9-1-1 Calls** – During the calendar year 2013, Connecticut's 104 public safety answering points processed a total of 2,276,679 calls, a decrease of 6% from total 9-1-1 calls made in 2012. 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 2013, 14 PSAPs and Connecticut State Police telecommunicators were trained in EMD; the total cost to the state for this training was \$77,155.00.

**Mapping** – Maintaining maps is an ongoing process and DSET 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 DSET's in-house responsibility for 9-1-1 database provisioning and maintenance.

**Wireless Carriers** – In 2013, 76.7% percent of all 9-1-1 calls received at Connecticut PSAPs were from wireless telephones,

**Wireline Carriers** – AT&T serves as Connecticut's incumbent local exchange carrier (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 three CLECs (AT&T-TCG, IDT, and Verizon Business) reported that they had updated 100% of their subscriber records within the two-day requirement for each of the four calendar quarters.

**Emergency Notification** –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 2013, 218 CT Alerts were broadcast to the public, delivering over one million messages to our citizens.

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**Connecticut Public Safety Data Network** –The PSDN is an ultra-high speed, flexible fiber optic data network that is serving as the base transport infrastructure and interconnectivity pathway for public safety related applications and services throughout the State. 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. 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 provided 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. The network was completed by September, 2013, meeting all federal grant requirements.

**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. An RFP was issued for the NG9-1-1 systems and vendor responses were received and evaluated. The contract award was made in November, 2013, with implementation expected to take 18-24 months.

**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 DSET. PURA set the current rate at .70 for FY 13/14, which is enabling DSET to continue to fund its various programs, grants and subsidies, as well as replacement of the obsolete E911 system.

**Budget** – The estimated “Statewide Enhanced 9-1-1 Program” operating budget for the state fiscal year 2013-2014 is \$38,916,167.68. The budget is found in Appendix B.

**Funding** – DSET funding provides for the following PSAP initiatives:

- **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 2013, 21 municipal PSAPs, seven regional emergency telecommunication centers and nine multi-town PSAPs were eligible to receive funding from DSET. 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 \$126,835.54 were used to improve and upgrade emergency telecommunications equipment, software and radio systems. Nine grants were awarded in FY 12/13 to four regional emergency communications centers.

- **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 13/14 was \$699,170.00.

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- CMED Funding: CMED (Coordinated Medical Emergency Direction) is funded at .30 per capita to give fiscal relief to towns 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:

The Division of Statewide Emergency Telecommunications (DSET) responsible for managing the Enhanced 911 Program in Connecticut, has made several significant changes in 2013 to enhance and improve the public safety of Connecticut's residents and visitors. The most important accomplishment is the plan to replace the obsolete 911 system currently in use. Though this system has served the state extremely well for many years, it is now manufacturer discontinued and will be replaced with a new system. This new IP-based next generation system is designed to provide core 911 functionality and the capability to support essential new technology for public safety agencies including the transmission of text, images and video along with the emergency call, as the technology becomes available. This will greatly enhance the ability to respond to emergencies. DSET successfully concluded negotiations and completed the contract and award for a new 911 system in November. Implementation of the system will commence early 2014 and is expected to be fully deployed within eighteen to twenty-four months.

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 406 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. Two applications are already running (Collect and P25 Radio). The network was successfully completed by the September 1, 2013 deadline and within budget meeting all federal grant requirements.

Recent legislation required the establishment of a Public Safety Data Network Governing Board. This Board sets policy and approves applications for use of the network. DSET has been instrumental in coordinating activities which the Board ultimately rules on including meeting with potential users of the network, explaining capabilities and assessing requirements. They have also established procedures for data collection and tracking through technical forms and electronic dashboards. As of December, 2013, over 40 public safety applications for use have been submitted for design and approval.

The CT Alert Emergency Notification System continues to grow in use and utility for the benefit of Connecticut residents. In service since September of 2009, the 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 2013, 218 CT Alerts were broadcast to the public.

The Commission thanks the legislature for passing the critical increase in the E911 surcharge cap in 2012 as it was imperative in order to continue to fund the initiatives and programs the surcharge supports. DSET continues to monitor and manage the fund prudently. Even with the increase, many critical programs could put additional pressure on the cap including maintenance costs of the PSDN and the potential for significant increases in subsidies due to PSAP consolidation.

In closing, the Commission is extremely proud of the activities and accomplishments of the entire E911 team and looks forward to a very successful 2014.

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 2013 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;

Raphael Barishansky, Department of Public Health, Division 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 Division of Emergency Management and Homeland Security;

Chief Richard Mulhall, representing the Municipal Police Chiefs;

Teresa Lockwood, representing E9-1-1 Public Safety Answering Point Telecommunicators;

George Pohorilak, representing the Public

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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  
1111 Country Club Road  
Middletown, CT 06457

Enhanced 9-1-1 Commission meetings were held in 2013 on the following dates:

January 4, 2013  
April 5, 2013  
July 12, 2013  
October 4, 2013

Enhanced 9-1-1 Commission meetings dates scheduled for 2014 are as follows:

January 17, 2014  
April 11, 2014  
July 11, 2014  
October 3, 2014

Meetings are open to the public. Minutes of the Enhanced 9-1-1 Commission meetings are posted on the Division of Statewide Emergency Telecommunications (DSET) website at: <http://www.ct.gov/despp>

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## **Regionalization**

In 2011, DSET 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. In 2013, DSET met with CEO's and public safety officials from the smallest PSAPs in the state to discuss the benefits of consolidation and explain available grants and subsidies.

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

The Division of Statewide Emergency Telecommunications provides a training subsidy to public safety answering points. The intent of the funding is to provide opportunities to telecommunicators to attend various training and conferences for professional development.

At the time of this report, 25 of the state's public safety answering points had utilized this funding in fiscal year 2013. Total reimbursements for this period have exceeded \$57,743.37. 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. DSET 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 each PSAP provide or arrange for emergency medical dispatch (EMD) to be provided by certified personnel. Using approved medical protocols, 9-1-1 callers can be given instructions on how to help the patient until medical services arrive.

Fourteen PSAPs as well as state police telecommunicators were enrolled in EMD training in fiscal year 2013. Total reimbursements for EMD training and materials were \$77,155.00 for this period.

DSET 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 DSET.

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In 2013 seven certification classes were held, in which 145 telecommunicators were trained and certified in 9-1-1 emergency telecommunications. In addition, 315 were recertified, two instructors were certified and two recertified, enabling them to conduct the state 9-1-1 certification program.

The State of Connecticut's 9-1-1 Certification Training was redesigned and presented to students in classes beginning in March 2013. The new curriculum reduces the amount of classroom time, is highly interactive and incorporates a number of instructor methods to accommodate multiple adult learning styles. The online pre-requisite, is modern, easily accessible and designed to enhance the classroom training.

### Public Safety Data Network (PSDN)

The PSDN is an ultra-high speed, flexible fiber optic data network that is serving as the base transport infrastructure and interconnectivity pathway for public safety related applications and services throughout the State. 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.

The stand alone, "separate silo" legacy network infrastructure systems that Connecticut public safety agencies utilized in the past were grossly inadequate for near or long term future data transmission requirements. Additionally, these stand alone networks lacked the high speed universal data connectivity (or have no connectivity at all) that is required to support upcoming and next-generation applications.

The PSDN has an overall bandwidth capacity of 10 Gb available to support applications and services. 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 reduce 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 connected DESPP, DAS/BEST and all 106 of our PSAPs, and was budgeted at \$27.5 million, funded by the 9-1-1 surcharge.

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

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departments throughout the state, as well as providing connections to extend the Connecticut Education Network. BTOP completes the original “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 “Phase 2” 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 was completed by September 1, 2013 per federal grant guidelines.

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

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

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, Emergency Medical Services (EMS) throughout the state as well as with and between those agencies and the Connecticut State Police along with 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 was 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 Headquarters building in Middletown and the DAS/BEST data center for identified priority applications. This phase is currently in use, and encompasses a total of 112 individual sites, utilizing a fiber footprint that includes approximately 2000 miles of existing fiber installation as well as approximately 240 miles of newly constructed

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fiber pathways in a seven-interconnecting-ring topology utilizing Dense Wave Division Multiplexing (DWDM) technologies.

### **Phase 2**

The BTOP plan includes sites outside of public safety, including the Connecticut Education Network (CEN). Together, the total project – known as the “Nutmeg Network” – is composed of 941 sites. In accordance with the grant requirements, the project was completed by September 1, 2013.

The Phase 2 PSDN portion of the Nutmeg Network provides expansion of the network into police and fire departments that were not covered in Phase 1 (are not PSAPs or not co-located with PSAPs).

This expansion provides 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 is accomplished via dedicated fiber optic cabling to the planned locations utilizing appropriate fiber optic transceivers. The topology is a mixture of both hub and spoke as well as subtending rings. Each of these spokes or rings are connected to one of the 112 existing Phase 1 locations. Completion of Phase 2 greatly enhances agency interoperability capabilities, data sharing and overall communications while improving constituent services and safety.

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. The PSDN Governance Board has been appointed and is meeting every two months, coordinated by DESPP/DSET staff. An on-line application process (utilizing the *Nutmeg Network Use Request Form*) has been implemented and is operational. As of December 2013, over 40 public safety applications for use have been submitted for design and approval.

### **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 DSET monthly. The Department of Energy and Environmental Protection; Public Utility Regulatory Authority (PURA) establishes the surcharge based on the E9-1-1 budget requirements, determined by the Department of Emergency Services and Public Safety.

In accordance with the Regulations of Connecticut State Agencies Section 28-24-10, DSET submitted its operating budget for E9-1-1 services to PURA. The budget requirements and increase in surcharge cap resulted in setting the surcharge at \$0.70 per month for a single telephone line.

The progressive inclusion schedule, for subscribers with multiple access lines, is shown below. In accordance with Public Act 12-153, PURA is prohibited from assessing the progressive inclusion schedule to commercial mobile radio service subscribers (e.g. cell phones).

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<u>Numbers of Lines</u>	<u>Per-Line Assessment</u>
1	.70
2	.53
3	.47
4-5	.42
6-10	.35
11-25	.28
26-50	.23
51-99	.18
100+	.14

### **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 Public Utility Regulatory Authority (PURA) 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 93.48 % of the time during 2013.

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## E9-1-1 Database Update Performance December 2012- November 2013

Time Period	% ALI & Selective Routing Records Updated in 2 Days (based on sampled records)
12/12 – 2/13	93.48%
3/13 – 5/13	94.25%
6/13 – 8/13	93.94%
9/13 – 11/13	93.74%

## System Performance December 2012- November 2013

Total number of ALI Retrieval Attempts made by PSAPs = 2,461,977

ALI (Address) Record Not Found = 10,650 (0.43% of all ALI Retrieval Attempts)

Misroutes/Mismatches = 0

## Competitive Local Exchange Carriers (CLECs) – Performance Reports 2012

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, Global Crossing & 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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CLEC 2012	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
AT&T -TCG	100%	100%	100%	100%
Cablevision Lightpath	81.53%	85.98%	99.14%	98.2%
Charter Fiberlink	90.83%	91.61%	93.49%	91.36%
Comcast	99.76%	98.55%	98.97%	99.89%
Cox Communications	84.55%	86.74%	86.05%	85.09%
Global Crossing	0.0%	0.0%	0.0%	0.0%
IDT America	100%	100%	100%	100%
Level3	0.0%	0.0%	0.0%	0.0%
One Communications	99.32%	99.99%	99.7%	99.93%
Paetec Communications	74.55%	71.97%	42.85%	72.02%
Verizon Business	100%	100%	100%	100%

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

In 2013 the total number of 9-1-1 calls received by PSAP and State Police Secondary Answering Points in the State of Connecticut was 2,276,679. This was a decrease of 2.5% from the total calls received in 2012.

Wireless 9-1-1 calls make up 76.7 % of all the 9-1-1 calls in Connecticut in 2013.

- In 2013 the number of 9-1-1 calls received from wireless telephones was 1,746,201. This is a decrease of 5 % over the number of wireless calls received in 2012.
- The number of 9-1-1 calls received from conventional wire-line telephones was 408,396. This is a decrease of 15 % over the number of wire-line calls received in 2012.
- The number of 9-1-1 calls were made using a Voice of Internet Protocol (VoIP) telephones was 122,082. This is an increase of 5 % over in the number of VoIP calls received in 2012.

There were five wireless carriers that provided telephone service in the state in 2013:

- AT&T Mobility
- MetroPCS
- Sprint
- 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 2013.

Wireless Carrier	New Sectors Added	Sectors Updated	Total Sectors Added/Updated
AT&T Mobility	818	31	849
MetroPCS	0	0	0
Sprint	3	6	9
T-Mobile	0	0	0
Verizon Wireless	2092	65	2157
<b>Total</b>	<b>2913</b>	<b>102</b>	<b>3015</b>

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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 9-1-1 PSAPs in the state. Seven 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, Stamford Emergency Communications Center, 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](http://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 2013 more than 154,625 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 2013, two hundred eighteen (218) CT Alert broadcasts were made to the public by forty nine (49) public safety answering points, totaling over one million emergency notifications. The types of alerts broadcast included weather information including severe weather warnings, dangerous flooding, downed power lines, missing persons, and criminal activity.

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## Frequency Coordination

The Division 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. DSET 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). DSET serves as the "local frequency advisor" to assist applicants in obtaining FCC frequency licensing within Connecticut.

DSET 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. In 2013 Region 19 held quarterly meetings in the states of Massachusetts, Vermont, Maine and Rhode Island.

The Region 19 800MHz Regional Planning Update Committee, in accordance with FCC Docket No. 02-55 and NPSPAC (National Public Safety Planning Advisory Committee) completed radio retuning the current channel allotments for radio frequencies in the 821-824/866-869 MHz bands with the new 806-810/851-854MHz band known as "rebanding". The FCC, at this time, will make available certain channels relinquished by Sprint Nextel Corporation in the 809.5-815/854.5-860 MHz band available for Public Safety.

The FCC approved Region 19 700MHz plan enables the planning committee to distribute 700 MHz general use frequency spectrum. The Region 19 700MHz Committee in 2013 received applications in Windows 17 and 18 for 700MHz spectrum prepared by DESPP/CSP/CTS for the expansion of the 700MHz portion of the Connecticut State Police Radio Telecommunications System (CTS) existing in parts of Fairfield County into all of Fairfield County, and into portions of New Haven and Middlesex Counties.

The Region 19 700 MHz Committee is the clearing house for the 700MHz "State Licensed" channels utilized in New England. A pending FCC requirement for states holding 700MHz "State Licenses" must provide or be prepared to provide "substantial service" to one-third of their population or territory by June 13, 2014. If a state licensee fails to meet any conditions of the license grant, the state license is modified automatically to the frequencies and geographic areas in Computer Assisted Pre-Coordination and Database System (CAPRAD) and the recovered "State License" spectrum will revert to 700MHz "general use" spectrum.

Congress passed groundbreaking legislation for a new Nationwide 700MHz Public Safety Broadband Network (NPSBN) on February 17, 2012. The legislation (Public Law 112-96) allocates the D Block spectrum to public safety, provides \$7 billion federal funding for the network, and establishes a nationwide governance structure, the First Responder Network Authority (FirstNet). FirstNet will be the first high-speed, broadband and data network dedicated to public safety. FirstNet will be a single LTE (Long Term Evolution) nationwide network that facilitates public safety communications. Public Safety LTE will use Band 14 (758 - 769MHz, 788 - 799MHz) which includes the "D-Block". Public Safety LTE differs in some important ways from commercial 4G LTE. With Public Safety LTE, public safety personnel can communicate, collaborate and interoperate, regardless of location or device. These improved capabilities provide better outcomes, faster and more precise critical decision-making and improved community safety. By mandate, Public Safety LTE will stand up a single, nationwide PS broadband network, dedicated to Public Safety only use, and is separate from the commercial carriers. Public Safety LTE is designed for higher reliability, availability and survivability. Public Safety LTE will provide priority and control mechanisms to meet Public Safety needs.

## Division of Statewide Emergency Telecommunications

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In 2013 FirstNet began consultation with State, tribal, territorial and local entities nationwide. On June 12 -13, 2013 representatives from the New England states, New York and New Jersey met in a two day regional workshop to begin discussion with FirstNet on public safety needs and the need for placing next-generation technologies into the hands of first responders. FirstNet provided a progress report, an interactive session on network development and held multiple facilitated discussions between participants, stakeholders and FirstNet. FirstNet continues to develop RFIs for building, operating and maintaining the network.

The same law that established FirstNet also created the State and Local Government Program (SLIGP) administered by the National Telecommunications and Information Administration (NTIA). The Connecticut Department of Emergency Services and Public Protection received a SLIGP grant award of \$1,408,257.00 in which a non-federal match of \$351,564.00 is required. Connecticut will use the existing Public Safety Interoperability Executive Committee to implement the SLIGP. The state plans to use a variety of education and outreach methods and coordinate with representative organizations from multiple disciplines in order to effectively engage stakeholders about public safety broadband developments.

Public Safety is not in favor of auctioning any existing allocated public safety spectrum, specifically T-Band 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 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.

## Division of Statewide Emergency Telecommunications

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### Frequency Coordination Reviewed, Approved and Processed in 2013

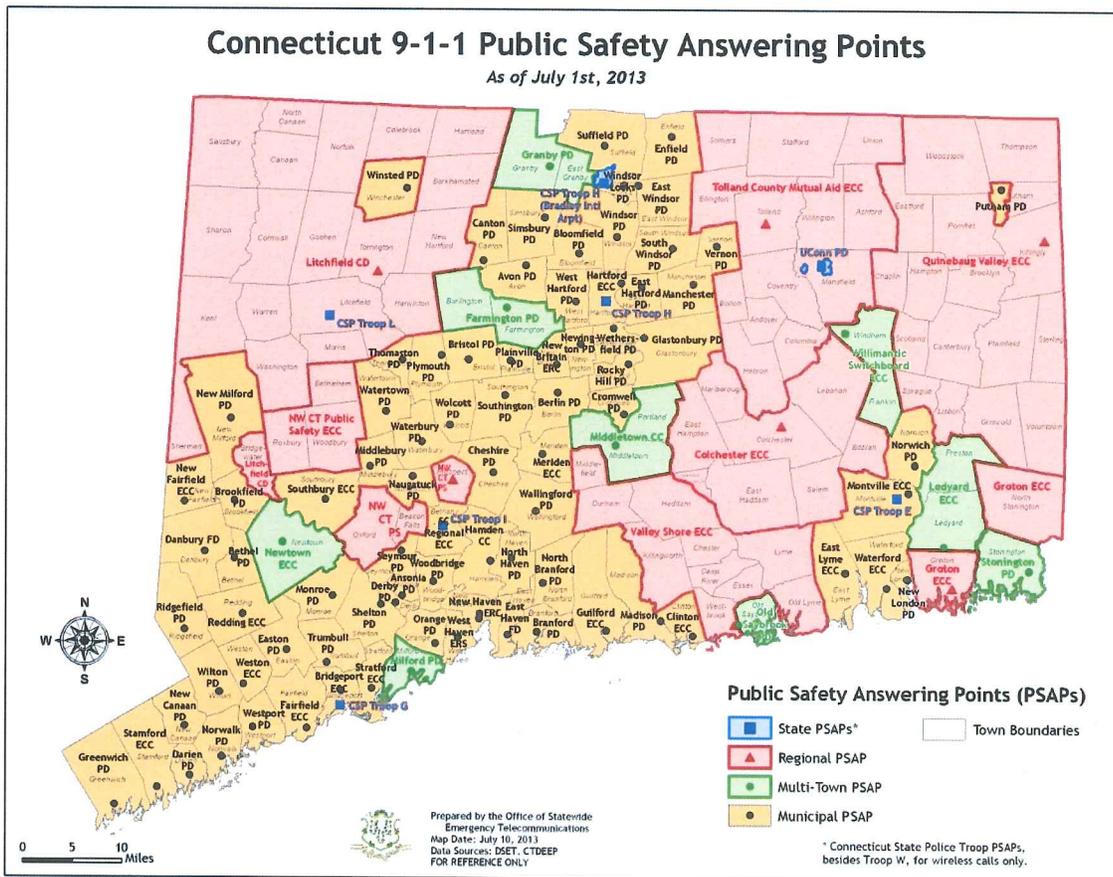
City of Danbury	1
City of Norwich, OEM	1
City of Torrington	2
CT Valley Hospital	1
Easton Vol. EMS	1
Easton Volunteer Emergency Medical Service	1
Enfield Fire District	1
Madison Board of Education	1
Quinebaug Valley Emergency Communications Center	1
State of CT, Corrections	3
TCMA, Fire Service	1
Town of Avon	1
Town of Bethany	1
Town of Bethlehem	1
Town of Canterbury	1
Town of Cornwall	1
Town of Darien	1
Town of Darien	1
Town of East Haddam	1
Town of Enfield	1
Town of Guilford	1
Town of Middlebury	1
Town of Newington	1
Town of Orange	1
Town of Plainfield	1
Town of Putnam Special Services	1
Town of Stonington	1
Town of Stratford	1
Town of Thomaston	1
Willimantic Fire Safety Switchboard	1
Total	<u>33</u>

# Division of Statewide Emergency Telecommunications

GIS

## DSET GIS/Mapping Report

February 15, 2014



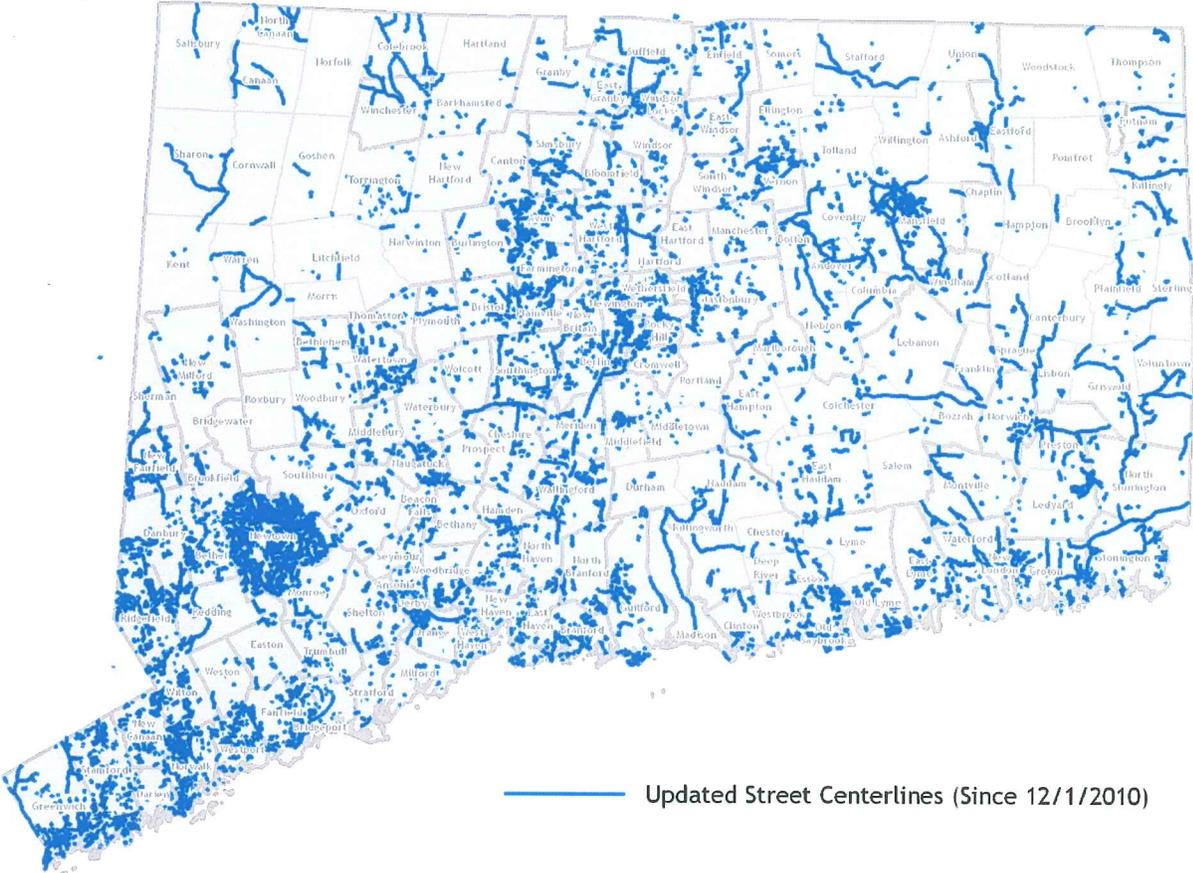
Prepared by the State of Connecticut Department of Emergency Services and Public Protection

Division of Statewide Emergency Telecommunications

# Division of Statewide Emergency Telecommunications

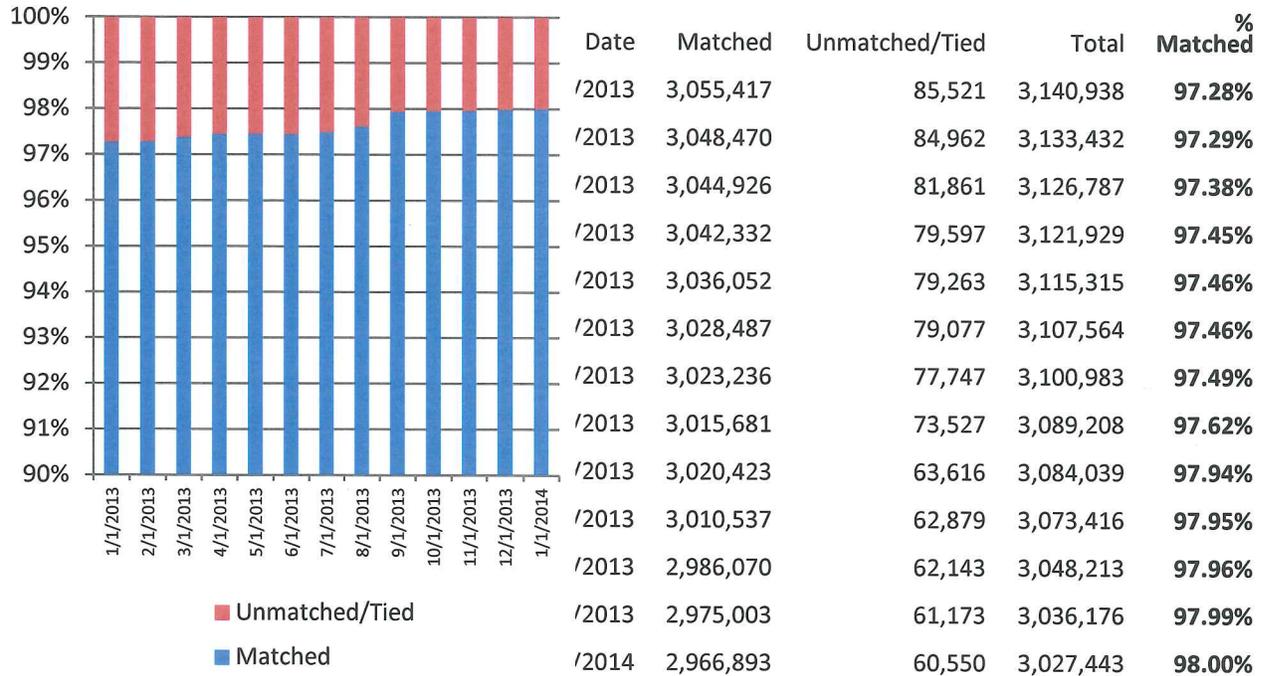
## 1) 9-1-1 GIS Metrics

- a. *Street Centerline Updating* – DSET continues to collect and process street and address updates that have been provided by the towns and PSAPs. The map below shows street segments that have been updated (total of 36,831) since taking over the updating process from Tele Atlas.



## Division of Statewide Emergency Telecommunications

- b. *ALI Geocoding Results* – DSET continues to improve the geocoding match rate for the ALI database. As of January 1<sup>st</sup>, the geocoding match rate has reached 98.00% of all ALI records geocoded.

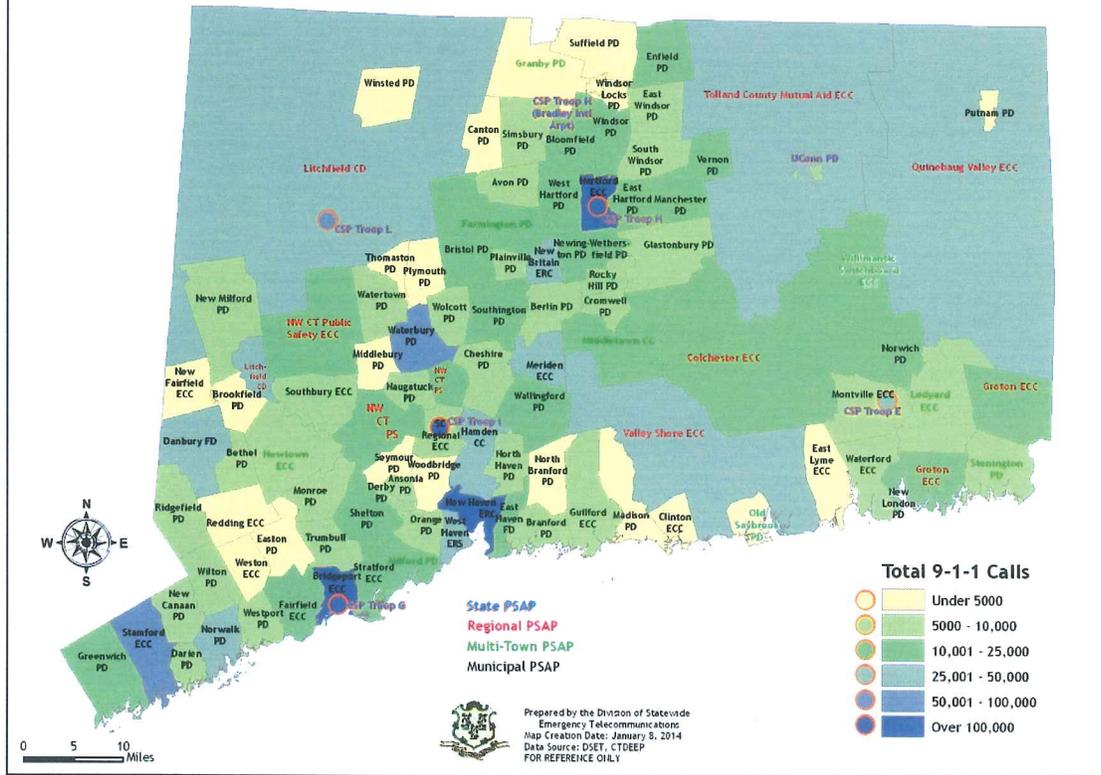


- 1) **Call volume maps** – DSET has created PSAP-based 9-1-1 call volume maps to complement the 2013 call volume data. The four-map set consists of total call volume (see maps below), wireline call volume, wireless call volume, and VoIP (Voice over Internet Protocol) call volume. All four are available on the DSET website:

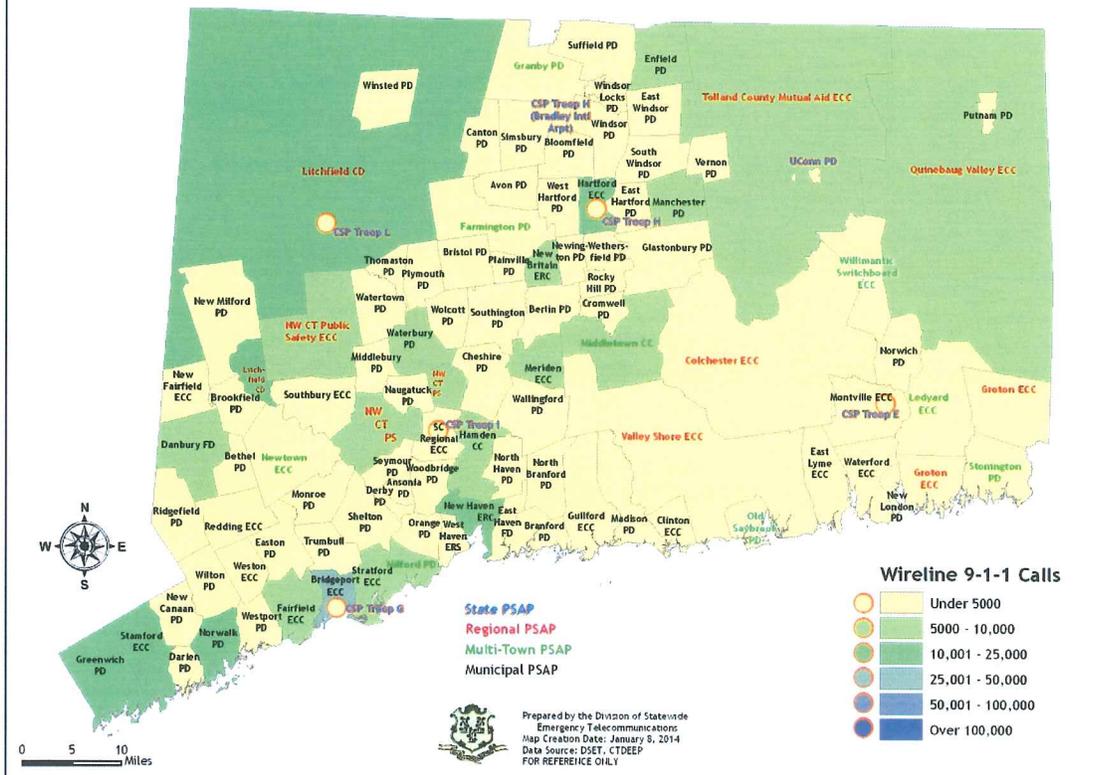
[http://www.ct.gov/despp/cwp/view.asp?a=4437&Q=515094&desppNAV\\_GID=2127&desppNav=](http://www.ct.gov/despp/cwp/view.asp?a=4437&Q=515094&desppNAV_GID=2127&desppNav=)

# Division of Statewide Emergency Telecommunications

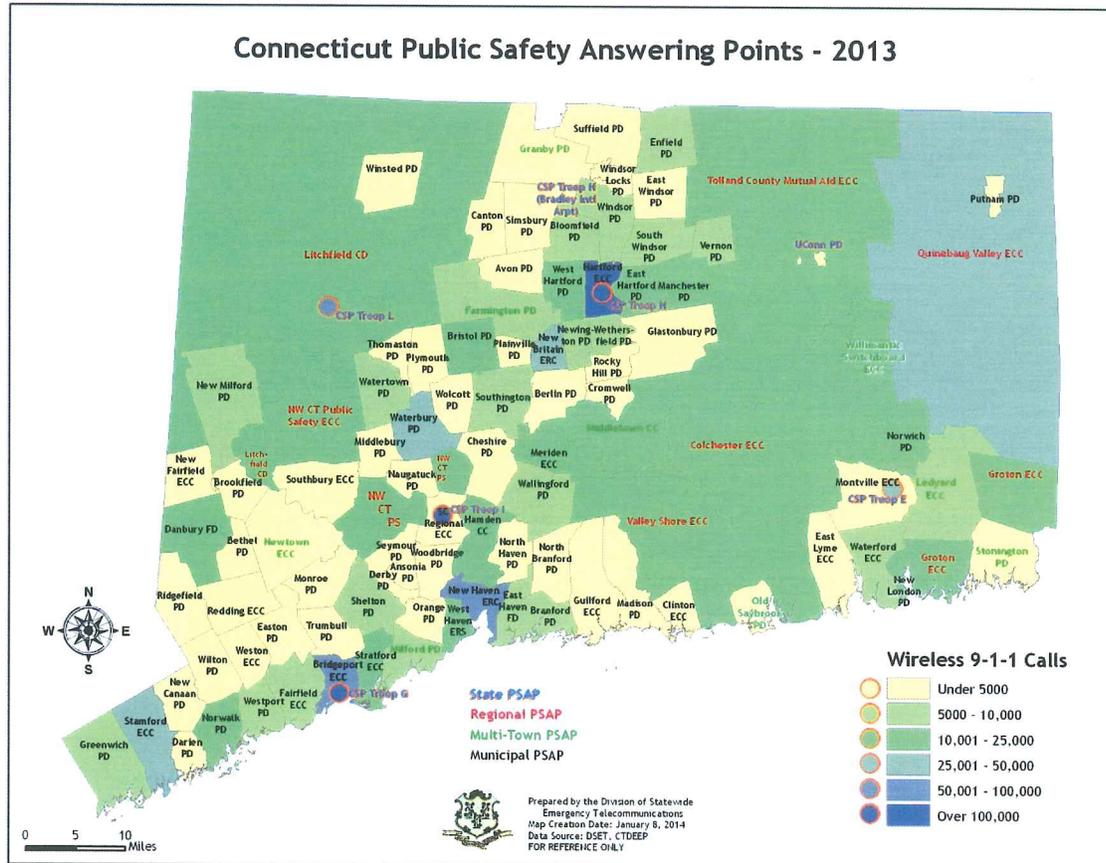
## Connecticut Public Safety Answering Points - 2013



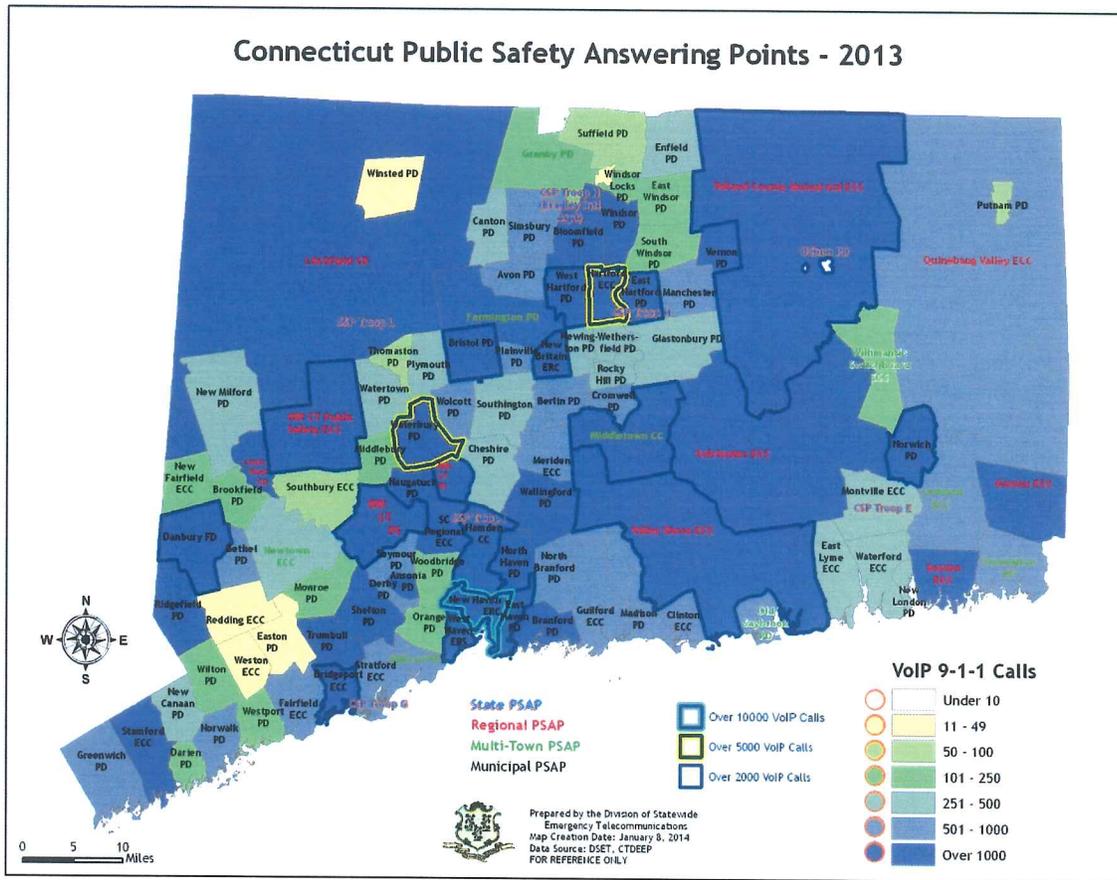
## Connecticut Public Safety Answering Points - 2013



# Division of Statewide Emergency Telecommunications



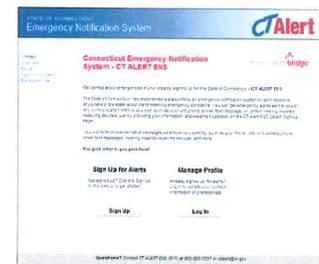
# Division of Statewide Emergency Telecommunications



- 2) **Connecticut State Police Mapping** – DSET GIS has been assisting the Connecticut State Police mapping needs. DSET GIS has provided GIS datasets, plus town base maps, an updated troop coverage map, and project specific site maps.



- 3) **GIS Support for CT Alert** – DSET continues to work with the state's emergency notification

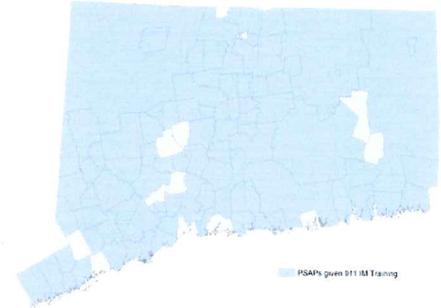


## Division of Statewide Emergency Telecommunications

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system vendor, Everbridge, to support the GIS portion of CT Alert system. To date, DSET has been able to locate over 84% of Everbridge's unmatched opt-in registrations and has begun the process to perform all geocoding for the CT Alert system.

- 4) **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, DSET has used the 911 IM to update over 600 MSAG entries since the system went live in 2010.



- 5) **2012 Statewide Orthoimagery Flight Update** – The State of Connecticut, through its Department 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) to procure a statewide high-resolution orthoimagery. This orthoimagery flight is being done as part of the USGS Urbanized Area Flight Program and will be detailed enough to support regional, state, and national purposes.

The orthoimagery flyover was completed in late March/early April, 2012 by the project vendor, Photo Science Corporation, and consists of nearly 6300 raw digital images that cover approximately 5,266 square miles. As of February 1st, 2013, the State of Connecticut has received the raw images and all orthoimages that were created from the raw digital images.

The orthoimagery is one foot resolution and consist of 4-bands, containing true color and near infrared. The project is jointly funded by DOT, DESPP, and NGA with USGS managing the orthoimagery procurement and quality assurance.

This orthoimagery is 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.

The available orthoimagery can be viewed currently through ESRI GIS mapping software as a map service from the Connecticut Ecological Conditions Online (CT ECO) website, [www.cteco.uconn.edu/](http://www.cteco.uconn.edu/). The service URL is [http://www.ctecoapp3.uconn.edu/arcgis/rest/services/images/ortho\\_2012/ImageServer](http://www.ctecoapp3.uconn.edu/arcgis/rest/services/images/ortho_2012/ImageServer). The orthoimagery will also be available to download soon via a data download page from CT ECO. The orthoimagery will be available at town level in Jpeg2000 for and MrSID formats and individual tiles in GeoTiff and MrSID formats.

# Division of Statewide Emergency Telecommunications



*Orthoimagery Delivery Status, February 1, 2013*

# Division of Statewide Emergency Telecommunications

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

The Department of Emergency Services and Public Protection, Division 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. 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 9-1-1 public safety answering points (PSAPs).

An RFP was issued for the NG9-1-1 systems and vendor responses were received and evaluated. A contract award was made in November, 2013. Full implementation is anticipated to take 18-24 months.

# Division 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.

**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.

## Division of Statewide Emergency Telecommunications

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**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.

# Division of Statewide Emergency Telecommunications

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## Appendix B – BUDGET FY 13/14

Department of Emergency Services and Public Protection

DIVISION OF STATEWIDE EMERGENCY TELECOMMUNICATIONS

**Requirements for the Operating Budget  
Of the Statewide Enhanced 9-1-1 Program  
Fiscal Year 13/14  
Budget Narrative**

**Item #1 Equipment Enhancements:**

Funding for 9-1-1 street centerline and address data updates for fiscal year 13/14 is estimated at \$135,000 for hardware, software and custom formatting. Additional funds for miscellaneous Public Safety Answering Point (PSAP) equipment and maintenance including replacement of time synchronization equipment and headsets will be required. AT&T maintenance for the 9-1-1 call handling platform is \$730,968. The cost of providing translation services to all PSAPs is calculated to be \$18,000. The replacement of the current 9-1-1 system with an NG 911 capable system is expected to cost \$20,000,000 over a two year period. Deployment and purchase are anticipated to occur in the fiscal years 13/14 and 14/15 as noted in the budget. The NG 911 system procured will be in conformance with the applicable standards of the National Emergency Number Association (NENA). Contract Services for implementation of NG 9-1-1 is estimated at \$150,000. CT Alert, Connecticut's emergency notification system used by both State officials for large-scale notifications, and local notifications managed by PSAPs to alert citizens of public safety threats is estimated at \$824,000. Total requirements for equipment and software are expected to be \$12,279,468.00.

**Item #2 Regional Emergency Telecommunications Funding:**

Funding for the Regional Emergency Telecommunications Centers is based upon the formula in Section 28-24-3 of the regulation. The variables incorporated into the formula result in an exact amount required for this budget category. FY 13/14 requirements are \$3,977,763.88 for the seven regional telecommunications centers.

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

Funding for the 21 cities in Connecticut with populations in excess of 40,000 is determined by calculation of the formula in Section 28-24-3 of the regulations of the State of Connecticut. The total amount calculated for 22 cities for FY 13/14 is \$4,139,813.04 and includes the City of Norwich, which has reached the population threshold of 40,000. This category also includes restoration of funds for the Cities of Danbury and Meriden for consolidating services, total funding \$4,613,002.11.

**Item #4 New Regionals:**

This category can only be estimated; a hypothetical group of municipalities currently operating as stand alone PSAPs is used as the basis for estimating the cost of a new regional emergency communications center. DSET anticipates additional regionalization efforts, based on recent grant requests and consolidation activity underway. The FY 13/14 estimated cost is \$1,395,218.04.

**Item #5 Network Costs:**

This category includes the cost of the E911 network and E911 database services provided by AT&T. AT&T's estimated cost for network services/database management is \$2,486,183.88 for FY 13/14. These costs include ISDN lines, computer services, tandem connections, database management and support services.

Maintenance of the public safety data network which provides connectivity for public safety agencies including police, fire and emergency medical services (EMS) is \$3,863,000. Interoperability of radio systems is contingent upon the P-25 switch, which is estimated at \$521,895.33. Telecommunications Service Priority, (TSP) is a program that prioritizes restoration of telecommunication services in the event of a failure and is estimated to cost \$30,000.00. A total of \$360,000 has been budgeted to provide redundancy and disaster recovery for critical PSAP communications (VSAT). Total 9-1-1 network costs are estimated at \$7,261,079.21.

**Item #6 Transition Grants:**

Based on current known activity and requests, DSET estimates as many as ten stand-alone PSAPs will join other regional centers or form a new center. Grants are capped at \$250,000 per municipality. Total transition grant funding is estimated at \$2,500,000.

**Item #7 CMED Subsidy:**

Each municipality in the state will receive a subsidy for Coordinated Emergency Medical Direction (CMED) services as required by Connecticut General Statute Sec.28-24-(c) (2) at the rate of 30 cents per capita. Based upon a statewide population of 3,580,709, the total amount for the CMED subsidy for FY 13/14 is \$1,074,212.70.

**Item #8 Division of Statewide Emergency Telecommunications (DSET):**

The anticipated operational costs for the Division of Statewide Emergency Telecommunications for FY 13/14 are \$1,695,858.74.

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

This annual subsidy is intended to facilitate the collection of EMS data within the Department of Public Health as required by Connecticut General Statute Sec.28-24-(c) (7); for FY 13/14 this cost is \$250,000.

**Item #10 Telecommunicator Certification Training and Public Education:**

This annual cost is for training public safety telecommunicators required by Connecticut General Statutes Section 28-30 and reimbursement for Emergency Medical Dispatch (EMD) training for municipalities. The projected cost of public safety telecommunicator training including training on the E9-1-1 call handling equipment and the purchase of ten 911 student simulator stations, and one administrator station is \$109,187.50. EMD training, required for certification is estimated at

\$75,000. Included in FY 13/14 budget is a \$150,000 for public education initiatives to increase awareness of Connecticut's Emergency Notification System, CT Alert, as well as the next generation of 911 and its impact on the public (NG 911). The total amount needed for FY 13/14 is \$334,187.50.

**Item #11 Multi-Town PSAPs:**

This budget item provides a subsidy for a public safety answering point responsible for the receipt and processing of 9-1-1 calls for two municipalities (Multi-Town PSAP). Funding is based upon the formula in the Regulation of Connecticut State Agencies Section 28-24-3 and is anticipated to be \$914,345.55 for nine multi-town PSAPs including the restoration of funds for consolidation of services for Milford.

**Item #12 CSP Subsidy:**

This budget item provides funding for the Connecticut State Police (CSP) for the purpose of providing 9-1-1 emergency telecommunications services and is calculated with the formula of \$1.00 for each 9-1-1 call received by Connecticut State Police public safety answering points. Based on 9-1-1 call counts from 2012 the subsidy for CSP will be \$699,170.00.

**Item #13 PSAP Training Subsidy:**

This subsidy will provide a training allowance for all PSAPs to use exclusively for the purpose of providing 9-1-1 related training for telecommunicators. This subsidy will be based on 10 cents per capita, based on population figures from the Department of Public Health. The total amount required for FY 13/14 is \$361,327.80.

**Item #14 Capital Expenses:**

Funding for capital expenses is based on 12.5% of the total funding for regional emergency communications centers and funded cities, with a 25% cap in year two. Any regional emergency communications center or funded city requesting this subsidy must provide matching local funds. The total amount budgeted for FY 13/14 is \$1,560,534.14.

**Total Budget Requirements:**

The total amount of funding requirements for the Enhanced 911 budget for FY 13/14 is **\$38,916,167.68.**

**Budget Requirements FY 13/14**

<b>Budget Item</b>	<b>Total Requirements</b>
Item 1: New Equipment	\$12,279,468.00
Item 2: Regional Subsidies	\$3,977,763.88
Item 3: City Subsidies*	\$4,613,002.11
Item 4: New Regionals	\$1,395,218.04
Item 5: Network Costs	\$7,261,079.21
Item 6: Transition Grants	\$2,500,000.00
Item 7: CMED Subsidy	\$1,074,212.70
Item 8: OSET Costs	\$1,695,858.74
Item 9: DPH Subsidy	\$250,000.00
Item 10: Telecommunicator Certification Training	\$334,187.50
Item 11: Multi-Town PSAPs	\$914,345.55
Item 12: CSP	\$699,170.00
Item 13: PSAP Training Subsidy	\$361,327.80
Item 14: Capital Expenses	\$1,560,534.14
<b>Total Budget</b>	<b>\$38,916,167.68</b>
* Assumes fully funded	



**Item #2  
Funding for Regionals FY 2013-2014**

<b>TOWN/CITY</b>	<b>Pop. 11</b>	<b># 911 Calls</b>	<b>Var.1</b>	<b>Var.2</b>	<b>FY13/14</b>	
<b>Colchester EC</b>	<b>P</b>	<b>N</b>	<b>C1</b>	<b>C2</b>	<b>Subsidy</b>	
Bozrah	2,622					
Colchester	16,034					
East Haddam	9,146					
East Hampton	12,989					
Haddam Neck	600					
Lebanon	7,292					
Marlborough	6,410					
Salem	4,142					
<b>FY13/14</b>	<b>59,235</b>	<b>1</b>	<b>1.416</b>	<b>1</b>	<b>\$289,085.76</b>	
<b>Groton ECC</b>						
Town of Groton	40,038					
Groton Long Point	0					
City of Groton	0					
No. Stonington	5,287					
<b>FY13/14</b>	<b>45,325</b>	<b>1</b>	<b>0.8</b>	<b>1</b>	<b>\$164,801.70</b>	
<b>Litchfield County Dispatch</b>						
Barkhamsted	3,776					
Borough Bantam	0					
Borough Litchfid.	0					
Bridgewater	1,716					
Canaan	1,227					
Colebrook	1,476					
Cornwall	1,412					
Goshen	2,957					
Hartland	2,116					
Harwinton	5,608					
Kent	2,961					
Litchfield	8,417					
Morris	2,373					
New Hartford	6,929					
Norfolk	1,698					
North Canaan	3,295					
Salisbury	3,720					
Sharon	2,766					
Sherman	3,618					
Torrington	36,167					
Warren	1,453					
Washington	3,557					
<b>FY13/14</b>	<b>97,242</b>	<b>1</b>	<b>4.4</b>	<b>1</b>	<b>\$1,060,715.74</b>	
<b>Northwest Public Safety*</b>						

**Item #2  
Funding for Regionals FY 2013-2014**

<b>TOWN/CITY</b>	<b>Pop. 11</b>	<b># 911 Calls</b>	<b>Var.1</b>	<b>Var.2</b>	<b>FY13/14</b>
Beacon Falls	6,038				
Bethlehem	3,586				
Oxford	12,662				
Prospect	9,390				
Roxbury	2,249				
Woodbury	9,915				
Middlebury	7,563				
<b>FY13/14</b>	<b>51,403</b>	<b>1</b>	<b>1.4</b>	<b>1</b>	<b>\$249,201.74</b>
<b>Quinebaug Valley ECC</b>					
Bor. Danielson	0				
Bor. Jewett City	0				
Brooklyn	8,192				
Canterbury	5,119				
Chaplin	2,298				
Eastford	1,744				
Griswold	11,925				
Hampton	1,858				
Killingly	17,330				
Lisbon	4,330				
Plainfield	15,369				
Pomfret	4,236				
Scotland	1,722				
Sprague	2,978				
Sterling	3,820				
Thompson	9,435				
Voluntown	2,597				
Woodstock	7,945				
East Putnam Fire	2,497				
<b>FY13/14</b>	<b>103,395</b>	<b>1</b>	<b>3.654</b>	<b>1</b>	<b>\$972,024.67</b>
<b>Tolland County Mutual Aid</b>					
Andover	3,298				
Ashford	4,307				
Bolton	4,974				
Columbia	5,477				
Coventry	12,418				
Ellington	15,582				
Mansfield	26,524				
Somers	11,433				
Stafford	12,072				
Tolland	15,031				
Union	853				
Willington	6,033				
Hebron	9,673				
<b>FY13/14</b>	<b>127,675</b>	<b>1</b>	<b>2.45</b>	<b>1</b>	<b>\$889,767.08</b>

**Item #2  
Funding for Regionals FY 2013-2014**

<b>TOWN/CITY</b>	<b>Pop. 11</b>	<b># 911 Calls</b>	<b>Var.1</b>	<b>Var.2</b>	<b>FY13/14</b>	
<b>Valley Shore ECC</b>						
Chester	4,003					
Deep River	4,639					
Durham	7,403					
Essex	6,698					
Haddam	7,764					
Killingworth	6,540					
Lyme	2,401					
Middlefield	4,436					
Old Lyme	7,587					
Westbrook	6,954					
<b>FY13/14</b>	<b>58,425</b>	<b>1</b>	<b>1.984</b>	<b>1</b>	<b>\$352,167.20</b>	
	<b>TOTAL SUBSIDY</b>				<b>\$3,977,763.88</b>	
<b>NOTES</b>						
P= 2011 Dept. of Public Health population estimates						
N= Number of 911 Calls in 2012 (wire + wireless)						
C1= Number of emergency services dispatched (max of 3) .1 + .02 ea. Year						
C2= Full service dispatch centers receive 1.0						
Consumer price Index value of .020 is added to the base value of 2.0						

**Item #3**  
**Funding for Cities: FY 2012-2013**

<b>Cities</b>	<b>Pop. 10</b>	<b># 911 Calls</b>	<b>VAR.1</b>	<b>VAR.2</b>	<b>FY13/14</b>
<b>Bridgeport</b>	P	N	C1	C2	Subsidy
FY 13/14	145,638	1.56	0.1	0	\$45,893.45
<b>Bristol</b>					
FY 13/14	60,525	1	0.1	1	\$134,486.55
<b>Danbury*</b>					
FY 13/14	81,671	1	0.1	1	\$181,472.96
<i>Restoration of full funding 3 yrs. 50%</i>					\$225,000.00
<b>East Hartford</b>					
FY 13/14	51,293	1	0.1	1	\$113,973.05
<b>Enfield</b>					
FY 13/14	44,686	1	0.1	1	\$99,292.29
<b>Fairfield</b>					
FY 13/14	59,961	1	0.1	1	\$133,233.34
<b>Greenwich</b>					
FY 13/14	61,782	1	0.1	1	\$137,279.60
<b>Hamden</b>					
FY 13/14	60,868	1	0.1	1	\$135,248.70
<b>Hartford</b>					
FY 13/14	124,867	2.77	0.1	1	\$768,548.89
<b>Manchester</b>					
FY 13/14	58,287	1	0.1	1	\$129,513.71
<b>Meriden*</b>					
FY 13/14	60,770	1	0.1	1	\$135,030.94
<i>restoration of funds</i>					\$248,189.07
<b>New Britain</b>					
FY 13/14	73,261	1.01	0.1	1	\$164,413.80

**Item #3**  
**Funding for Cities: FY 2012-2013**

<b>Cities</b>	<b>Pop. 10</b>	<b># 911 Calls</b>	<b>VAR.1</b>	<b>VAR.2</b>	<b>FY13/14</b>
<b>New Haven</b>					
FY 13/14	129,585	2.1	0.1	1	\$604,669.53
<b>Norwalk</b>					
FY 13/14	86,460	1	0.1	1	\$192,114.12
<b>Norwich</b>					
FY 13/14	40,408	1	0.1	0.75	\$69,380.54
<b>Southington</b>					
FY 13/14	43,103	1	0.1	1	\$95,774.87
<b>Stamford</b>					
FY 13/14	123,868	1	0.1	1	\$275,234.70
<b>Stratford</b>					
FY 13/14	51,901	1	0.1	1	\$115,324.02
<b>Wallingford</b>					
FY 13/14	45,062	1	0.1	1	\$100,127.76
<b>Waterbury</b>					
FY 13/14	110,189	1	0.1	1	\$244,839.96
<b>West Hartford</b>					
FY 13/14	63,317	1	0.1	1	\$140,690.37
<b>West Haven</b>					
FY 13/14	55,477	1	0.1	1	\$123,269.89
<b>Total</b>					<b>\$4,613,002.11</b>



Item #5  
Network Costs: FY 2012-2013

<b>Estimated 9-1-1 Network Cost</b>	
<u>Database Management</u>	
ALISA Database Software Maintenance	\$431,832.00
Data Assurance Group MSAG Maintenance	\$1,007,118.72
IT programming and Consulting Selective Router Software Maintenance	\$9,376.80
	<u>\$1,448,327.52</u>
<u>Network Management</u>	
Tandem Services	\$320,035.68
End Office Trunk Pkg.	\$74,991.84
End Office Transport	\$197,102.76
Tandem to Tandem and Tandem to Database Interoffice Trunking	\$19,075.08
	<u>\$611,205.36</u>
E911 ISDN BRI flat rate @\$40 plus E911 BRI line feature pkg. @ \$26.54	\$232,373.00
Remote Monitoring and 911 callback services	\$187,630.00
Centralink 2100 State Police Lines	\$6,648.00
	<u>\$426,651.00</u>
<b>Total Database and Network Costs</b>	<b>\$2,486,183.88</b>
Public Safety Data Network Maintenance	\$3,863,000.00
Telephone Service Priority (TSP)/GETS/WPS	\$30,000.00
VSAT Network Costs	\$360,000.00
	<u>\$4,253,000.00</u>
P-25 Switch Year 2	<u>\$521,895.33</u>
<b>TOTAL E911 Costs</b>	<b><u>\$7,261,079.21</u></b>

**Item #6  
Transition Grants: FY 2013-2014**

<b>Projected Amounts Required for Transition Grants</b>				
				<b>Estimated</b>
<b>FY13/14</b>			<b># of Towns</b>	<b>Transition @ \$250,000</b>
Hypothetical Region A			5	\$1,250,000
Hypothetical Region B			5	\$1,250,000
<b>TOTAL</b>				<b>\$2,500,000</b>

**Item #7  
CMED: FY 2013-2014**

<b>Town</b>	<b>Pop</b>	<b>\$.30 Funding</b>
Andover	3,298	\$989.40
Ansonia	19,219	\$5,765.70
Ashford	4,307	\$1,292.10
Avon	18,113	\$5,433.90
Barkhamsted	3,776	\$1,132.80
Beacon Falls	6,038	\$1,811.40
Berlin	19,881	\$5,964.30
Bethany	5,554	\$1,666.20
Bethel	18,771	\$5,631.30
Bethlehem	3,586	\$1,075.80
Bloomfield	20,502	\$6,150.60
Bolton	4,974	\$1,492.20
Bozrah	2,622	\$786.60
Branford	27,980	\$8,394.00
Bridgeport	145,638	\$43,691.40
Bridgewater	1,716	\$514.80
Bristol	60,525	\$18,157.50
Brookfield	16,617	\$4,985.10
Brooklyn	8,192	\$2,457.60
Burlington	9,309	\$2,792.70
Canaan	1,227	\$368.10
Canterbury	5,119	\$1,535.70
Canton	10,300	\$3,090.00
Chaplin	2,298	\$689.40
Cheshire	29,216	\$8,764.80
Chester	4,003	\$1,200.90
Clinton	13,290	\$3,987.00
Colchester	16,034	\$4,810.20
Colebrook	1,476	\$442.80
Columbia	5,477	\$1,643.10
Cornwall	1,412	\$423.60
Coventry	12,418	\$3,725.40
Cromwell	14,037	\$4,211.10
Danbury	81,671	\$24,501.30
Darien	20,942	\$6,282.60
Deep River	4,639	\$1,391.70
Derby	12,882	\$3,864.60
Durham	7,403	\$2,220.90
East Granby	5,152	\$1,545.60
East Haddam	9,146	\$2,743.80
East Hampton	12,989	\$3,896.70
East Hartford	51,293	\$15,387.90
East Haven	29,209	\$8,762.70
East Lyme	19,124	\$5,737.20
East Windsor	11,170	\$3,351.00

Item #7  
 CMED: FY 2013-2014

<u>Town</u>	<u>Pop</u>	<u>\$.30 Funding</u>
Eastford	1,744	\$523.20
Easton	7,564	\$2,269.20
Ellington	15,582	\$4,674.60
Enfield	44,686	\$13,405.80
Essex	6,698	\$2,009.40
Fairfield	59,961	\$17,988.30
Farmington	25,361	\$7,608.30
Franklin	1,917	\$575.10
Gastonbury	34,454	\$10,336.20
Goshen	2,957	\$887.10
Granby	11,291	\$3,387.30
Greenwich	61,782	\$18,534.60
Griswold	11,925	\$3,577.50
Groton	40,038	\$12,011.40
Guilford	22,340	\$6,702.00
Haddam	8,364	\$2,509.20
Hamden	60,868	\$18,260.40
Hampton	1,858	\$557.40
Hartford	124,867	\$37,460.10
Hartland	2,116	\$634.80
Harwinton	5,608	\$1,682.40
Hebron	9,673	\$2,901.90
Kent	2,961	\$888.30
Killingly	17,330	\$5,199.00
Killingworth	6,540	\$1,962.00
Lebanon	7,292	\$2,187.60
Ledyard	15,019	\$4,505.70
Lisbon	4,330	\$1,299.00
Litchfield	8,417	\$2,525.10
Lyme	2,401	\$720.30
Madison	18,239	\$5,471.70
Manchester	58,287	\$17,486.10
Mansfield	26,524	\$7,957.20
Marlborough	6,410	\$1,923.00
Meriden	60,770	\$18,231.00
Middlebury	7,563	\$2,268.90
Middlefield	4,436	\$1,330.80
Middletown	47,749	\$14,324.70
Milford	52,675	\$15,802.50
Monroe	19,675	\$5,902.50
Montville	19,533	\$5,859.90
Morris	2,373	\$711.90
Naugatuck	31,810	\$9,543.00
New Britain	73,261	\$21,978.30
New Canaan	19,938	\$5,981.40

**Item #7**  
**CMED: FY 2013-2014**

<b>Town</b>	<b>Pop</b>	<b>\$.30 Funding</b>
New Fairfield	14,020	\$4,206.00
New Hartford	6,929	\$2,078.70
New Haven	129,585	\$38,875.50
New London	27,569	\$8,270.70
New Milford	27,972	\$8,391.60
Newington	30,586	\$9,175.80
Newtown	27,829	\$8,348.70
Norfolk	1,698	\$509.40
North Branford	14,383	\$4,314.90
North Canaan	3,295	\$988.50
North Haven	24,054	\$7,216.20
North Stonington	5,287	\$1,586.10
Norwalk	86,460	\$25,938.00
Norwich	40,408	\$12,122.40
Old Lyme	7,587	\$2,276.10
Old Saybrook	10,265	\$3,079.50
Orange	13,933	\$4,179.90
Oxford	12,662	\$3,798.60
Plainfield	15,369	\$4,610.70
Plainville	17,730	\$5,319.00
Plymouth	12,169	\$3,650.70
Pomfret	4,236	\$1,270.80
Portland	9,530	\$2,859.00
Preston	4,716	\$1,414.80
Prospect	9,390	\$2,817.00
Putnam	9,562	\$2,868.60
Redding	9,250	\$2,775.00
Ridgefield	24,885	\$7,465.50
Rocky Hill	19,723	\$5,916.90
Roxbury	2,249	\$674.70
Salem	4,142	\$1,242.60
Salisbury	3,720	\$1,116.00
Scotland	1,722	\$516.60
Seymour	16,514	\$4,954.20
Sharon	2,766	\$829.80
Shelton	39,954	\$11,986.20
Sherman	3,618	\$1,085.40
Simsbury	23,528	\$7,058.40
Somers	11,433	\$3,429.90
South Windsor	25,729	\$7,718.70
Southbury	19,873	\$5,961.90
Southington	43,103	\$12,930.90
Sprague	2,978	\$893.40
Stafford	12,072	\$3,621.60
Stamford	123,868	\$37,160.40

**Item #7  
CMED: FY 2013-2014**

<b>Town</b>	<b>Pop</b>	<b>\$.30 Funding</b>
Sterling	3,820	\$1,146.00
Stonington	18,506	\$5,551.80
Stratford	51,901	\$15,570.30
Suffield	15,747	\$4,724.10
Thomaston	7,838	\$2,351.40
Thompson	9,435	\$2,830.50
Tolland	15,031	\$4,509.30
Torrington	36,167	\$10,850.10
Trumbull	36,376	\$10,912.80
Union	853	\$255.90
Vernon	29,139	\$8,741.70
Voluntown	2,597	\$779.10
Wallingford	45,062	\$13,518.60
Warren	1,453	\$435.90
Washington	3,557	\$1,067.10
Waterbury	110,189	\$33,056.70
Waterford	19,477	\$5,843.10
Watertown	22,377	\$6,713.10
West Hartford	63,317	\$18,995.10
West Haven	55,477	\$16,643.10
Westbrook	6,954	\$2,086.20
Weston	10,281	\$3,084.30
Westport	26,656	\$7,996.80
Wethersfield	26,690	\$8,007.00
Willington	6,033	\$1,809.90
Wilton	18,242	\$5,472.60
Winchester	11,175	\$3,352.50
Windham	25,214	\$7,564.20
Windsor	29,067	\$8,720.10
Windsor Locks	12,507	\$3,752.10
Wolcott	16,652	\$4,995.60
Woodbridge	8,976	\$2,692.80
Woodbury	9,915	\$2,974.50
Woodstock	7,945	\$2,383.50
<b>TOTAL:</b>	<b>3,580,709</b>	<b>\$1,074,212.70</b>

**Item #8  
DSET Budget: FY 2013-2014**

<b>Estimated Budget:</b>	
<b>Office of Statewide Emergency Telecommunications</b>	
<b>Period of 7/1/13-6/30/14</b>	
	\$950,794.59
Total Salary & Overhead/Fringe = 71%	\$1,625,858.74
Plus Travel & Training	\$40,000.00
Plus OE	\$10,000.00
Plus Equipment	\$20,000.00
<b>ESTIMATED FY13/14 OSET BUDGET</b>	<b><u>\$1,695,858.74</u></b>

**Item #9**  
**DPH Subsidy: FY 2013-2014**

<b>Department of Public Health</b>		
<b>Transfer of Funds for EMS</b>		
<b>Period of 7/1/13-6/30/14</b>		
EMS payment to Dept. of Public Health	\$250,000.00	
<b>FY13/14</b>	<b><u>\$250,000.00</u></b>	

**Item #10**

**Telecommunicator Certification Training and Public Education: FY 2013-2014**

<b>Training &amp; Public Education</b>	
<b>Period of 7/1/13-6/30/14</b>	
EMD Training	\$75,000.00
911 Simulators	\$70,000.00
Telecommunicator Training Program	\$9,187.50
Training Materials, Printing Costs	\$10,000.00
CPE Training	\$20,000.00
Public Education Initiatives	\$150,000.00
<b>Total:</b>	<b><u>\$334,187.50</u></b>

**Item #11  
Multi-Towns PSAPs: FY 2012-2013**

TOWN/CITY	P	CALLS N	VAR.1 C1	VAR.2 C2	FY13/14 Subsidy		
Farmington	25,361						
Burlington	9,309						
<b>FY13/14</b>	<b>34,670</b>	<b>1</b>	<b>0.4</b>	<b>1</b>	<b>\$98,046.76</b>		
Granby	11,291						
East Granby	5,152						
<b>FY13/14</b>	<b>16,443</b>	<b>1</b>	<b>0.4</b>	<b>1</b>	<b>\$46,500.80</b>		
Ledyard	15,019						
Preston	4,716						
<b>FY13/14</b>	<b>19,735</b>	<b>1</b>	<b>0.4</b>	<b>1</b>	<b>\$55,810.58</b>		
Middletown	47,749						
Portland	9,530						
<b>FY13/14</b>	<b>57,279</b>	<b>1</b>	<b>0.4</b>	<b>1</b>	<b>\$161,985.01</b>		
Milford*	52,675						
Woodmont	0						
<b>FY13/14</b>	<b>52,675</b>	<b>1</b>	<b>0.4</b>	<b>1</b>	<b>\$148,964.90</b>		
restoration of funds					<b>\$166,246.23</b>		
Newtown	27,829						
Borough of Newtown	0	1	0.4	1	\$78,700.41		
<b>FY13/14</b>	<b>27,829</b>						
Old Saybrook	10,265						
Fenwick	0	1	0.4	1	\$29,029.42		
<b>FY13/14</b>	<b>10,265</b>						
Stonington	18,506						
Borough of Stonington	0	1	0.4	1	\$52,334.97		
<b>FY13/14</b>	<b>18,506</b>						
Franklin	1,917						
Windham	25,214	1	0.4	1	\$76,726.47		
<b>FY13/14</b>	<b>27,131</b>						
<b>TOTAL</b>					<b><u>\$914,345.55</u></b>		
<b>*** Assumes Milford Will Consolidate</b>							

**Item #12**  
**State Police PSAP Funding: FY 2013-2014**

<b>State Police Troop</b>	<b>2012 # 911 Calls</b>	<b>Subsidy</b>
CSP A	24,854	\$24,854.00
CSP B	1,344	\$1,344.00
CSP E	46,835	\$46,835.00
CSP G	267,527	\$267,527.00
CSP H	166,695	\$166,695.00
CSP I	122,254	\$122,254.00
CSP L	67,264	\$67,264.00
CSP W	2,397	\$2,397.00
<b>TOTAL</b>	<b>699,170</b>	<b><u>\$699,170.00</u></b>

**Item #13  
PSAP Training Subsidy: FY 2013-2014**

<b>Public Safety Answering Point</b>	<b>Pop. 11</b>	<b>\$.10 per capita</b>		
Ansonia	19,219	\$1,921.90		
Avon PD	18,113	\$1,811.30		
Berlin PD	19,881	\$1,988.10		
Bethel PD	18,771	\$1,877.10		
Bloomfield PD	20,502	\$2,050.20		
Branford PD	27,980	\$2,798.00		
Bridgeport FD	145,638	\$14,563.80		
Bristol PD	60,525	\$6,052.50		
Brookfield PD	16,617	\$1,661.70		
Canton PD	10,300	\$1,030.00		
Cheshire PD	29,216	\$2,921.60		
Clinton ECC	13,290	\$1,329.00		
Colchester ECC	68,908	\$6,890.80		
Cromwell PD	14,037	\$1,403.70		
Danbury FD	81,671	\$8,167.10		
Darien PD	20,942	\$2,094.20		
Derby PD	12,882	\$1,288.20		
East Hartford PD	51,293	\$5,129.30		
East Haven FD	29,209	\$2,920.90		
East Lyme ECC	19,124	\$1,912.40		
East Windsor PD	11,170	\$1,117.00		
Easton PD	7,564	\$756.40		
Enfield PD	44,686	\$4,468.60		
Fairfield ECC	59,961	\$5,996.10		
Farmington PD/(Burlington)	34,670	\$3,467.00		
Glastonbury PD	34,454	\$3,445.40		
Granby PD/(East Granby)	16,443	\$1,644.30		
Greenwich PD	61,782	\$6,178.20		
Groton ECC	45,325	\$4,532.50		
Guilford ECC	22,340	\$2,234.00		
Hamden Central	60,868	\$6,086.80		
Hartford PD	124,867	\$12,486.70		
Ledyard ECC/(Preston)	19,735	\$1,973.50		
Litchfield County Dispatch	97,242	\$9,724.20		
Madison PD	18,239	\$1,823.90		
Manchester PD	58,287	\$5,828.70		
Meriden PD	60,770	\$6,077.00		
Middlebury PD	7,563	\$756.30		
Middletown ECC/(Portland)	57,279	\$5,727.90		
Milford FD	52,675	\$5,267.50		
Monroe PD	19,675	\$1,967.50		
Montville ECC	19,533	\$1,953.30		
Naugatuck PD	31,810	\$3,181.00		
New Britain ECC	73,261	\$7,326.10		
New Canaan PD	19,938	\$1,993.80		
New Fairfield ECC	14,020	\$1,402.00		

Item #13  
PSAP Training Subsidy: FY 2013-2014

<u>Public Safety Answering Point</u>	<u>Pop. 11</u>	<u>\$.10 per capita</u>		
New Haven ECC	129,585	\$12,958.50		
New London PD	27,569	\$2,756.90		
New Milford PD	27,972	\$2,797.20		
Newington PD	30,586	\$3,058.60		
Newtown PD	27,829	\$2,782.90		
North Branford PD	14,383	\$1,438.30		
North Haven PD	24,054	\$2,405.40		
Northwest Ct. Public Safety	51,403	\$5,140.30		
Norwalk PD	86,460	\$8,646.00		
Norwich PD	40,408	\$4,040.80		
Old Saybrook PD	10,265	\$1,026.50		
Orange PD	13,933	\$1,393.30		
Plainville PD	17,730	\$1,773.00		
Plymouth PD	12,169	\$1,216.90		
Putnam	9,562	\$956.20		
Quinebaug Valley EC	103,395	\$10,339.50		
Redding PD	9,250	\$925.00		
Ridgefield PD	24,885	\$2,488.50		
Rocky Hill PD	19,723	\$1,972.30		
Seymour PD	16,514	\$1,651.40		
Shelton PD	39,954	\$3,995.40		
Simsbury PD	23,528	\$2,352.80		
South Central CMED	5,554	\$555.40		
South Windsor PD	25,729	\$2,572.90		
Southbury ECC	19,873	\$1,987.30		
Southington PD	43,103	\$4,310.30		
Stamford ECC	123,868	\$12,386.80		
Stonington PD	18,506	\$1,850.60		
Stratford PD	51,901	\$5,190.10		
Suffield PD	15,747	\$1,574.70		
Thomaston PD	7,838	\$783.80		
Tolland County	127,675	\$12,767.50		
Trumbull ECC	36,376	\$3,637.60		
UCONN	12,236	\$1,223.60		
Valley Shore ECC	59,025	\$5,902.50		
Vernon PD	29,139	\$2,913.90		
Wallingford PD	45,062	\$4,506.20		
Waterbury PD	110,189	\$11,018.90		
Waterford ECC	19,477	\$1,947.70		
Watertown PD	22,377	\$2,237.70		
West Hartford PD	63,317	\$6,331.70		
West Haven ERS	55,477	\$5,547.70		
Weston ECC	10,281	\$1,028.10		
Westport PD	26,656	\$2,665.60		
Wethersfield PD	26,690	\$2,669.00		
Willimantic Switchboard	27,131	\$2,713.10		

Item #13  
PSAP Training Subsidy: FY 2013-2014

<b>Public Safety Answering Point</b>	<b>Pop. 11</b>	<b><u>\$.10 per capita</u></b>		
Wilton PD	18,242	\$1,824.20		
Windsor PD	29,067	\$2,906.70		
Windsor Locks PD	12,507	\$1,250.70		
Winsted PD	11,175	\$1,117.50		
Wolcott PD	16,652	\$1,665.20		
Woodbridge PD	8,976	\$897.60		
<b>TOTAL</b>		<b><u>\$361,327.80</u></b>		

**Item #14**  
**Capital Expense Costs: FY 2013-2014**

<b>Category</b>	<b>Funds Held</b>	<b>Funding 12/13</b>	<b>12.5% of Funding</b>	<b>Funding 13/14</b>	<b>12.5% of Funding</b>
Regionals		\$3,899,371.88	\$487,421.48	\$3,977,763.88	\$497,220.49
Cities		\$3,717,941.66	\$464,742.71	\$4,613,002.11	\$576,625.26
			\$952,164.19		\$1,073,845.75
Bristol FY 09/10	\$16,197.76				
New Britain 09/10	\$38,504.49				
Total	\$2,080,712.19				
<b>75% of Total</b>	<b>\$1,560,534.14</b>				
*Budgeted amount is 75% of total based on past practice of actual expenditures					

Division of Statewide Emergency Telecommunications

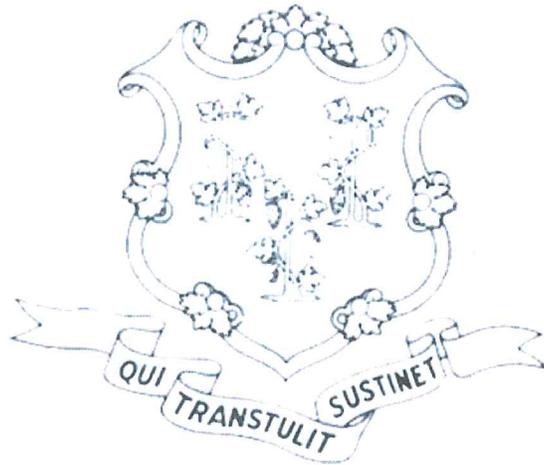
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Appendix C – CALL COUNT REPORT

State of Connecticut

Enhanced 9-1-1 Public Safety Answering Points  
&  
Connecticut State Police  
Secondary Answering Points



2013 Enhanced 9-1-1 Call Counts

**ANSONIA PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	95	87	371	553
FEB	82	97	337	516
MAR	77	81	319	477
APR	105	71	361	537
MAY	79	88	375	542
JUN	76	80	400	556
JUL	74	78	406	558
AUG	51	84	367	502
SEP	69	71	403	543
OCT	63	89	417	569
NOV	51	74	395	520
DEC	88	110	406	604
<b>YTD</b>	<b>910</b>	<b>1010</b>	<b>4557</b>	<b>6477</b>

**BETHEL PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	92	84	256	432
FEB	92	57	233	382
MAR	86	56	259	401
APR	97	53	282	432
MAY	100	71	331	502
JUN	68	69	252	389
JUL	79	62	279	420
AUG	88	90	296	474
SEP	86	57	262	405
OCT	94	81	355	530
NOV	91	67	285	443
DEC	122	85	298	505
<b>YTD</b>	<b>1095</b>	<b>832</b>	<b>3388</b>	<b>5315</b>

**AVON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	126	44	275	445
FEB	102	39	226	367
MAR	122	48	276	446
APR	108	37	290	435
MAY	132	55	410	597
JUN	128	49	348	525
JUL	103	45	411	559
AUG	101	58	343	502
SEP	106	43	304	453
OCT	105	43	320	468
NOV	95	52	319	466
DEC	108	65	322	495
<b>YTD</b>	<b>1336</b>	<b>578</b>	<b>3844</b>	<b>5758</b>

**BLOOMFIELD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	225	106	529	860
FEB	207	107	429	743
MAR	189	111	573	873
APR	221	90	582	893
MAY	206	112	617	935
JUN	242	134	666	1042
JUL	310	108	584	1002
AUG	278	122	633	1033
SEP	241	95	514	850
OCT	260	104	618	982
NOV	237	116	593	946
DEC	244	141	589	974
<b>YTD</b>	<b>2860</b>	<b>1346</b>	<b>6927</b>	<b>11133</b>

**BERLIN PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	101	66	272	439
FEB	106	79	370	555
MAR	82	80	396	558
APR	86	59	376	521
MAY	67	80	421	568
JUN	96	56	435	587
JUL	83	74	421	578
AUG	81	82	378	541
SEP	68	77	403	548
OCT	75	90	371	536
NOV	62	73	410	545
DEC	76	72	393	541
<b>YTD</b>	<b>983</b>	<b>888</b>	<b>4646</b>	<b>6517</b>

**BRANFORD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	262	152	415	829
FEB	230	145	410	785
MAR	211	110	369	690
APR	253	117	437	807
MAY	249	122	473	844
JUN	215	123	539	877
JUL	218	149	550	917
AUG	203	184	526	913
SEP	211	123	480	814
OCT	210	143	423	776
NOV	202	148	436	786
DEC	191	131	485	807
<b>YTD</b>	<b>2655</b>	<b>1647</b>	<b>5543</b>	<b>9845</b>

**BRIDGEPORT ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	2508	129	7043	9680
FEB	2619	206	7282	10107
MAR	2307	121	6071	8499
APR	2384	154	6462	9000
MAY	2743	165	7366	10274
JUN	2482	194	7538	10214
JUL	2625	178	7938	10741
AUG	2299	192	7449	9940
SEP	2091	157	7126	9374
OCT	2163	190	6772	9125
NOV	1954	140	6756	8850
DEC	2769	221	6233	9223
<b>YTD</b>	<b>28944</b>	<b>2047</b>	<b>84036</b>	<b>115027</b>

**CANTON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	50	29	147	226
FEB	35	17	121	173
MAR	32	17	144	193
APR	56	27	121	204
MAY	59	29	164	252
JUN	67	34	205	306
JUL	42	34	165	241
AUG	45	27	149	221
SEP	80	41	158	279
OCT	38	21	193	252
NOV	45	26	177	248
DEC	47	28	164	239
<b>YTD</b>	<b>596</b>	<b>330</b>	<b>1908</b>	<b>2834</b>

**BRISTOL PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	404	248	1314	1966
FEB	291	240	1249	1780
MAR	259	238	1314	1811
APR	298	207	1355	1860
MAY	304	304	1529	2137
JUN	321	302	1484	2107
JUL	337	274	1573	2184
AUG	346	286	1540	2172
SEP	348	250	1511	2109
OCT	360	283	1676	2319
NOV	283	268	1330	1881
DEC	242	294	1453	1989
<b>YTD</b>	<b>3793</b>	<b>3194</b>	<b>17328</b>	<b>24315</b>

**CHESHIRE PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	366	23	285	674
FEB	374	22	272	668
MAR	362	22	245	629
APR	371	25	282	678
MAY	375	20	379	774
JUN	376	33	311	720
JUL	409	21	306	736
AUG	406	28	364	798
SEP	381	29	342	752
OCT	367	30	330	727
NOV	367	25	372	764
DEC	427	25	354	806
<b>YTD</b>	<b>4581</b>	<b>303</b>	<b>3842</b>	<b>8726</b>

**BROOKFIELD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	130	27	245	402
FEB	91	16	173	280
MAR	93	14	224	331
APR	120	11	203	334
MAY	137	23	265	425
JUN	130	13	318	461
JUL	121	21	259	401
AUG	126	23	289	438
SEP	118	25	227	370
OCT	113	21	254	388
NOV	107	20	247	374
DEC	125	18	257	400
<b>YTD</b>	<b>1411</b>	<b>232</b>	<b>2961</b>	<b>4604</b>

**CLINTON ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	76	43	172	291
FEB	50	50	175	275
MAR	57	51	158	266
APR	45	23	137	205
MAY	89	37	195	321
JUN	62	45	230	337
JUL	81	34	290	405
AUG	72	63	247	382
SEP	60	35	195	290
OCT	59	43	179	281
NOV	49	62	172	283
DEC	48	31	214	293
<b>YTD</b>	<b>748</b>	<b>517</b>	<b>2364</b>	<b>3629</b>

**COLCHESTER ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	349	162	1027	1538
FEB	264	148	1012	1424
MAR	256	154	1104	1514
APR	236	163	1020	1419
MAY	266	148	1250	1664
JUN	342	143	1268	1753
JUL	222	138	1342	1702
AUG	272	84	1293	1649
SEP	226	111	987	1324
OCT	249	126	1084	1459
NOV	240	124	1048	1412
DEC	246	153	1108	1507
<b>YTD</b>	<b>3168</b>	<b>1654</b>	<b>13543</b>	<b>18365</b>

**CSP TROOP D (Secondary)**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	100	4	376	480
FEB	73	6	347	426
MAR	75	4	418	497
APR	71	3	340	414
MAY	80	7	404	491
JUN	95	9	470	574
JUL	101	4	484	589
AUG	92	7	450	549
SEP	87	5	399	491
OCT	1796	810	9612	12218
NOV	0	0	0	0
DEC	0	0	0	0
<b>YTD</b>	<b>2570</b>	<b>859</b>	<b>13300</b>	<b>16729</b>

**CROMWELL PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	135	51	312	498
FEB	118	51	314	483
MAR	114	41	260	415
APR	147	43	317	507
MAY	125	44	415	584
JUN	151	40	347	538
JUL	116	40	324	480
AUG	126	48	341	515
SEP	135	50	333	518
OCT	110	43	299	452
NOV	106	35	316	457
DEC	134	54	363	551
<b>YTD</b>	<b>1517</b>	<b>540</b>	<b>3941</b>	<b>5998</b>

**CSP TROOP E**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	113	41	3275	3429
FEB	79	33	3072	3184
MAR	105	50	3362	3517
APR	92	37	3408	3537
MAY	117	45	4024	4186
JUN	116	41	4062	4219
JUL	98	51	4197	4346
AUG	100	54	4098	4252
SEP	99	48	3611	3758
OCT	87	50	3386	3523
NOV	49	31	1743	1823
DEC	0	0	0	0
<b>YTD</b>	<b>1055</b>	<b>481</b>	<b>38238</b>	<b>39774</b>

**CSP TROOP C**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	90	26	614	730
FEB	94	25	583	702
MAR	74	28	711	813
APR	90	31	630	751
MAY	97	21	735	853
JUN	88	24	720	832
JUL	135	30	729	894
AUG	135	31	783	949
SEP	171	20	762	953
OCT	324	36	1338	1698
NOV	377	82	3070	3529
DEC	376	138	5120	5634
<b>YTD</b>	<b>2051</b>	<b>492</b>	<b>15795</b>	<b>18338</b>

**CSP TROOP F (Secondary)**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	63	34	722	819
FEB	62	39	732	833
MAR	52	41	673	766
APR	49	45	698	792
MAY	52	48	842	942
JUN	70	47	966	1083
JUL	55	60	995	1110
AUG	64	55	993	1112
SEP	54	51	782	887
OCT	41	37	780	858
NOV	52	47	713	812
DEC	58	48	696	802
<b>YTD</b>	<b>672</b>	<b>552</b>	<b>9592</b>	<b>10816</b>

**CSP TROOP G**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	44	10	17809	17863
FEB	51	29	18088	18168
MAR	26	16	18694	18736
APR	35	13	18927	18975
MAY	63	8	21416	21487
JUN	52	17	22580	22649
JUL	48	9	23987	24044
AUG	37	12	22406	22455
SEP	47	10	20382	20439
OCT	39	20	20148	20207
NOV	34	15	19396	19445
DEC	35	15	19064	19114
<b>YTD</b>	<b>511</b>	<b>174</b>	<b>242897</b>	<b>243582</b>

**CSP TROOP K (Secondary)**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	66	41	557	664
FEB	43	33	424	500
MAR	56	39	527	622
APR	49	43	520	612
MAY	54	31	583	668
JUN	58	38	616	712
JUL	57	45	597	699
AUG	72	39	604	715
SEP	60	48	559	667
OCT	53	22	495	570
NOV	0	0	0	0
DEC	0	0	0	0
<b>YTD</b>	<b>568</b>	<b>379</b>	<b>5482</b>	<b>6429</b>

**CSP TROOP H**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	24	13	11916	11953
FEB	23	14	12175	12212
MAR	58	8	12482	12548
APR	12	9	12020	12041
MAY	45	9	13645	13699
JUN	29	17	13983	14029
JUL	37	11	14534	14582
AUG	28	18	14294	14340
SEP	27	17	13021	13065
OCT	18	14	12717	12749
NOV	18	8	11931	11957
DEC	22	19	13178	13219
<b>YTD</b>	<b>341</b>	<b>157</b>	<b>155896</b>	<b>156394</b>

**CSP TROOP L**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	164	37	6427	6628
FEB	123	35	6017	6175
MAR	123	33	6305	6461
APR	139	26	6535	6700
MAY	182	44	7469	7695
JUN	203	42	7701	7946
JUL	225	55	7834	8114
AUG	209	52	8043	8304
SEP	188	31	7115	7334
OCT	148	32	7240	7420
NOV	147	34	6643	6824
DEC	170	38	6874	7082
<b>YTD</b>	<b>2021</b>	<b>459</b>	<b>84203</b>	<b>86683</b>

**CSP TROOP I**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	26	17	8822	8865
FEB	44	23	9205	9272
MAR	20	31	9529	9580
APR	25	25	9071	9121
MAY	30	25	10325	10380
JUN	40	27	10448	10515
JUL	23	28	10818	10869
AUG	25	27	10197	10249
SEP	28	24	9727	9779
OCT	31	14	9949	9994
NOV	38	29	9428	9495
DEC	22	32	8750	8804
<b>YTD</b>	<b>352</b>	<b>302</b>	<b>116269</b>	<b>116923</b>

**CSP TROOP W**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	44	1	138	183
FEB	55	1	151	207
MAR	29	2	110	141
APR	56	1	133	190
MAY	50	2	134	186
JUN	37	1	156	194
JUL	48	0	170	218
AUG	48	4	144	196
SEP	36	0	146	182
OCT	43	1	131	175
NOV	37	0	143	180
DEC	529	0	139	668
<b>YTD</b>	<b>1012</b>	<b>13</b>	<b>1695</b>	<b>2720</b>

**DANBURY FD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	645	367	1680	2692
FEB	476	329	1446	2251
MAR	515	334	1560	2409
APR	572	394	1587	2553
MAY	607	427	1755	2789
JUN	502	403	1966	2871
JUL	563	447	2095	3105
AUG	480	340	2033	2853
SEP	562	376	1931	2869
OCT	532	434	2065	3031
NOV	488	404	2078	2970
DEC	541	411	2000	2952
<b>YTD</b>	<b>6483</b>	<b>4666</b>	<b>22196</b>	<b>33345</b>

**EAST HARTFORD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	401	264	1347	2012
FEB	347	257	1356	1960
MAR	353	234	1318	1905
APR	381	275	1335	1991
MAY	358	279	1425	2062
JUN	333	288	1457	2078
JUL	386	304	1562	2252
AUG	351	306	1696	2353
SEP	344	246	1445	2035
OCT	365	284	1427	2076
NOV	313	273	1518	2104
DEC	361	306	1494	2161
<b>YTD</b>	<b>4293</b>	<b>3316</b>	<b>17380</b>	<b>24989</b>

**DARIEN PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	216	12	245	473
FEB	147	16	167	330
MAR	168	9	181	358
APR	174	15	206	395
MAY	176	15	273	464
JUN	200	15	291	506
JUL	187	22	259	468
AUG	188	15	210	413
SEP	186	7	201	394
OCT	190	11	194	395
NOV	167	12	221	400
DEC	177	11	228	416
<b>YTD</b>	<b>2176</b>	<b>160</b>	<b>2676</b>	<b>5012</b>

**EAST HAVEN FD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	240	210	536	986
FEB	242	185	554	981
MAR	239	177	533	949
APR	208	183	548	939
MAY	208	198	636	1042
JUN	235	207	677	1119
JUL	245	205	743	1193
AUG	223	224	674	1121
SEP	230	169	677	1076
OCT	207	210	618	1035
NOV	207	181	636	1024
DEC	223	195	621	1039
<b>YTD</b>	<b>2707</b>	<b>2344</b>	<b>7453</b>	<b>12504</b>

**DERBY PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	83	57	290	430
FEB	87	51	253	391
MAR	68	62	282	412
APR	58	71	287	416
MAY	78	35	336	449
JUN	74	55	322	451
JUL	75	54	388	517
AUG	72	65	348	485
SEP	70	78	312	460
OCT	67	64	312	443
NOV	80	62	354	496
DEC	64	76	326	466
<b>YTD</b>	<b>876</b>	<b>730</b>	<b>3810</b>	<b>5416</b>

**EAST LYME ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	182	18	93	293
FEB	188	15	146	349
MAR	144	15	90	249
APR	162	20	105	287
MAY	142	26	124	292
JUN	153	27	142	322
JUL	189	28	163	380
AUG	159	38	138	335
SEP	147	28	135	310
OCT	128	29	117	274
NOV	142	20	112	274
DEC	144	24	146	314
<b>YTD</b>	<b>1880</b>	<b>288</b>	<b>1511</b>	<b>3679</b>

**EAST WINDSOR PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	128	8	276	412
FEB	111	13	257	381
MAR	108	15	198	321
APR	119	9	233	361
MAY	137	10	287	434
JUN	196	21	339	556
JUL	159	16	363	538
AUG	134	10	307	451
SEP	120	13	339	472
OCT	111	14	304	429
NOV	123	7	233	363
DEC	91	11	268	370
<b>YTD</b>	<b>1537</b>	<b>147</b>	<b>3404</b>	<b>5088</b>

**FAIRFIELD ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	590	39	658	1287
FEB	568	43	709	1320
MAR	479	33	681	1193
APR	506	44	708	1258
MAY	522	37	821	1380
JUN	524	55	849	1428
JUL	544	47	896	1487
AUG	494	63	816	1373
SEP	512	44	861	1417
OCT	526	57	774	1357
NOV	447	44	888	1379
DEC	506	59	967	1532
<b>YTD</b>	<b>6218</b>	<b>565</b>	<b>9628</b>	<b>16411</b>

**EASTON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	61	6	74	141
FEB	45	6	64	115
MAR	42	4	46	92
APR	48	5	77	130
MAY	57	5	76	138
JUN	52	7	93	152
JUL	54	4	82	140
AUG	63	1	66	130
SEP	48	1	59	108
OCT	54	0	104	158
NOV	45	2	71	118
DEC	50	4	83	137
<b>YTD</b>	<b>619</b>	<b>45</b>	<b>895</b>	<b>1559</b>

**FARMINGTON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	216	116	693	1025
FEB	194	98	584	876
MAR	196	103	642	941
APR	204	109	705	1018
MAY	186	129	806	1121
JUN	199	133	859	1191
JUL	234	139	795	1168
AUG	196	129	698	1023
SEP	189	90	614	893
OCT	200	114	669	983
NOV	156	137	638	931
DEC	188	128	741	1057
<b>YTD</b>	<b>2358</b>	<b>1425</b>	<b>8444</b>	<b>12227</b>

**ENFIELD ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	467	39	586	1092
FEB	349	25	563	937
MAR	415	36	623	1074
APR	439	33	678	1150
MAY	481	40	785	1306
JUN	452	41	754	1247
JUL	414	42	699	1155
AUG	397	46	777	1220
SEP	442	28	742	1212
OCT	478	42	607	1127
NOV	378	47	667	1092
DEC	469	48	669	1186
<b>YTD</b>	<b>5181</b>	<b>467</b>	<b>8150</b>	<b>13798</b>

**GLASTONBURY PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	249	30	395	674
FEB	210	42	308	560
MAR	200	38	374	612
APR	216	32	302	550
MAY	229	46	456	731
JUN	226	37	399	662
JUL	233	28	404	665
AUG	230	34	389	653
SEP	200	33	388	621
OCT	217	46	349	612
NOV	219	56	378	653
DEC	238	55	369	662
<b>YTD</b>	<b>2667</b>	<b>477</b>	<b>4511</b>	<b>7655</b>

**GRANBY PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	116	8	211	335
FEB	113	3	183	299
MAR	99	13	209	321
APR	113	5	213	331
MAY	112	7	314	433
JUN	116	5	335	456
JUL	129	14	312	455
AUG	118	15	252	385
SEP	95	10	303	408
OCT	99	16	243	358
NOV	86	11	252	349
DEC	95	16	218	329
<b>YTD</b>	<b>1291</b>	<b>123</b>	<b>3045</b>	<b>4459</b>

**GUILFORD ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	190	91	270	551
FEB	203	87	301	591
MAR	165	64	277	506
APR	150	70	284	504
MAY	167	71	310	548
JUN	210	66	424	700
JUL	193	88	367	648
AUG	154	84	354	592
SEP	134	69	301	504
OCT	151	73	330	554
NOV	150	81	270	501
DEC	147	56	264	467
<b>YTD</b>	<b>2014</b>	<b>900</b>	<b>3752</b>	<b>6666</b>

**GREENWICH PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	968	40	595	1603
FEB	786	44	488	1318
MAR	788	52	528	1368
APR	815	41	623	1479
MAY	970	51	816	1837
JUN	969	50	810	1829
JUL	961	47	765	1773
AUG	935	65	701	1701
SEP	850	78	635	1563
OCT	915	63	668	1646
NOV	832	32	741	1605
DEC	923	40	778	1741
<b>YTD</b>	<b>10712</b>	<b>603</b>	<b>8148</b>	<b>19463</b>

**HAMDEN ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	430	363	1395	2188
FEB	507	413	1512	2432
MAR	422	338	1382	2142
APR	497	359	1505	2361
MAY	489	366	1664	2519
JUN	412	348	1692	2452
JUL	411	392	1797	2600
AUG	435	333	1462	2230
SEP	425	325	1606	2356
OCT	244	11	170	425
NOV	727	10	1664	2401
DEC	405	347	1634	2386
<b>YTD</b>	<b>5404</b>	<b>3605</b>	<b>17483</b>	<b>26492</b>

**GROTON ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	293	100	899	1292
FEB	314	98	961	1373
MAR	280	90	906	1276
APR	309	95	1010	1414
MAY	322	103	1321	1746
JUN	315	110	1125	1550
JUL	326	109	1255	1690
AUG	300	115	1210	1625
SEP	280	117	1034	1431
OCT	299	105	952	1356
NOV	259	138	902	1299
DEC	267	130	866	1263
<b>YTD</b>	<b>3564</b>	<b>1310</b>	<b>12441</b>	<b>17315</b>

**HARTFORD ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	1969	743	9308	12020
FEB	2167	758	8993	11918
MAR	2113	806	9427	12346
APR	1961	740	9665	12366
MAY	2102	809	10293	13204
JUN	1834	881	10931	13646
JUL	1826	870	11203	13899
AUG	1801	836	11013	13650
SEP	1788	733	9401	11922
OCT	442	319	1564	2325
NOV	2034	311	8902	11247
DEC	1546	709	9141	11396
<b>YTD</b>	<b>21583</b>	<b>8515</b>	<b>109841</b>	<b>139939</b>

**LEDYARD ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	84	91	465	640
FEB	80	60	436	576
MAR	66	79	438	583
APR	57	62	425	544
MAY	91	56	495	642
JUN	75	55	489	619
JUL	76	68	517	661
AUG	65	82	495	642
SEP	58	60	478	596
OCT	74	55	412	541
NOV	67	63	421	551
DEC	66	57	495	618
<b>YTD</b>	<b>859</b>	<b>788</b>	<b>5566</b>	<b>7213</b>

**MANCHESTER PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	686	54	1049	1789
FEB	549	71	1160	1780
MAR	587	55	1173	1815
APR	554	55	1079	1688
MAY	608	75	1237	1920
JUN	573	79	1270	1922
JUL	624	78	1410	2112
AUG	632	73	1397	2102
SEP	760	50	1225	2035
OCT	762	73	1257	2092
NOV	599	60	1226	1885
DEC	678	55	1269	2002
<b>YTD</b>	<b>7612</b>	<b>778</b>	<b>14752</b>	<b>23142</b>

**LITCHFIELD CTY ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	1047	100	1287	2434
FEB	831	92	1063	1986
MAR	857	72	1105	2034
APR	881	69	1250	2200
MAY	1006	171	1480	2657
JUN	1005	91	1588	2684
JUL	1041	96	1740	2877
AUG	1063	97	1628	2788
SEP	938	92	1388	2418
OCT	910	102	1361	2373
NOV	797	79	1282	2158
DEC	947	75	1507	2529
<b>YTD</b>	<b>11323</b>	<b>1136</b>	<b>16679</b>	<b>29138</b>

**MERIDEN PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	570	64	1509	2143
FEB	517	67	1558	2142
MAR	477	64	1584	2125
APR	523	54	1741	2318
MAY	504	76	1599	2179
JUN	574	69	1642	2285
JUL	539	70	1756	2365
AUG	566	69	1626	2261
SEP	563	58	1419	2040
OCT	544	63	1549	2156
NOV	441	53	1506	2000
DEC	455	76	1669	2200
<b>YTD</b>	<b>6273</b>	<b>783</b>	<b>19158</b>	<b>26214</b>

**MADISON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	99	60	176	335
FEB	105	65	183	353
MAR	97	50	181	328
APR	63	63	163	289
MAY	112	55	244	411
JUN	89	66	255	410
JUL	114	70	296	480
AUG	84	73	258	415
SEP	72	57	235	364
OCT	79	63	205	347
NOV	76	79	270	425
DEC	101	66	208	375
<b>YTD</b>	<b>1091</b>	<b>767</b>	<b>2674</b>	<b>4532</b>

**MIDDLEBURY PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	67	23	82	172
FEB	38	26	68	132
MAR	61	22	64	147
APR	56	20	91	167
MAY	61	35	91	187
JUN	71	13	72	156
JUL	53	26	78	157
AUG	56	22	104	182
SEP	29	6	40	75
OCT	0	0	0	0
NOV	0	0	0	0
DEC	0	0	0	0
<b>YTD</b>	<b>492</b>	<b>193</b>	<b>690</b>	<b>1375</b>

**MIDDLETOWN FD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	565	163	1293	2021
FEB	466	168	1159	1793
MAR	492	152	1215	1859
APR	565	180	1277	2022
MAY	512	191	1585	2288
JUN	410	176	1337	1923
JUL	486	202	1539	2227
AUG	466	183	1754	2403
SEP	455	186	1332	1973
OCT	471	165	1380	2016
NOV	394	189	1391	1974
DEC	410	187	1357	1954
<b>YTD</b>	<b>5692</b>	<b>2142</b>	<b>16619</b>	<b>24453</b>

**MONTVILLE ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	150	20	378	548
FEB	129	28	376	533
MAR	152	24	362	538
APR	141	26	383	550
MAY	158	15	415	588
JUN	145	16	473	634
JUL	137	35	457	629
AUG	116	18	418	552
SEP	123	22	454	599
OCT	118	26	413	557
NOV	137	31	380	548
DEC	126	26	406	558
<b>YTD</b>	<b>1632</b>	<b>287</b>	<b>4915</b>	<b>6834</b>

**MILFORD FD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	512	44	695	1251
FEB	531	64	782	1377
MAR	503	42	747	1292
APR	528	48	703	1279
MAY	562	42	890	1494
JUN	577	77	998	1652
JUL	572	60	915	1547
AUG	542	63	827	1432
SEP	520	80	756	1356
OCT	506	59	727	1292
NOV	474	52	753	1279
DEC	493	56	857	1406
<b>YTD</b>	<b>6320</b>	<b>687</b>	<b>9650</b>	<b>16657</b>

**NAUGATUCK PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	207	119	382	708
FEB	163	116	427	706
MAR	172	123	382	677
APR	151	126	354	631
MAY	147	116	398	661
JUN	155	121	378	654
JUL	163	137	421	721
AUG	163	116	477	756
SEP	133	110	400	643
OCT	170	133	450	753
NOV	166	122	448	736
DEC	161	153	417	731
<b>YTD</b>	<b>1951</b>	<b>1492</b>	<b>4934</b>	<b>8377</b>

**MONROE PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	148	21	265	434
FEB	110	20	211	341
MAR	90	23	230	343
APR	93	16	256	365
MAY	122	22	323	467
JUN	105	19	340	464
JUL	124	21	372	517
AUG	125	18	330	473
SEP	121	24	270	415
OCT	124	21	261	406
NOV	122	22	341	485
DEC	127	21	322	470
<b>YTD</b>	<b>1411</b>	<b>248</b>	<b>3521</b>	<b>5180</b>

**NEW BRITAIN ERC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	623	324	2735	3682
FEB	545	363	2623	3531
MAR	500	317	2987	3804
APR	577	342	2826	3745
MAY	635	409	3040	4084
JUN	556	366	3312	4234
JUL	571	374	2907	3852
AUG	514	344	3138	3996
SEP	519	351	2877	3747
OCT	499	349	2869	3717
NOV	539	318	2770	3627
DEC	510	322	2748	3580
<b>YTD</b>	<b>6588</b>	<b>4179</b>	<b>34832</b>	<b>45599</b>

**NEW CANAAN PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	258	10	125	393
FEB	197	7	122	326
MAR	220	15	127	362
APR	233	17	148	398
MAY	215	16	197	428
JUN	220	6	156	382
JUL	243	7	185	435
AUG	229	10	170	409
SEP	229	10	164	403
OCT	1976	114	2852	4942
NOV	122	134	173	429
DEC	246	10	219	475
<b>YTD</b>	<b>4388</b>	<b>356</b>	<b>4638</b>	<b>9382</b>

**NEW LONDON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	566	15	766	1347
FEB	408	54	878	1340
MAR	365	27	788	1180
APR	369	22	925	1316
MAY	379	38	995	1412
JUN	378	34	1031	1443
JUL	412	28	1135	1575
AUG	403	31	1115	1549
SEP	384	31	946	1361
OCT	331	55	928	1314
NOV	320	38	899	1257
DEC	352	54	872	1278
<b>YTD</b>	<b>4667</b>	<b>427</b>	<b>11278</b>	<b>16372</b>

**NEW FAIRFIELD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	90	26	196	312
FEB	62	17	109	188
MAR	75	23	143	241
APR	82	13	126	221
MAY	60	10	182	252
JUN	103	23	202	328
JUL	89	17	220	326
AUG	78	16	197	291
SEP	74	20	165	259
OCT	73	11	152	236
NOV	72	14	138	224
DEC	51	19	164	234
<b>YTD</b>	<b>909</b>	<b>209</b>	<b>1994</b>	<b>3112</b>

**NEW MILFORD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	195	29	417	641
FEB	167	31	368	566
MAR	157	17	385	559
APR	214	18	462	694
MAY	190	18	540	748
JUN	205	22	599	826
JUL	194	21	595	810
AUG	209	42	586	837
SEP	191	36	506	733
OCT	172	30	486	688
NOV	161	37	494	692
DEC	173	26	426	625
<b>YTD</b>	<b>2228</b>	<b>327</b>	<b>5864</b>	<b>8419</b>

**NEW HAVEN ERC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	2123	841	7510	10474
FEB	1980	894	7570	10444
MAR	2019	831	7783	10633
APR	2034	776	7462	10272
MAY	2081	845	8326	11252
JUN	1994	893	8616	11503
JUL	1899	880	8995	11774
AUG	1844	852	8669	11365
SEP	1834	873	8099	10806
OCT	1942	870	7610	10422
NOV	1789	778	7393	9960
DEC	1770	820	7959	10549
<b>YTD</b>	<b>23309</b>	<b>10153</b>	<b>95992</b>	<b>129454</b>

**NEWINGTON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	307	35	530	872
FEB	292	32	598	922
MAR	300	52	557	909
APR	260	34	591	885
MAY	317	46	730	1093
JUN	293	37	705	1035
JUL	280	37	738	1055
AUG	307	41	709	1057
SEP	265	43	636	944
OCT	277	42	698	1017
NOV	278	38	715	1031
DEC	256	40	690	986
<b>YTD</b>	<b>3432</b>	<b>477</b>	<b>7897</b>	<b>11806</b>

**NEWTOWN PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	218	36	305	559
FEB	193	26	220	439
MAR	202	17	274	493
APR	183	29	282	494
MAY	239	44	367	650
JUN	227	33	352	612
JUL	177	22	344	543
AUG	214	22	334	570
SEP	230	22	284	536
OCT	194	16	293	503
NOV	206	36	307	549
DEC	235	39	291	565
<b>YTD</b>	<b>2518</b>	<b>342</b>	<b>3653</b>	<b>6513</b>

**NORWALK PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	1004	51	1312	2367
FEB	879	52	1228	2159
MAR	923	56	1259	2238
APR	954	62	1363	2379
MAY	1093	78	1548	2719
JUN	948	71	1604	2623
JUL	1039	75	1841	2955
AUG	1040	67	1610	2717
SEP	940	76	1536	2552
OCT	913	64	1464	2441
NOV	935	68	1514	2517
DEC	936	75	1628	2639
<b>YTD</b>	<b>11604</b>	<b>795</b>	<b>17907</b>	<b>30306</b>

**NORTH BRANFORD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	73	62	275	410
FEB	72	57	233	362
MAR	55	43	215	313
APR	69	32	250	351
MAY	75	38	315	428
JUN	84	49	273	406
JUL	88	51	324	463
AUG	51	59	254	364
SEP	61	50	315	426
OCT	52	40	315	407
NOV	63	53	240	356
DEC	79	52	254	385
<b>YTD</b>	<b>822</b>	<b>586</b>	<b>3263</b>	<b>4671</b>

**NORWICH PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	475	208	1172	1855
FEB	387	199	1145	1731
MAR	384	201	1184	1769
APR	325	192	1270	1787
MAY	381	235	1302	1918
JUN	322	200	1412	1934
JUL	382	230	1569	2181
AUG	351	214	1441	2006
SEP	334	200	1373	1907
OCT	322	221	1249	1792
NOV	279	191	1225	1695
DEC	302	199	1139	1640
<b>YTD</b>	<b>4244</b>	<b>2490</b>	<b>15481</b>	<b>22215</b>

**NORTH HAVEN PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	160	144	293	597
FEB	207	140	314	661
MAR	189	117	296	602
APR	180	94	267	541
MAY	204	158	342	704
JUN	203	123	305	631
JUL	165	126	296	587
AUG	194	140	277	611
SEP	169	140	303	612
OCT	214	148	308	670
NOV	187	123	370	680
DEC	193	144	393	730
<b>YTD</b>	<b>2265</b>	<b>1597</b>	<b>3764</b>	<b>7626</b>

**NW CT PUB SAFETY ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	499	172	844	1515
FEB	408	168	798	1374
MAR	655	158	822	1635
APR	391	148	862	1401
MAY	436	174	1042	1652
JUN	434	138	1031	1603
JUL	442	193	1006	1641
AUG	417	176	1007	1600
SEP	444	176	1048	1668
OCT	460	182	987	1629
NOV	398	199	1158	1755
DEC	481	268	1095	1844
<b>YTD</b>	<b>5465</b>	<b>2152</b>	<b>11700</b>	<b>19317</b>

### OLD SAYBROOK PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	112	35	98	245
FEB	94	38	100	232
MAR	100	36	97	233
APR	75	34	114	223
MAY	108	46	115	269
JUN	88	47	175	310
JUL	102	52	162	316
AUG	90	40	145	275
SEP	110	39	132	281
OCT	87	36	115	238
NOV	63	46	159	268
DEC	95	57	152	304
<b>YTD</b>	<b>1124</b>	<b>506</b>	<b>1564</b>	<b>3194</b>

### PLYMOUTH PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	58	32	204	294
FEB	57	37	216	310
MAR	42	38	235	315
APR	42	25	203	270
MAY	40	34	236	310
JUN	44	47	271	362
JUL	51	63	294	408
AUG	43	40	277	360
SEP	31	42	226	299
OCT	47	45	253	345
NOV	26	38	185	249
DEC	41	36	202	279
<b>YTD</b>	<b>522</b>	<b>477</b>	<b>2802</b>	<b>3801</b>

### ORANGE PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	140	11	313	464
FEB	150	9	363	522
MAR	147	18	333	498
APR	137	13	326	476
MAY	141	14	446	601
JUN	133	15	388	536
JUL	149	8	379	536
AUG	137	11	407	555
SEP	128	9	369	506
OCT	161	8	384	553
NOV	107	13	407	527
DEC	150	12	381	543
<b>YTD</b>	<b>1680</b>	<b>141</b>	<b>4496</b>	<b>6317</b>

### PUTNAM PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	83	2	83	168
FEB	81	5	93	179
MAR	72	2	108	182
APR	75	5	106	186
MAY	77	5	108	190
JUN	73	6	118	197
JUL	87	5	120	212
AUG	73	7	154	234
SEP	61	6	125	192
OCT	65	4	121	190
NOV	63	5	111	179
DEC	98	8	110	216
<b>YTD</b>	<b>908</b>	<b>60</b>	<b>1357</b>	<b>2325</b>

### PLAINVILLE PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	146	67	241	454
FEB	121	57	292	470
MAR	146	40	296	482
APR	165	75	269	509
MAY	144	49	325	518
JUN	168	62	361	591
JUL	143	65	344	552
AUG	174	75	298	547
SEP	144	54	274	472
OCT	145	63	299	507
NOV	144	50	344	538
DEC	138	73	299	510
<b>YTD</b>	<b>1778</b>	<b>730</b>	<b>3642</b>	<b>6150</b>

### QUINEBAUG VALLEY ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	922	52	1968	2942
FEB	821	52	1930	2803
MAR	774	48	2205	3027
APR	759	40	2309	3108
MAY	856	129	2497	3482
JUN	843	63	2583	3489
JUL	770	74	2616	3460
AUG	785	71	2499	3355
SEP	759	63	2309	3131
OCT	822	53	2276	3151
NOV	837	53	2139	3029
DEC	782	57	2347	3186
<b>YTD</b>	<b>9730</b>	<b>755</b>	<b>27678</b>	<b>38163</b>

**REDDING PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	87	9	95	191
FEB	78	1	55	134
MAR	64	5	92	161
APR	77	6	87	170
MAY	87	1	93	181
JUN	115	2	126	243
JUL	86	4	89	179
AUG	66	1	91	158
SEP	89	2	85	176
OCT	70	1	129	200
NOV	90	2	90	182
DEC	77	3	147	227
<b>YTD</b>	<b>986</b>	<b>37</b>	<b>1179</b>	<b>2202</b>

**SC CT REGIONAL ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	337	142	240	719
FEB	277	130	227	634
MAR	245	116	238	599
APR	251	119	255	625
MAY	245	138	280	663
JUN	256	119	224	599
JUL	223	131	292	646
AUG	227	133	269	629
SEP	236	127	248	611
OCT	261	126	230	617
NOV	215	110	268	593
DEC	234	163	279	676
<b>YTD</b>	<b>3007</b>	<b>1554</b>	<b>3050</b>	<b>7611</b>

**RIDGEFIELD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	234	108	254	596
FEB	160	90	199	449
MAR	175	102	187	464
APR	187	99	246	532
MAY	144	106	260	510
JUN	164	97	244	505
JUL	177	103	270	550
AUG	171	89	250	510
SEP	171	101	233	505
OCT	140	110	251	501
NOV	142	110	222	474
DEC	145	95	242	482
<b>YTD</b>	<b>2010</b>	<b>1210</b>	<b>2858</b>	<b>6078</b>

**SEYMOUR PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	116	52	232	400
FEB	92	63	228	383
MAR	82	54	223	359
APR	93	49	214	356
MAY	103	48	297	448
JUN	91	36	240	367
JUL	94	81	288	463
AUG	81	55	252	388
SEP	83	40	229	352
OCT	112	63	286	461
NOV	90	68	235	393
DEC	92	74	287	453
<b>YTD</b>	<b>1129</b>	<b>683</b>	<b>3011</b>	<b>4823</b>

**ROCKY HILL PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	292	32	289	613
FEB	220	21	329	570
MAR	206	26	279	511
APR	222	19	261	502
MAY	245	35	344	624
JUN	232	28	397	657
JUL	267	20	381	668
AUG	248	30	326	604
SEP	235	17	329	581
OCT	233	28	320	581
NOV	216	43	344	603
DEC	234	34	427	695
<b>YTD</b>	<b>2850</b>	<b>333</b>	<b>4026</b>	<b>7209</b>

**SHELTON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	327	149	484	960
FEB	316	145	456	917
MAR	322	105	482	909
APR	287	131	447	865
MAY	309	188	604	1101
JUN	325	164	597	1086
JUL	309	185	664	1158
AUG	283	153	576	1012
SEP	266	150	498	914
OCT	322	144	545	1011
NOV	231	151	572	954
DEC	272	161	552	985
<b>YTD</b>	<b>3569</b>	<b>1826</b>	<b>6477</b>	<b>11872</b>

**SIMSBURY PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	208	91	202	501
FEB	169	60	136	365
MAR	202	74	196	472
APR	213	77	211	501
MAY	204	77	277	558
JUN	215	77	266	558
JUL	190	72	278	540
AUG	180	82	240	502
SEP	208	83	217	508
OCT	164	102	241	507
NOV	178	66	260	504
DEC	172	65	256	493
<b>YTD</b>	<b>2303</b>	<b>926</b>	<b>2780</b>	<b>6009</b>

**SOUTHINGTON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	309	38	607	954
FEB	300	38	556	894
MAR	301	36	585	922
APR	283	42	561	886
MAY	315	36	837	1188
JUN	285	33	841	1159
JUL	275	46	830	1151
AUG	253	38	692	983
SEP	275	37	745	1057
OCT	280	52	670	1002
NOV	291	43	720	1054
DEC	305	45	756	1106
<b>YTD</b>	<b>3472</b>	<b>484</b>	<b>8400</b>	<b>12356</b>

**SOUTH WINDSOR PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	205	19	413	637
FEB	193	10	334	537
MAR	197	21	348	566
APR	201	19	387	607
MAY	231	15	464	710
JUN	196	16	474	686
JUL	218	16	451	685
AUG	227	21	503	751
SEP	188	10	452	650
OCT	222	19	443	684
NOV	157	22	414	593
DEC	198	22	490	710
<b>YTD</b>	<b>2433</b>	<b>210</b>	<b>5173</b>	<b>7816</b>

**STAMFORD ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	2243	80	2492	4815
FEB	1844	67	2341	4252
MAR	1995	102	2417	4514
APR	1965	89	2670	4724
MAY	2002	85	2883	4970
JUN	2030	121	3111	5262
JUL	2168	120	3417	5705
AUG	1987	106	3063	5156
SEP	1933	108	2714	4755
OCT	201	16	438	655
NOV	2015	14	2880	4909
DEC	1968	111	2781	4860
<b>YTD</b>	<b>22351</b>	<b>1019</b>	<b>31207</b>	<b>54577</b>

**SOUTHBURY PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	388	6	156	550
FEB	280	5	116	401
MAR	332	3	146	481
APR	345	1	147	493
MAY	399	5	162	566
JUN	362	2	171	535
JUL	322	4	175	501
AUG	304	4	183	491
SEP	327	6	148	481
OCT	314	2	200	516
NOV	328	11	180	519
DEC	338	6	236	580
<b>YTD</b>	<b>4039</b>	<b>55</b>	<b>2020</b>	<b>6114</b>

**STONINGTON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	147	56	233	436
FEB	147	53	293	493
MAR	133	40	227	400
APR	138	59	266	463
MAY	135	71	442	648
JUN	133	57	379	569
JUL	140	64	428	632
AUG	133	50	378	561
SEP	137	63	332	532
OCT	142	58	277	477
NOV	129	55	257	441
DEC	102	53	234	389
<b>YTD</b>	<b>1616</b>	<b>679</b>	<b>3746</b>	<b>6041</b>

**STRATFORD ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	667	54	900	1621
FEB	705	72	923	1700
MAR	602	53	830	1485
APR	580	61	911	1552
MAY	618	74	1003	1695
JUN	601	66	1116	1783
JUL	571	61	1051	1683
AUG	579	65	1055	1699
SEP	575	72	946	1593
OCT	167	0	13	180
NOV	522	2	1007	1531
DEC	470	60	1042	1572
<b>YTD</b>	<b>6657</b>	<b>640</b>	<b>10797</b>	<b>18094</b>

**TOLLAND COUNTY ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	789	210	1765	2764
FEB	691	241	1602	2534
MAR	699	204	1835	2738
APR	712	199	1745	2656
MAY	710	230	1976	2916
JUN	670	188	2044	2902
JUL	709	248	2010	2967
AUG	721	217	1999	2937
SEP	697	230	1919	2846
OCT	772	227	1974	2973
NOV	649	230	1740	2619
DEC	673	248	1967	2888
<b>YTD</b>	<b>8492</b>	<b>2672</b>	<b>22576</b>	<b>33740</b>

**SUFFIELD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	134	8	133	275
FEB	123	1	136	260
MAR	135	8	115	258
APR	105	3	132	240
MAY	145	12	177	334
JUN	140	14	157	311
JUL	118	9	179	306
AUG	127	7	194	328
SEP	109	3	135	247
OCT	146	12	158	316
NOV	99	3	145	247
DEC	153	7	131	291
<b>YTD</b>	<b>1534</b>	<b>87</b>	<b>1792</b>	<b>3413</b>

**TRUMBULL PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	316	93	403	812
FEB	309	111	405	825
MAR	260	106	358	724
APR	249	93	351	693
MAY	307	110	383	800
JUN	295	82	401	778
JUL	294	92	449	835
AUG	308	83	444	835
SEP	278	90	426	794
OCT	330	116	368	814
NOV	292	95	426	813
DEC	292	109	417	818
<b>YTD</b>	<b>3530</b>	<b>1180</b>	<b>4831</b>	<b>9541</b>

**THOMASTON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	68	6	78	152
FEB	66	5	59	130
MAR	83	3	80	166
APR	70	4	77	151
MAY	52	4	84	140
JUN	54	5	63	122
JUL	55	5	86	146
AUG	53	6	82	141
SEP	56	13	81	150
OCT	59	8	87	154
NOV	45	9	75	129
DEC	46	15	77	138
<b>YTD</b>	<b>707</b>	<b>83</b>	<b>929</b>	<b>1719</b>

**UCONN PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	358	1	272	631
FEB	355	0	360	715
MAR	290	0	350	640
APR	531	0	333	864
MAY	254	0	282	536
JUN	136	0	139	275
JUL	191	0	154	345
AUG	509	1	285	795
SEP	357	0	633	990
OCT	359	2	522	883
NOV	459	0	370	829
DEC	203	1	245	449
<b>YTD</b>	<b>4002</b>	<b>5</b>	<b>3945</b>	<b>7952</b>

### VALLEY SHORE ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	383	153	1682	2218
FEB	340	160	1792	2292
MAR	296	164	1615	2075
APR	300	145	1725	2170
MAY	312	155	1990	2457
JUN	298	165	2368	2831
JUL	327	208	2571	3106
AUG	278	194	2381	2853
SEP	260	151	1859	2270
OCT	244	150	1902	2296
NOV	289	182	1516	1987
DEC	241	180	1305	1726
<b>YTD</b>	<b>3568</b>	<b>2007</b>	<b>22706</b>	<b>28281</b>

### WATERBURY PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	855	648	3775	5278
FEB	706	656	3562	4924
MAR	743	582	3840	5165
APR	766	564	3908	5238
MAY	850	634	4358	5842
JUN	776	676	4498	5950
JUL	883	672	4754	6309
AUG	771	647	4502	5920
SEP	738	602	4158	5498
OCT	746	587	4111	5444
NOV	700	596	3966	5262
DEC	638	650	3952	5240
<b>YTD</b>	<b>9172</b>	<b>7514</b>	<b>49384</b>	<b>66070</b>

### VERNON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	189	140	504	833
FEB	156	140	517	813
MAR	166	123	527	816
APR	169	134	543	846
MAY	156	168	641	965
JUN	132	144	623	899
JUL	173	154	613	940
AUG	150	153	623	926
SEP	139	126	591	856
OCT	128	140	599	867
NOV	124	135	537	796
DEC	126	150	623	899
<b>YTD</b>	<b>1808</b>	<b>1707</b>	<b>6941</b>	<b>10456</b>

### WATERFORD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	250	17	494	761
FEB	289	37	623	949
MAR	198	29	534	761
APR	194	24	565	783
MAY	227	25	598	850
JUN	216	43	618	877
JUL	218	27	747	992
AUG	208	32	625	865
SEP	172	39	558	769
OCT	231	30	519	780
NOV	218	31	521	770
DEC	217	39	583	839
<b>YTD</b>	<b>2638</b>	<b>373</b>	<b>6985</b>	<b>9996</b>

### WALLINGFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	352	145	515	1012
FEB	322	159	575	1056
MAR	314	135	556	1005
APR	312	115	554	981
MAY	335	148	637	1120
JUN	318	128	618	1064
JUL	341	176	648	1165
AUG	356	160	596	1112
SEP	343	169	583	1095
OCT	299	163	538	1000
NOV	249	194	596	1039
DEC	342	175	631	1148
<b>YTD</b>	<b>3883</b>	<b>1867</b>	<b>7047</b>	<b>12797</b>

### WATERTOWN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	167	19	397	583
FEB	172	14	345	531
MAR	171	12	405	588
APR	162	11	358	531
MAY	198	15	372	585
JUN	183	10	337	530
JUL	187	12	429	628
AUG	161	17	435	613
SEP	185	15	426	626
OCT	544	72	914	1530
NOV	113	71	371	555
DEC	152	16	469	637
<b>YTD</b>	<b>2395</b>	<b>284</b>	<b>5258</b>	<b>7937</b>

**WEST HARTFORD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	399	220	1016	1635
FEB	374	215	1001	1590
MAR	371	216	961	1548
APR	388	177	1085	1650
MAY	419	222	1227	1868
JUN	380	208	1267	1855
JUL	392	223	1323	1938
AUG	383	198	1196	1777
SEP	361	227	1293	1881
OCT	424	183	1144	1751
NOV	409	190	1166	1765
DEC	401	228	1173	1802
<b>YTD</b>	<b>4701</b>	<b>2507</b>	<b>13852</b>	<b>21060</b>

**WESTPORT PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	314	13	415	742
FEB	269	15	342	626
MAR	247	24	331	602
APR	231	17	372	620
MAY	300	21	485	806
JUN	576	18	504	1098
JUL	282	15	476	773
AUG	278	15	423	716
SEP	239	12	379	630
OCT	287	13	438	738
NOV	360	26	401	787
DEC	329	23	446	798
<b>YTD</b>	<b>3712</b>	<b>212</b>	<b>5012</b>	<b>8936</b>

**WEST HAVEN ERS**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	455	340	1540	2335
FEB	400	338	1626	2364
MAR	436	320	1734	2490
APR	415	290	1643	2348
MAY	425	294	1937	2656
JUN	380	335	1900	2615
JUL	365	372	2146	2883
AUG	370	337	1895	2602
SEP	356	297	1805	2458
OCT	369	314	1838	2521
NOV	345	294	1790	2429
DEC	356	342	1726	2424
<b>YTD</b>	<b>4672</b>	<b>3873</b>	<b>21580</b>	<b>30125</b>

**WETHERSFIELD PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	225	24	502	751
FEB	252	19	512	783
MAR	228	29	576	833
APR	237	31	559	827
MAY	230	25	688	943
JUN	241	30	613	884
JUL	271	29	636	936
AUG	261	29	623	913
SEP	243	27	578	848
OCT	187	26	525	738
NOV	200	29	546	775
DEC	219	34	630	883
<b>YTD</b>	<b>2794</b>	<b>332</b>	<b>6988</b>	<b>10114</b>

**WESTON ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	96	2	119	217
FEB	74	2	84	160
MAR	87	0	93	180
APR	69	6	112	187
MAY	94	5	144	243
JUN	98	9	146	253
JUL	76	3	167	246
AUG	72	4	126	202
SEP	85	2	128	215
OCT	84	4	127	215
NOV	73	4	143	220
DEC	100	5	152	257
<b>YTD</b>	<b>1008</b>	<b>46</b>	<b>1541</b>	<b>2595</b>

**WILLIMANTIC SB ECC**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	347	11	1002	1360
FEB	271	9	1019	1299
MAR	299	8	1015	1322
APR	321	24	995	1340
MAY	332	19	1094	1445
JUN	286	24	982	1292
JUL	299	32	1037	1368
AUG	304	9	1122	1435
SEP	301	14	1109	1424
OCT	279	11	1022	1312
NOV	255	20	1170	1445
DEC	256	24	903	1183
<b>YTD</b>	<b>3550</b>	<b>205</b>	<b>12470</b>	<b>16225</b>

**WILTON PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	200	5	258	463
FEB	145	6	197	348
MAR	222	8	239	469
APR	201	10	228	439
MAY	219	15	358	592
JUN	228	10	299	537
JUL	227	5	292	524
AUG	235	16	273	524
SEP	221	15	292	528
OCT	193	16	324	533
NOV	168	11	311	490
DEC	219	8	337	564
<b>YTD</b>	<b>2478</b>	<b>125</b>	<b>3408</b>	<b>6011</b>

**WINSTED PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	100	2	311	413
FEB	61	0	241	302
MAR	90	1	219	310
APR	101	1	231	333
MAY	103	2	225	330
JUN	102	4	224	330
JUL	86	2	238	326
AUG	77	8	210	295
SEP	75	2	243	320
OCT	107	5	221	333
NOV	83	1	199	283
DEC	81	3	239	323
<b>YTD</b>	<b>1066</b>	<b>31</b>	<b>2801</b>	<b>3898</b>

**WINDSOR LOCKS PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	140	25	229	394
FEB	86	15	250	351
MAR	102	24	231	357
APR	97	21	219	337
MAY	106	16	246	368
JUN	103	28	255	386
JUL	108	22	290	420
AUG	112	13	329	454
SEP	112	17	255	384
OCT	95	18	285	398
NOV	96	25	243	364
DEC	89	20	272	381
<b>YTD</b>	<b>1246</b>	<b>244</b>	<b>3104</b>	<b>4594</b>

**WOLCOTT PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	71	51	300	422
FEB	54	53	257	364
MAR	56	41	259	356
APR	62	39	312	413
MAY	62	59	349	470
JUN	66	60	366	492
JUL	74	50	356	480
AUG	82	50	358	490
SEP	69	57	312	438
OCT	69	46	251	366
NOV	54	50	349	453
DEC	56	45	334	435
<b>YTD</b>	<b>775</b>	<b>601</b>	<b>3803</b>	<b>5179</b>

**WINDSOR PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	276	131	415	822
FEB	178	104	366	648
MAR	230	102	448	780
APR	230	114	445	789
MAY	294	155	540	989
JUN	255	137	560	952
JUL	216	138	560	914
AUG	234	151	519	904
SEP	220	144	509	873
OCT	227	133	498	858
NOV	212	106	506	824
DEC	206	104	453	763
<b>YTD</b>	<b>2778</b>	<b>1519</b>	<b>5819</b>	<b>10116</b>

**WOODBRIIDGE PD**

Month	Wireline	VoIP	Wireless	Total Calls
JAN	102	21	167	290
FEB	113	17	176	306
MAR	106	23	221	350
APR	114	22	173	309
MAY	115	24	252	391
JUN	148	21	275	444
JUL	109	14	246	369
AUG	79	23	241	343
SEP	105	12	198	315
OCT	110	12	309	431
NOV	98	16	260	374
DEC	116	15	264	395
<b>YTD</b>	<b>1315</b>	<b>220</b>	<b>2782</b>	<b>4317</b>

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**Connecticut (Statewide) 2013***Year-To-Date Totals*

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<b>Wireline:</b>	408,396
<b>VoIP:</b>	122,082
<b>Wireless:</b>	1,746,201
<b>Total Calls:</b>	2,276,679

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