

**2004**  
**Annual Report**  
**to the General Assembly**

concerning  
Enhanced 9-1-1  
Emergency Telephone Service

State of Connecticut  
Department of Public Safety  
Office of  
Statewide Emergency Telecommunications

**February 15, 2005**

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## **INTRODUCTION and EXECUTIVE SUMMARY**

To Honorable Members of the General Assembly:

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

This report details the activities relating to Enhanced 9-1-1 (E 9-1-1) emergency telephone service during the calendar year 2004 and the activity anticipated for the ensuing year.

As the demands and responsibilities of providing 9-1-1 service has increased, so have the activities of OSET, public safety answering points (PSAPs) and telephone service providers. The greatest challenge facing OSET and Connecticut's PSAPs is meeting the Federal Communications Commission's (FCC) mandate that location information be provided to PSAPs for cell phone callers. This mandate is referred to as "Phase II Wireless." Many of last year's E9-1-1 related activities centered around meeting this mandate.

A summary of activities is provided below.

**E9-1-1 Commission** - The Commission has been addressing the issues related to the implementation of the Federal Communications Commission's (FCC) mandate that location information be provided to public safety answering points (PSAPs) for cell phone callers calling 9-1-1. The Commission also convened a committee to develop alternative funding strategies that would:

- Increase the incentive for PSAPs to regionalize,
- Provide a subsidy for limited capital expenditures,
- Distribute funding more equitably among PSAPs.

The Committee's final report was submitted to the Commission in January 2005.

**9-1-1 Calls** - A total of 2,509,617 calls to 9-1-1 were processed during calendar year 2004 by 107 Public Safety Answering Points (PSAPs).

**Emergency Medical Service (EMS)** - Public Act 00-51 requires PSAPs to submit quarterly reports regarding the number of requests for emergency medical service and response time. The percent of PSAPs complying with this mandate ranged from a low of 40.25% (April - June 2004 quarter) to 66.4% (July - September 2004).

**Emergency Medical Dispatch (EMD)** - Public Act 00-51 also requires PSAPs to provide or arrange for EMD to 9-1-1 callers. EMD refers to instructions provided to the 9-1-1 caller by PSAP personnel prior to the arrival of medical services. As of December 31, 2004, all municipal and regional PSAPs had met this requirement.

**Upgrading PSAP Workstations** - In order to comply with the Federal Communications Commission's Phase II Wireless mandate to provide location information for cellular phone users, new hardware and software were purchased and installed in all 107 PSAPs. This included new computer servers and flat-screen monitors. Installation of new equipment began in February 2004 and was completed by September 2004. With the purchase of new hardware, upgrades to existing software were also made. New geographic information system (GIS) software was provided which provides location information from 9-1-1 callers using cell phones.

**Mapping** - OSET has been working with the PSAPs, municipalities and Tele-Atlas (formerly Geographic Data Technology or GDT) to develop and implement a process for updating and the street center-line data currently being provided to the State by Tele-Atlas. Maintaining an updated map will be an ongoing process. To meet this concern, OSET has been working with the Department of Administrative Services to develop job classifications which specifically address geographic information needs.

**Wireless Carriers** - The six companies providing wireless service (wireless carriers) are working towards compliance of FCC requirements to implement technologies that will provide location information for calls made from cell phone. These companies are: AT&T Wireless, Cingular Wireless, Nextel, Sprint PCS, T-Mobile and Verizon Wireless. All carriers were compliant by the end of the year.

**Wireline Carriers** - Connecticut is served by one incumbent local exchange carrier (ILEC), that is SBC, and eight facility-based competitive local exchange carriers (CLECs). Facility-based CLECs own the equipment necessary to provide the ability to make telephone calls. These carriers are required to report on network performance. Specifically, these carriers are required to update the E9-1-1 database with changes in their subscribers' records (e.g., name, address, telephone number changes) within two days of such change. Of the eight CLECs, seven consistently reported on update performance. Of these seven carriers, four reported that they had met the two-day requirement for each of the four calendar quarters.

**Accuracy Testing** - OSET staff began accuracy testing of cell phone service providers to determine the accuracy of latitude/longitude coordinates given for phone calls. Completion of testing and issuance of a final report is anticipated in 2005.

**Focus Groups** - A series of ten focus group of PSAP personnel were conducted during the first half of 2004. The discussion covered current dispatching concerns, PSAPs' needs for the next generation of enhanced 9-1-1 technology, public education and 9-1-1 operator training. Representatives from 76 PSAPs and five members of the E9-1-1 Commission participated in these groups. The information gathered from these sessions is being used to help shape OSET's goals and objectives for the coming years. OSET is conducting quarterly PSAP update meetings to continue this dialogue.

**Public Education** - A Public Education Workgroup was convened to develop several public safety announcements concerning use of 9-1-1 services for airing on both radio and television. OSET has contracted with the Connecticut Broadcasters Association to produce and distribute these announcements. Airing is anticipated for March through June of 2005

**Public Safety Data Network** - OSET has been meeting with the Office of Policy and Management and other State agencies to investigate the development and implementation of a statewide public safety data network that would link all local and state public safety officials and responders.

**E9-1-1 Surcharge** - Every telephone customer pays a monthly surcharge on his or her telephone bill to underwrite the costs of 9-1-1 services. The Department of Public Utility Control (DPUC) sets the surcharge based upon cost and usage data provided by OSET. The current rates start at nineteen cents per line per month with a downward sliding scale for customers that have multiple lines. OSET is preparing its budget for fiscal year 2005 - 2006 for submission to DPUC in March 2005.

**Budget** - The estimated "Statewide Enhanced 9-1-1 Program" operating budget for state fiscal year 2004-2005 is \$13,319,944.39. Carryover, interest and additional revenue from the previous fiscal year equaled \$4,879,150 which reduced the fiscal year 2004-2005 operating budget requirements to \$8,440,794.39. The budget is found in Appendix A.

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

Leonard C. Boyle  
Commissioner

## **E9-1-1 COMMISSION MEMBERS**

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

The members of the Enhanced 9-1-1 Commission in 2004 were:

- Chairman Ernest Herrick representing the Volunteer Fire Service;
- Chief Alfred Dudek Jr. representing the Municipal Fire Chiefs;
- Richard Jackson representing the Council of Small Towns;
- Jeffrey Morrissette, the State Fire Administrator;
- Donald Richardson, representing the Wireless Services;
- Gordon Shand, representing the Department of Public Health, Office of Emergency Medical Services;
- Michael Stemmler, representing the Department of Public Safety, Connecticut State Police;
- Jeffrey Vannais, representing the Managers of 9-1-1 PSAPs;
- Lee Vincent, representing the Connecticut Conference of Municipalities;
- Thomas Walsh, representing the Military Department, Office of Emergency Management;
- Vacant, representing the Municipal Police Chiefs.

This year, the Commission convened a committee to develop alternative funding strategies that would:

- Increase the incentive for PSAPs to regionalize,
- Provide a subsidy for limited capital expenditures,
- Distribute funding more equitably among PSAPs.

The Committee's final report was submitted to the Commission in January 2005.

## **E9-1-1 COMMISSION MEETING SCHEDULE**

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

E9-1-1 Commission meetings were held in 2004 on the following dates:

January 9, 2004, Friday  
April 2, 2004, Friday  
July 9, 2004, Friday  
October 1, 2004, Friday

Meeting dates scheduled for 2005 are as follows:

January 7, 2005 Friday, 9:00 am  
April 1, 2005, Friday, 9:00 am  
July 1, 2005, Friday, 9:00 am  
October 7, 2005, Friday, 9:00 am

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

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

Meetings are open to the public.

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

## **ENHANCED 9-1-1 PSAP WORKSTATIONS**

In order to comply with the Federal Communication Commissions Phase II Wireless mandate (FCC Docket 94-102) to provide location information for cellular phone users, new hardware and software were purchased and installed in all 107 PSAPs. This included new computer servers and flat-screen monitors. Installation of new equipment began in February 2004 and was completed by September 2004. With the purchase of new hardware, upgrades to existing software were also made.

The upgrade provides a more robust platform to accommodate the faster processing needs of mapping software and to facilitate the upgrade of call-handling software. The call-handling software upgrade also provides PSAPs with improved capability to store and handle 9-1-1 call records.

The most important new feature is the addition of a geographic information system (GIS) mapping software and equipment. Mapping screens indicate the location of a person making a wireless 9-1-1 call on a map. The location of the wireless cell site that facilitated routing the call to that PSAP is also indicated. This feature assists public safety agencies in responding to a wireless 9-1-1 call when the caller does not know his or her location. The GIS base map is being leased from Tele Atlas. Corrections to GIS data are being collected and will be incorporated into the Tele Atlas map and will be provided to PSAPs subsequently.

It is the intent of the Department to seek a new software platform for the State's 107 PSAPs. The Department is committed to providing equipment and technology which meets the changing needs and habits of society. During 2005, OSET will begin development of specifications for new E9-1-1 call handling equipment and/or software.

## **E9-1-1 WIRELESS PHASE II**

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

Wireless Phase II allows for wireless 9-1-1 calls to be routed to the appropriate PSAP based upon the cell sector coverage area of the antenna, which picks up the signal. The location of the caller is displayed on a map at the PSAP based upon latitude and longitude generated by the wireless carriers. FCC accuracy requirements for location information vary depending upon the technology used by the wireless carrier. For Network-based technologies,\* the FCC requires that location be accurate within 100 meters for 67% of calls and accurate within 300 meters for 95% of calls. For Handset-based technologies\*\*, the FCC requires that location be accurate within 50 meters for 67% of calls and accurate within 150 meters for 95% of calls.

During 2004 geographic information systems (GIS) mapping workstations were installed at all PSAPs to display the location of wireless callers on a map.

Currently, wireless carriers use three different modes of service or technologies to provide cell phone service. These technologies are Code Division Multiple Access (CDMA), Global System for Mobile Communication (GSM) and Time Division Multiple Access (TDMA). (See Glossary for an explanation of these terms.)

<b>Wireless Carrier</b>	<b>Mode of Service</b>	<b>Phase II Technologies</b>	<b>Compliance Status</b>
AT&T WIRELESS	TDMA	Network	Compliant
AT&T WIRELESS	GSM	Network	Compliant
CINGULAR WIRELESS	TDMA	Network	Compliant
CINGULAR WIRELESS	GSM	Network	Compliant
NEXTEL	TDMA	Handset	Compliant
SPRINT PCS	CDMA	Handset	Compliant
T-MOBILE	GSM	Network	Compliant
VERIZON WIRELESS	CDMA	Handset	Compliant

\* In Network-based technologies, a cell phone call generates a signal that is picked up by several cell sites. The signal information is then configured to determine to latitude and longitude coordinates of the cell phone's location.

\*\*In Handset-based technologies, a GPS (Global Positioning System) within the cell phone generates a signal that is picked up by satellite. The signal information is then configured to determine to latitude and longitude coordinates of the cell phone's location.

## **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.

SBC 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 SBC, this information will be relayed to the PSAP along with name and address information. Wireless carriers do not provide this service.

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

### **E9-1-1 DATABASE UPDATE PERFORMANCE**

Time Period	% ALI & Selective Routing Records Updated in 2 Days (based on sampled records)
1/04 – 2/04	100%
3/04 – 5/04	100%
6/04 – 8/04	93.2%
9/04 – 11/04	100%

### **SYSTEM PERFORMANCE, JANUARY – NOVEMBER 2004**

Total number of ALI Retrieval Attempts made by PSAPs = 2,405,797

ALI (Address) Record Not Found = 24,486 (1.02% of all ALI Retrieval Attempts)

Misroutes/Mismatches = 0

**COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECs) -  
PERFORMANCE REPORTS 2004**

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

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

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

<b>CLEC</b>	<b>1st Quarter</b>	<b>2nd Quarter</b>	<b>3rd Quarter</b>	<b>4th Quarter</b>
Cox Communications	100%	100%	100%	100%
WORLDCOM - Brooks Fiber	99.19%	90.75%	100%	100%
WORLDCOM - MCI	56.81%	99.58%	100%	99.96%
AT&T -TCG	100%	100%	100%	100%
AT&T - Comcast	90.39%	0%	84.88%	92.62%
Choice One Communications	NR	100%	100%	NR
Paetec Communications	100%	100%	100%	100%
Conversent Communications	100%	100%	100%	100%

NR = No Report or Data Submitted Late

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

### E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2004

PSAP Name	Month	Wireline*	Wireless*	Total Calls
<b>Ansonia</b>	January	398	182	580
	February	362	214	576
	March	345	157	502
	April	381	179	560
	May	357	176	533
	June	377	165	542
	July	406	212	618
	August	429	240	669
	September	374	215	589
	October	429	240	669
	November	334	219	553
	December	346	242	588
<b>Total</b>		<b>4,538</b>	<b>2,441</b>	<b>6,979</b>

<b>Berlin</b>	January	272	350	622
	February	238	293	531
	March	240	310	550
	April	304	285	589
	May	291	334	625
	June	265	314	579
	July	282	294	576
	August	263	314	577
	September	273	324	597
	October	238	283	521
	November	244	354	598
	December	304	445	749
<b>Total</b>		<b>3,214</b>	<b>3,900</b>	<b>7,114</b>

<b>Bloomfield</b>	January	707	485	1,192
	February	656	427	1,083
	March	642	473	1,115
	April	678	463	1,141
	May	613	382	995
	June	677	431	1,108
	July	799	410	1,209
	August	720	568	1,288
	September	636	430	1,066
	October	670	505	1,175
	November	634	461	1,095
	December	695	512	1,207
<b>Total</b>		<b>8,127</b>	<b>5,547</b>	<b>13,674</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
<b>Avon</b>	January	232	363	595
	February	228	254	482
	March	218	265	483
	April	244	216	460
	May	213	279	492
	June	238	295	533
	July	232	294	526
	August	224	294	518
	September	262	315	577
	October	213	274	487
	November	227	323	550
	December	235	331	566
<b>Total</b>		<b>2,766</b>	<b>3,503</b>	<b>6,269</b>

<b>Bethel</b>	January	331	196	527
	February	285	196	481
	March	320	190	510
	April	291	153	444
	May	304	182	486
	June	321	213	534
	July	333	218	551
	August	385	211	596
	September	282	184	466
	October	305	206	511
	November	328	186	514
	December	345	253	598
<b>Total</b>		<b>3,830</b>	<b>2,388</b>	<b>6,218</b>

<b>Branford</b>	January	657	373	1,030
	February	516	298	814
	March	552	303	855
	April	578	355	933
	May	612	447	1,059
	June	633	510	1,143
	July	614	538	1,152
	August	569	459	1,028
	September	545	465	1,010
	October	560	436	996
	November	586	404	990
	December	564	473	1,037
<b>Total</b>		<b>6,986</b>	<b>5,061</b>	<b>12,047</b>

\* Adjusted for rebids.

### E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2004

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Bridgeport	January	6,473	1,973	8,446
	February	6,158	2,009	8,167
	March	6,541	2,185	8,726
	April	6,982	2,331	9,313
	May	7,473	2,283	9,756
	June	7,899	2,400	10,299
	July	8,049	2,464	10,513
	August	7,616	2,464	10,080
	September	6,993	2,171	9,164
	October	6,584	2,288	8,872
	November	6,085	2,366	8,451
	December	6,476	2,464	8,940
<b>Total</b>		<b>83,329</b>	<b>27,398</b>	<b>110,727</b>

Brookfield	January	209	351	560
	February	197	328	525
	March	249	317	566
	April	259	294	553
	May	209	394	603
	June	333	319	652
	July	218	355	573
	August	215	317	532
	September	225	314	539
	October	247	310	557
	November	180	306	486
	December	239	366	605
<b>Total</b>		<b>2,780</b>	<b>3,971</b>	<b>6,751</b>

Cheshire	January	453	296	749
	February	401	260	661
	March	380	239	619
	April	380	213	593
	May	458	268	726
	June	443	290	733
	July	462	255	717
	August	465	275	740
	September	449	248	697
	October	434	275	709
	November	393	274	667
	December	477	323	800
<b>Total</b>		<b>5,195</b>	<b>3,216</b>	<b>8,411</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Bristol	January	1,191	1,035	2,226
	February	1,134	1,049	2,183
	March	1,125	937	2,062
	April	1,138	836	1,974
	May	1,189	986	2,175
	June	1,256	1,057	2,313
	July	1,271	995	2,266
	August	1,290	958	2,248
	September	1,124	903	2,027
	October	1,180	1,001	2,181
	November	1,044	927	1,971
	December	1,222	969	2,191
<b>Total</b>		<b>14,164</b>	<b>11,653</b>	<b>25,817</b>

Canton	January	117	188	305
	February	116	150	266
	March	114	130	244
	April	92	144	236
	May	121	182	303
	June	135	147	282
	July	181	168	349
	August	108	160	268
	September	115	194	309
	October	116	159	275
	November	102	148	250
	December	125	149	274
<b>Total</b>		<b>1,442</b>	<b>1,919</b>	<b>3,361</b>

Clinton	January	159	62	221
	February	134	69	203
	March	172	52	224
	April	157	61	218
	May	220	65	285
	June	223	80	303
	July	272	193	465
	August	207	176	383
	September	171	130	301
	October	172	194	366
	November	181	127	308
	December	155	154	309
<b>Total</b>		<b>2,223</b>	<b>1,363</b>	<b>3,586</b>

\* Adjusted for rebids.

### E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2004

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Colchester	January	768	1,173	1,941
	February	678	876	1,554
	March	681	814	1,495
	April	733	765	1,498
	May	765	795	1,560
	June	796	854	1,650
	July	961	1,022	1,983
	August	879	834	1,713
	September	872	848	1,720
	October	747	901	1,648
	November	657	860	1,517
	December	686	907	1,593
<b>Total</b>		<b>9,223</b>	<b>10,649</b>	<b>19,872</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Cromwell	January	193	122	315
	February	198	100	298
	March	192	102	294
	April	264	104	368
	May	253	132	385
	June	230	125	355
	July	242	143	385
	August	309	159	468
	September	242	147	389
	October	264	124	388
	November	215	134	349
	December	259	149	408
<b>Total</b>		<b>2,861</b>	<b>1,541</b>	<b>4,402</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Danbury	January	1,996	1,203	3,199
	February	1,855	1,117	2,972
	March	1,885	996	2,881
	April	1,726	990	2,716
	May	1,901	1,145	3,046
	June	1,901	1,275	3,176
	July	1,984	1,278	3,262
	August	1,939	1,308	3,247
	September	1,795	1,393	3,188
	October	1,812	1,250	3,062
	November	1,716	1,197	2,913
	December	1,952	1,492	3,444
<b>Total</b>		<b>22,462</b>	<b>14,644</b>	<b>37,106</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Darlen	January	356	164	520
	February	330	166	496
	March	340	147	487
	April	382	148	530
	May	397	184	581
	June	446	192	638
	July	441	161	602
	August	453	209	662
	September	412	211	623
	October	350	195	545
	November	383	202	585
	December	418	174	592
<b>Total</b>		<b>4,708</b>	<b>2,153</b>	<b>6,861</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Derby	January	245	243	488
	February	206	254	460
	March	226	274	500
	April	285	267	552
	May	290	293	583
	June	296	291	587
	July	264	279	543
	August	308	288	596
	September	287	309	596
	October	255	300	555
	November	262	256	518
	December	263	260	523
<b>Total</b>		<b>3,187</b>	<b>3,314</b>	<b>6,501</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
East Hartford	January	1,314	663	1,977
	February	1,062	626	1,688
	March	1,183	634	1,817
	April	1,159	690	1,849
	May	1,306	665	1,971
	June	1,331	756	2,087
	July	1,279	763	2,042
	August	1,432	736	2,168
	September	1,342	914	2,256
	October	1,313	830	2,143
	November	1,221	697	1,918
	December	1,206	828	2,034
<b>Total</b>		<b>15,148</b>	<b>8,802</b>	<b>23,950</b>

\* Adjusted for rebids.

### E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2004

PSAP Name	Month	Wireline*	Wireless*	Total Calls
East Haven	January	630	362	992
	February	574	310	884
	March	634	352	986
	April	675	355	1,030
	May	623	369	992
	June	726	382	1,108
	July	707	370	1,077
	August	761	373	1,134
	September	663	381	1,044
	October	616	375	991
	November	613	292	905
	December	717	382	1,099
<b>Total</b>		<b>7,939</b>	<b>4,303</b>	<b>12,242</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
East Lyme	January	262	47	309
	February	232	40	272
	March	288	45	333
	April	266	45	311
	May	262	42	304
	June	327	45	372
	July	404	48	452
	August	303	73	376
	September	328	63	391
	October	373	56	429
	November	283	44	327
	December	313	43	356
<b>Total</b>		<b>3,641</b>	<b>591</b>	<b>4,232</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
East Windsor	January	223	198	421
	February	181	177	358
	March	227	156	383
	April	269	167	436
	May	224	187	411
	June	229	158	387
	July	243	205	448
	August	209	194	403
	September	216	203	419
	October	215	181	396
	November	211	146	357
	December	214	207	421
<b>Total</b>		<b>2,661</b>	<b>2,179</b>	<b>4,840</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Easton	January	87	67	154
	February	96	40	136
	March	79	39	118
	April	101	49	150
	May	100	44	144
	June	117	35	152
	July	121	47	168
	August	159	47	206
	September	128	48	176
	October	122	48	170
	November	88	47	135
	December	120	45	165
<b>Total</b>		<b>1,318</b>	<b>556</b>	<b>1,874</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Enfield	January	632	303	935
	February	562	256	818
	March	618	264	882
	April	616	301	917
	May	637	305	942
	June	697	386	1,083
	July	795	325	1,120
	August	769	377	1,146
	September	705	326	1,031
	October	694	349	1,043
	November	680	361	1,041
	December	677	378	1,055
<b>Total</b>		<b>8,082</b>	<b>3,931</b>	<b>12,013</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Fairfield	January	982	536	1,518
	February	892	600	1,492
	March	969	623	1,592
	April	935	632	1,567
	May	917	551	1,468
	June	993	697	1,690
	July	1,041	665	1,706
	August	1,015	639	1,654
	September	1,012	712	1,724
	October	958	725	1,683
	November	815	693	1,508
	December	958	676	1,634
<b>Total</b>		<b>11,487</b>	<b>7,749</b>	<b>19,236</b>

\* Adjusted for rebids.

### E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2004

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Farmington	January	414	629	1,043
	February	393	507	900
	March	328	526	854
	April	402	441	843
	May	403	500	903
	June	483	509	992
	July	409	502	911
	August	430	547	977
	September	415	599	1,014
	October	449	601	1,050
	November	383	522	905
	December	401	578	979
<b>Total</b>		<b>4,910</b>	<b>6,461</b>	<b>11,371</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Glastonbury	January	477	273	750
	February	417	244	661
	March	407	253	660
	April	468	221	689
	May	452	252	704
	June	501	285	786
	July	464	295	759
	August	514	335	849
	September	443	271	714
	October	462	258	720
	November	430	247	677
	December	475	306	781
<b>Total</b>		<b>5,510</b>	<b>3,240</b>	<b>8,750</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Granby	January	191	186	377
	February	158	164	322
	March	171	166	337
	April	187	139	326
	May	187	194	381
	June	256	221	477
	July	243	204	447
	August	290	189	479
	September	235	188	423
	October	215	186	401
	November	199	172	371
	December	206	179	385
<b>Total</b>		<b>2,538</b>	<b>2,188</b>	<b>4,726</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Greenwich	January	1,702	541	2,243
	February	1,367	541	1,908
	March	1,450	526	1,976
	April	1,430	511	1,941
	May	1,408	611	2,019
	June	1,699	739	2,438
	July	1,569	652	2,221
	August	1,532	677	2,209
	September	1,636	682	2,318
	October	1,469	628	2,097
	November	1,399	716	2,115
	December	1,544	768	2,312
<b>Total</b>		<b>18,205</b>	<b>7,592</b>	<b>25,797</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Groton	January	867	705	1,572
	February	783	538	1,321
	March	817	562	1,379
	April	856	620	1,476
	May	855	604	1,459
	June	936	649	1,585
	July	1,065	765	1,830
	August	968	757	1,725
	September	935	683	1,618
	October	850	662	1,512
	November	766	629	1,395
	December	814	611	1,425
<b>Total</b>		<b>10,512</b>	<b>7,785</b>	<b>18,297</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Guilford	January	430	78	508
	February	334	31	365
	March	367	44	411
	April	354	27	381
	May	409	58	467
	June	413	66	479
	July	443	207	650
	August	435	139	574
	September	392	150	542
	October	384	161	545
	November	394	156	550
	December	400	180	580
<b>Total</b>		<b>4,755</b>	<b>1,297</b>	<b>6,052</b>

\* Adjusted for rebids.

### E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2004

PSAP Name	Month	Wireline*	Wireless*	Total Calls
<b>Hamden</b>	January	1,194	776	1,970
	February	1,098	786	1,884
	March	1,216	794	2,010
	April	1,191	793	1,984
	May	1,246	781	2,027
	June	1,375	827	2,202
	July	1,280	789	2,069
	August	1,412	816	2,228
	September	1,340	842	2,182
	October	1,271	854	2,125
	November	1,227	874	2,101
	December	1,308	890	2,198
<b>Total</b>		<b>15,158</b>	<b>9,822</b>	<b>24,980</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
<b>Hartford</b>	January	7,477	4,402	11,879
	February	6,980	4,500	11,480
	March	7,994	4,861	12,855
	April	8,063	5,357	13,420
	May	8,335	5,090	13,425
	June	9,129	5,667	14,796
	July	9,580	5,542	15,122
	August	9,017	5,939	14,956
	September	7,854	5,435	13,289
	October	7,783	5,494	13,277
	November	7,256	5,150	12,406
	December	7,056	5,492	12,548
<b>Total</b>		<b>96,524</b>	<b>62,929</b>	<b>159,453</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
<b>Ledyard</b>	January	347	363	710
	February	281	313	594
	March	271	255	526
	April	274	236	510
	May	532	273	805
	June	335	261	596
	July	374	363	737
	August	296	326	622
	September	277	296	573
	October	298	295	593
	November	313	278	591
	December	323	284	607
<b>Total</b>		<b>3,921</b>	<b>3,543</b>	<b>7,464</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
<b>Litchfield County</b>	January	869	567	1,436
	February	786	463	1,249
	March	790	517	1,307
	April	805	469	1,274
	May	892	432	1,324
	June	913	549	1,462
	July	1,029	515	1,544
	August	1,002	528	1,530
	September	898	447	1,345
	October	876	415	1,291
	November	873	499	1,372
	December	859	727	1,586
<b>Total</b>		<b>10,592</b>	<b>6,128</b>	<b>16,720</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
<b>Madison</b>	January	270	87	357
	February	207	78	285
	March	246	51	297
	April	212	88	300
	May	253	72	325
	June	294	96	390
	July	280	126	406
	August	329	149	478
	September	256	125	381
	October	284	123	407
	November	221	132	353
	December	251	153	404
<b>Total</b>		<b>3,103</b>	<b>1,280</b>	<b>4,383</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
<b>Manchester</b>	January	1,215	663	1,878
	February	1,206	557	1,763
	March	1,059	486	1,545
	April	1,260	565	1,825
	May	1,239	602	1,841
	June	1,300	627	1,927
	July	1,287	656	1,943
	August	1,269	610	1,879
	September	1,293	575	1,868
	October	1,169	754	1,923
	November	1,192	854	2,046
	December	1,163	920	2,083
<b>Total</b>		<b>14,652</b>	<b>7,869</b>	<b>22,521</b>

\* Adjusted for rebids.

### E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2004

PSAP Name	Month	Wireline*	Wireless*	Total Calls
<b>Meriden</b>	January	1,322	693	2,015
	February	1,268	717	1,985
	March	1,321	729	2,050
	April	1,404	836	2,240
	May	1,428	737	2,165
	June	1,552	914	2,466
	July	1,458	919	2,377
	August	1,430	903	2,333
	September	1,281	888	2,169
	October	1,233	850	2,083
	November	1,219	817	2,036
	December	1,292	911	2,203
<b>Total</b>		<b>16,208</b>	<b>9,914</b>	<b>26,122</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
<b>Middlebury</b>	January	91	90	181
	February	70	90	160
	March	89	76	165
	April	66	81	147
	May	74	56	130
	June	90	84	174
	July	120	111	231
	August	169	77	246
	September	118	90	208
	October	88	87	175
	November	104	74	178
	December	148	93	241
<b>Total</b>		<b>1,227</b>	<b>1,009</b>	<b>2,236</b>

<b>Middletown</b>	January	1,102	580	1,682
	February	985	503	1,488
	March	1,061	524	1,585
	April	1,124	524	1,648
	May	1,118	562	1,680
	June	1,135	583	1,718
	July	1,275	783	2,058
	August	1,105	893	1,998
	September	1,059	777	1,836
	October	1,047	798	1,845
	November	906	682	1,588
	December	1,041	834	1,875
<b>Total</b>		<b>12,958</b>	<b>8,043</b>	<b>21,001</b>

<b>Milford</b>	January	973	548	1,521
	February	937	564	1,501
	March	932	530	1,462
	April	954	526	1,480
	May	981	579	1,560
	June	1,007	650	1,657
	July	1,082	715	1,797
	August	1,032	626	1,658
	September	948	607	1,555
	October	1,065	605	1,670
	November	900	635	1,535
	December	999	691	1,690
<b>Total</b>		<b>11,810</b>	<b>7,276</b>	<b>19,086</b>

<b>Monroe</b>	January	253	260	513
	February	255	225	480
	March	233	259	492
	April	203	271	474
	May	230	284	514
	June	287	307	594
	July	247	285	532
	August	259	296	555
	September	227	331	558
	October	262	279	541
	November	242	251	493
	December	220	356	576
<b>Total</b>		<b>2,918</b>	<b>3,404</b>	<b>6,322</b>

<b>Montville</b>	January	1,296	368	1,664
	February	1,143	346	1,489
	March	1,096	292	1,388
	April	1,329	289	1,618
	May	1,144	274	1,418
	June	1,134	340	1,474
	July	1,023	376	1,399
	August	1,442	382	1,824
	September	1,271	348	1,619
	October	1,201	331	1,532
	November	1,105	348	1,453
	December	1,276	417	1,693
<b>Total</b>		<b>14,460</b>	<b>4,111</b>	<b>18,571</b>

\* Adjusted for rebids.

### E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2004

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Naugatuck	January	557	136	693
	February	506	150	656
	March	552	155	707
	April	558	111	669
	May	552	185	737
	June	616	176	792
	July	699	215	914
	August	597	236	833
	September	557	207	764
	October	586	235	821
	November	494	223	717
	December	508	356	864
<b>Total</b>		<b>6,782</b>	<b>2,385</b>	<b>9,167</b>

New Canaan	January	391	181	572
	February	399	129	528
	March	371	133	504
	April	424	153	577
	May	400	160	560
	June	444	150	594
	July	421	144	565
	August	434	132	566
	September	440	187	627
	October	419	143	562
	November	358	152	510
	December	411	143	554
<b>Total</b>		<b>4,912</b>	<b>1,807</b>	<b>6,719</b>

New Haven	January	5,926	4,662	10,588
	February	5,608	4,574	10,182
	March	5,875	4,412	10,287
	April	6,303	4,805	11,108
	May	6,289	4,762	11,051
	June	6,641	5,018	11,659
	July	6,997	5,305	12,302
	August	6,652	5,165	11,817
	September	5,916	4,907	10,823
	October	5,962	4,996	10,958
	November	5,421	4,912	10,333
	December	5,309	4,697	10,006
<b>Total</b>		<b>72,899</b>	<b>58,215</b>	<b>131,114</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
New Britain	January	3,177	1,388	4,565
	February	2,047	1,019	3,066
	March	2,125	1,060	3,185
	April	2,227	1,022	3,249
	May	2,278	1,052	3,330
	June	2,485	1,316	3,801
	July	2,332	1,226	3,558
	August	2,311	1,193	3,504
	September	2,056	1,132	3,188
	October	2,219	1,271	3,490
	November	1,944	1,260	3,204
	December	2,118	1,314	3,432
<b>Total</b>		<b>27,319</b>	<b>14,253</b>	<b>41,572</b>

New Fairfield	January	275	60	335
	February	180	45	225
	March	195	74	269
	April	202	71	273
	May	205	89	294
	June	214	73	287
	July	246	110	356
	August	316	113	429
	September	271	128	399
	October	226	90	316
	November	207	130	337
	December	235	152	387
<b>Total</b>		<b>2,772</b>	<b>1,135</b>	<b>3,907</b>

New London	January	3,405	454	3,859
	February	2,137	536	2,673
	March	926	554	1,480
	April	999	519	1,518
	May	2,319	544	2,863
	June	2,854	614	3,468
	July	3,086	711	3,797
	August	2,751	667	3,418
	September	2,754	651	3,405
	October	2,449	529	2,978
	November	2,397	572	2,969
	December	2,417	545	2,962
<b>Total</b>		<b>28,494</b>	<b>6,896</b>	<b>35,390</b>

\* Adjusted for rebids.

### E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2004

PSAP Name	Month	Wireline*	Wireless*	Total Calls
<b>New Milford</b>	January	501	271	772
	February	359	309	668
	March	379	295	674
	April	408	282	690
	May	416	261	677
	June	401	300	701
	July	504	352	856
	August	438	301	739
	September	442	353	795
	October	426	413	839
	November	406	324	730
	December	448	383	831
<b>Total</b>		<b>5,128</b>	<b>3,844</b>	<b>8,972</b>

<b>Newtown</b>	January	398	249	647
	February	343	220	563
	March	381	262	643
	April	347	226	573
	May	337	255	592
	June	378	255	633
	July	414	292	706
	August	331	267	598
	September	345	278	623
	October	355	263	618
	November	350	242	592
	December	381	300	681
<b>Total</b>		<b>4,360</b>	<b>3,109</b>	<b>7,469</b>

<b>North Haven</b>	January	530	198	728
	February	409	197	606
	March	468	167	635
	April	446	203	649
	May	450	239	689
	June	473	267	740
	July	594	249	843
	August	548	235	783
	September	462	255	717
	October	499	256	755
	November	449	252	701
	December	495	308	803
<b>Total</b>		<b>5,823</b>	<b>2,826</b>	<b>8,649</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
<b>Newington</b>	January	511	530	1,041
	February	473	534	1,007
	March	469	506	975
	April	488	537	1,025
	May	533	587	1,120
	June	503	601	1,104
	July	494	624	1,118
	August	563	570	1,133
	September	573	508	1,081
	October	489	612	1,101
	November	551	609	1,160
	December	560	606	1,166
<b>Total</b>		<b>6,207</b>	<b>6,824</b>	<b>13,031</b>

<b>North Branford</b>	January	208	117	325
	February	189	109	298
	March	170	123	293
	April	192	111	303
	May	205	128	333
	June	238	146	384
	July	219	156	375
	August	174	144	318
	September	181	153	334
	October	209	172	381
	November	162	145	307
	December	212	137	349
<b>Total</b>		<b>2,359</b>	<b>1,641</b>	<b>4,000</b>

<b>Northwest Connecticut</b>	January	745	4,281	5,026
	February	658	4,540	5,198
	March	722	4,286	5,008
	April	630	5,116	5,746
	May	675	4,607	5,282
	June	664	5,012	5,676
	July	698	3,881	4,579
	August	746	4,058	4,804
	September	685	4,053	4,738
	October	706	3,709	4,415
	November	688	3,526	4,214
	December	775	4,111	4,886
<b>Total</b>		<b>8,392</b>	<b>51,180</b>	<b>59,572</b>

\* Adjusted for rebids.

### E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2004

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Norwalk	January	2,055	1,133	3,188
	February	1,848	1,172	3,020
	March	2,150	1,153	3,303
	April	2,061	1,134	3,195
	May	2,064	1,104	3,168
	June	2064	1,392	3,456
	July	2,378	1,447	3,825
	August	2,154	1,328	3,482
	September	2,067	1,334	3,401
	October	2,112	1,341	3,453
	November	1,905	1,278	3,183
	December	1,999	1,367	3,366
<b>Total</b>		<b>24,857</b>	<b>15,183</b>	<b>40,040</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Norwich	January	1,081	470	1,551
	February	958	489	1,447
	March	1,060	465	1,525
	April	1,093	556	1,649
	May	1,022	505	1,527
	June	1,096	644	1,740
	July	1,128	637	1,765
	August	1,137	618	1,755
	September	1,049	562	1,611
	October	1,017	595	1,612
	November	1,022	556	1,578
	December	1,053	601	1,654
<b>Total</b>		<b>12,716</b>	<b>6,698</b>	<b>19,414</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Old Saybrook	January	271	78	349
	February	153	35	188
	March	195	54	249
	April	182	41	223
	May	162	65	227
	June	208	84	292
	July	242	94	336
	August	274	116	390
	September	199	92	291
	October	204	69	273
	November	190	70	260
	December	165	75	240
<b>Total</b>		<b>2,445</b>	<b>873</b>	<b>3,318</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Orange	January	249	382	631
	February	194	312	506
	March	234	327	561
	April	233	307	540
	May	242	302	544
	June	197	325	522
	July	268	373	641
	August	224	366	590
	September	229	325	554
	October	209	383	592
	November	239	331	570
	December	269	411	680
<b>Total</b>		<b>2,787</b>	<b>4,144</b>	<b>6,931</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Plainville	January	440	167	607
	February	351	185	536
	March	375	166	541
	April	354	159	513
	May	395	156	551
	June	328	141	469
	July	382	179	561
	August	377	195	572
	September	438	159	597
	October	380	183	563
	November	349	191	540
	December	375	238	613
<b>Total</b>		<b>4,544</b>	<b>2,119</b>	<b>6,663</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Plymouth	January	175	127	302
	February	138	137	275
	March	194	124	318
	April	174	93	267
	May	183	116	299
	June	184	172	356
	July	248	158	406
	August	216	181	397
	September	181	144	325
	October	178	169	347
	November	150	148	298
	December	166	154	320
<b>Total</b>		<b>2,187</b>	<b>1,723</b>	<b>3,910</b>

\* Adjusted for rebids.

### E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2004

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Putnam	January	193	20	213
	February	209	26	235
	March	198	26	224
	April	214	29	243
	May	215	28	243
	June	207	31	238
	July	219	68	287
	August	200	62	262
	September	175	97	272
	October	180	48	228
	November	200	64	264
	December	187	68	255
<b>Total</b>		<b>2,397</b>	<b>17,277</b>	<b>2,964</b>

Redding	January	158	155	313
	February	124	85	209
	March	143	84	227
	April	125	88	213
	May	136	107	243
	June	158	78	236
	July	139	93	232
	August	154	137	291
	September	159	137	296
	October	134	92	226
	November	164	79	243
	December	171	124	295
<b>Total</b>		<b>1,765</b>	<b>1,259</b>	<b>3,024</b>

Rocky Hill	January	331	206	537
	February	338	161	499
	March	342	157	499
	April	355	163	518
	May	353	179	532
	June	334	176	510
	July	420	178	598
	August	377	253	630
	September	360	129	489
	October	355	235	590
	November	340	221	561
	December	381	226	607
<b>Total</b>		<b>4,286</b>	<b>2,284</b>	<b>6,570</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Quinebaug Valley	January	1,497	1,482	2,979
	February	1,251	1,374	2,625
	March	1,404	1,410	2,814
	April	1,487	1,137	2,624
	May	1,304	1,346	2,650
	June	1,524	1,490	3,014
	July	1,793	1,423	3,216
	August	1,680	1,446	3,126
	September	1,663	1,570	3,233
	October	1,480	1,440	2,920
	November	1,382	1,523	2,905
	December	1,564	1,636	3,200
<b>Total</b>		<b>18,029</b>	<b>17,277</b>	<b>35,306</b>

Ridgefield	January	452	294	746
	February	373	236	609
	March	479	247	726
	April	450	215	665
	May	475	264	739
	June	426	249	675
	July	430	262	692
	August	499	317	816
	September	498	304	802
	October	471	250	721
	November	413	257	670
	December	452	274	726
<b>Total</b>		<b>5,418</b>	<b>3,169</b>	<b>8,587</b>

Seymour	January	277	93	370
	February	199	85	284
	March	221	86	307
	April	251	110	361
	May	213	85	298
	June	283	95	378
	July	266	100	366
	August	223	79	302
	September	233	115	348
	October	242	81	323
	November	203	81	284
	December	246	111	357
<b>Total</b>		<b>2,857</b>	<b>1,121</b>	<b>3,978</b>

\* Adjusted for rebids.

### E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2004

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Shelton	January	728	340	1,068
	February	688	282	970
	March	634	320	954
	April	668	322	990
	May	601	260	861
	June	673	353	1,026
	July	782	363	1,145
	August	664	341	1,005
	September	663	327	990
	October	691	353	1,044
	November	590	322	912
	December	672	375	1,047
<b>Total</b>		<b>8,054</b>	<b>3,958</b>	<b>12,012</b>

South Central	January	485	137	622
	February	467	130	597
	March	470	126	596
	April	465	99	564
	May	439	121	560
	June	476	137	613
	July	532	144	676
	August	508	135	643
	September	537	133	670
	October	552	121	673
	November	502	142	644
	December	569	174	743
<b>Total</b>		<b>6,002</b>	<b>1,599</b>	<b>7,601</b>

Southbury	January	340	96	436
	February	285	64	349
	March	291	71	362
	April	330	67	397
	May	311	67	378
	June	389	79	468
	July	421	86	507
	August	341	108	449
	September	345	154	499
	October	351	117	468
	November	281	112	393
	December	315	166	481
<b>Total</b>		<b>4,000</b>	<b>1,187</b>	<b>5,187</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Simsbury	January	287	211	498
	February	223	208	431
	March	288	178	466
	April	262	131	393
	May	311	177	488
	June	271	183	454
	July	355	195	550
	August	285	181	466
	September	292	216	508
	October	274	189	463
	November	269	211	480
	December	313	238	551
<b>Total</b>		<b>3,430</b>	<b>2,318</b>	<b>5,748</b>

South Windsor	January	342	250	592
	February	290	263	553
	March	308	253	561
	April	327	215	542
	May	337	234	571
	June	293	261	554
	July	322	252	574
	August	352	285	637
	September	347	275	622
	October	388	357	745
	November	348	273	621
	December	309	282	591
<b>Total</b>		<b>3,963</b>	<b>3,200</b>	<b>7,163</b>

Southington	January	699	340	1,039
	February	619	327	946
	March	641	282	923
	April	614	283	897
	May	563	322	885
	June	652	375	1,027
	July	678	383	1,061
	August	685	410	1,095
	September	606	411	1,017
	October	632	440	1,072
	November	592	386	978
	December	663	405	1,068
<b>Total</b>		<b>7,644</b>	<b>4,364</b>	<b>12,008</b>

\* Adjusted for rebids.

### E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2004

PSAP Name	Month	Wireline*	Wireless*	Total Calls
<b>Stamford</b>	January	4,228	2,010	6,238
	February	3,596	1,708	5,304
	March	4,010	1,765	5,775
	April	3,870	1,807	5,677
	May	3,867	2,023	5,890
	June	4,291	2,105	6,396
	July	4,319	2,130	6,449
	August	4,322	2,218	6,540
	September	4,024	2,237	6,261
	October	3,886	2,205	6,091
	November	3,632	2,081	5,713
	December	3,900	2,160	6,060
<b>Total</b>		<b>47,945</b>	<b>24,449</b>	<b>72,394</b>

<b>State Police Troop B</b>	January	114	464	578
	February	106	445	551
	March	127	448	575
	April	121	409	530
	May	125	395	520
	June	157	417	574
	July	192	421	613
	August	167	433	600
	September	150	437	587
	October	133	466	599
	November	125	445	570
	December	136	481	617
<b>Total</b>		<b>1,653</b>	<b>5,261</b>	<b>6,914</b>

<b>State Police Troop G</b>	January	254	22,997	23,251
	February	250	22,214	22,464
	March	256	21,556	21,812
	April	244	21,311	21,555
	May	292	21,437	21,729
	June	331	24,845	25,176
	July	247	23,623	23,870
	August	218	23,463	23,681
	September	237	23,106	23,343
	October	194	22,183	22,377
	November	244	21,820	22,064
	December	229	22,718	22,947
<b>Total</b>		<b>2,996</b>	<b>271,273</b>	<b>274,269</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
<b>State Police Troop A</b>	January	166	4,311	4,477
	February	135	4,361	4,496
	March	173	3,876	4,049
	April	212	4,043	4,255
	May	190	4,306	4,496
	June	213	4,580	4,793
	July	210	4,550	4,760
	August	212	4,387	4,599
	September	198	4,435	4,633
	October	151	4,057	4,208
	November	177	4,149	4,326
	December	168	4,818	4,986
<b>Total</b>		<b>2,205</b>	<b>51,873</b>	<b>54,078</b>

<b>State Police Troop E</b>	January	341	5,095	5,436
	February	312	4,426	4,738
	March	333	4,366	4,699
	April	351	3,882	4,233
	May	343	4,209	4,552
	June	454	4,572	5,026
	July	508	5,215	5,723
	August	456	4,912	5,368
	September	444	4,193	4,637
	October	382	4,084	4,466
	November	316	2,296	2,612
	December	373	4,995	5,368
<b>Total</b>		<b>4,613</b>	<b>52,245</b>	<b>56,858</b>

<b>State Police Troop H</b>	January	260	17,922	18,182
	February	245	17,614	17,859
	March	220	16,543	16,763
	April	229	17,252	17,481
	May	311	18,081	18,392
	June	309	18,368	18,677
	July	490	19,016	19,506
	August	304	19,689	19,993
	September	267	17,587	17,854
	October	248	18,704	18,952
	November	209	16,983	17,192
	December	218	18,663	18,881
<b>Total</b>		<b>3,310</b>	<b>216,422</b>	<b>219,732</b>

\* Adjusted for rebids.

### E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2004

PSAP Name	Month	Wireline*	Wireless*	Total Calls
State Police Troop I	January	350	9,983	10,333
	February	381	9,190	9,571
	March	359	9,766	10,125
	April	306	9,596	9,902
	May	347	8,664	9,011
	June	396	9,603	9,999
	July	436	9,493	9,929
	August	345	9,269	9,614
	September	388	9,402	9,790
	October	363	9,576	9,939
	November	406	9,423	9,829
	December	317	10,132	10,449
<b>Total</b>		<b>4,394</b>	<b>114,097</b>	<b>118,491</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
State Police Troop L	January	218	520	738
	February	184	507	691
	March	239	512	751
	April	233	461	694
	May	279	582	861
	June	241	529	770
	July	268	545	813
	August	325	625	950
	September	242	505	747
	October	310	518	828
	November	222	513	735
	December	204	575	779
<b>Total</b>		<b>2,965</b>	<b>6,392</b>	<b>9,357</b>

State Police Troop W	January	99	203	302
	February	115	210	325
	March	95	145	240
	April	157	185	342
	May	117	162	279
	June	148	256	404
	July	127	165	292
	August	115	171	286
	September	78	154	232
	October	96	146	242
	November	95	187	282
	December	109	253	362
<b>Total</b>		<b>1,351</b>	<b>2,237</b>	<b>3,588</b>

Stonington	January	263	278	541
	February	222	289	511
	March	248	210	458
	April	311	176	487
	May	301	213	514
	June	320	236	556
	July	382	251	633
	August	366	260	626
	September	310	248	558
	October	308	207	515
	November	291	221	512
	December	284	222	506
<b>Total</b>		<b>3,606</b>	<b>2,811</b>	<b>6,417</b>

Stratford	January	1,272	610	1,882
	February	1,238	632	1,870
	March	1,332	554	1,886
	April	1,263	612	1,875
	May	1,226	633	1,859
	June	1,452	718	2,170
	July	1,467	655	2,122
	August	1,369	644	2,013
	September	1,433	674	2,107
	October	1,382	640	2,022
	November	1,238	639	1,877
	December	1,204	729	1,933
<b>Total</b>		<b>15,876</b>	<b>7,740</b>	<b>23,616</b>

Suffield	January	188	132	320
	February	159	127	286
	March	159	73	232
	April	156	68	224
	May	182	93	275
	June	217	108	325
	July	217	98	315
	August	204	80	284
	September	205	62	267
	October	190	77	267
	November	175	74	249
	December	190	105	295
<b>Total</b>		<b>2,242</b>	<b>1,097</b>	<b>3,339</b>

\* Adjusted for rebids.

### E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2004

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Thomaston	January	79	25	104
	February	64	32	96
	March	78	29	107
	April	87	31	118
	May	74	37	111
	June	83	46	129
	July	102	43	145
	August	102	52	154
	September	84	35	119
	October	74	46	120
	November	67	45	112
	December	78	34	112
<b>Total</b>		<b>972</b>	<b>455</b>	<b>1,427</b>

Torrington	January	721	423	1,144
	February	608	326	934
	March	745	295	1,040
	April	774	299	1,073
	May	772	349	1,121
	June	758	371	1,129
	July	805	348	1,153
	August	836	402	1,238
	September	796	421	1,217
	October	725	386	1,111
	November	753	376	1,129
	December	702	407	1,109
<b>Total</b>		<b>8,995</b>	<b>4,403</b>	<b>13,398</b>

University of Connecticut	January	252	110	362
	February	368	124	492
	March	363	73	436
	April	831	221	1,052
	May	338	62	400
	June	239	63	302
	July	406	133	539
	August	479	143	622
	September	751	273	1,024
	October	610	293	903
	November	406	212	618
	December	410	178	588
<b>Total</b>		<b>5,453</b>	<b>1,885</b>	<b>7,338</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Tolland County	January	1,329	2,335	3,664
	February	1,150	2,247	3,397
	March	1,292	1,941	3,233
	April	1,328	2,315	3,643
	May	1,282	1,861	3,143
	June	1,326	2,240	3,566
	July	1,392	2,192	3,584
	August	1,359	2,165	3,524
	September	1,319	2,124	3,443
	October	1,238	1,976	3,214
	November	1,297	1,925	3,222
	December	1,371	2,118	3,489
<b>Total</b>		<b>15,683</b>	<b>25,439</b>	<b>41,122</b>

Trumbull	January	726	330	1,056
	February	580	305	885
	March	659	312	971
	April	628	301	929
	May	604	301	905
	June	708	315	1,023
	July	702	298	1,000
	August	671	318	989
	September	588	311	899
	October	705	363	1,068
	November	636	383	1,019
	December	643	378	1,021
<b>Total</b>		<b>7,850</b>	<b>3,915</b>	<b>11,765</b>

Valley Shore	January	806	3,862	4,668
	February	647	3,343	3,990
	March	628	3,210	3,838
	April	679	3,402	4,081
	May	682	3,515	4,197
	June	880	4,111	4,991
	July	811	3,956	4,767
	August	833	3,756	4,589
	September	762	3,234	3,996
	October	727	2,920	3,647
	November	640	2,968	3,608
	December	747	3,224	3,971
<b>Total</b>		<b>8,842</b>	<b>41,501</b>	<b>50,343</b>

\* Adjusted for rebids.

### E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2004

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Vernon	January	500	184	684
	February	470	227	697
	March	482	172	654
	April	484	165	649
	May	486	216	702
	June	590	227	817
	July	570	264	834
	August	526	242	768
	September	491	278	769
	October	481	280	761
	November	432	248	680
	December	494	247	741
<b>Total</b>		<b>6,006</b>	<b>2,750</b>	<b>8,756</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Wallingford	January	627	455	1,082
	February	626	518	1,144
	March	658	478	1,136
	April	627	438	1,065
	May	680	491	1,171
	June	703	538	1,241
	July	838	365	1,203
	August	702	516	1,218
	September	684	455	1,139
	October	699	531	1,230
	November	658	472	1,130
	December	723	591	1,314
<b>Total</b>		<b>8,225</b>	<b>5,848</b>	<b>14,073</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Waterbury	January	3,579	1,803	5,382
	February	3,269	1,774	5,043
	March	3,527	1,622	5,149
	April	3,755	1,879	5,634
	May	3,599	1,973	5,572
	June	3,991	2,018	6,009
	July	4,074	2,944	7,018
	August	3,973	3,002	6,975
	September	3,649	2,843	6,492
	October	3,475	2,898	6,373
	November	3,352	2,716	6,068
	December	3,469	2,861	6,330
<b>Total</b>		<b>43,712</b>	<b>28,333</b>	<b>72,045</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Waterford	January	430	431	861
	February	367	390	757
	March	365	419	784
	April	458	341	799
	May	369	391	760
	June	415	481	896
	July	504	509	1,013
	August	458	446	904
	September	434	477	911
	October	379	408	787
	November	384	476	860
	December	386	528	914
<b>Total</b>		<b>4,949</b>	<b>5,297</b>	<b>10,246</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Watertown	January	288	243	531
	February	279	320	599
	March	292	290	582
	April	349	279	628
	May	328	261	589
	June	344	291	635
	July	367	329	696
	August	363	315	678
	September	297	279	576
	October	337	264	601
	November	269	279	548
	December	299	293	592
<b>Total</b>		<b>3,812</b>	<b>3,443</b>	<b>7,255</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
West Hartford	January	1,063	959	2,022
	February	885	888	1,773
	March	975	900	1,875
	April	1,013	812	1,825
	May	1,020	930	1,950
	June	1,081	967	2,048
	July	1,017	930	1,947
	August	1,068	863	1,931
	September	1,058	939	1,997
	October	1,038	922	1,960
	November	1,001	968	1,969
	December	967	1,042	2,009
<b>Total</b>		<b>12,186</b>	<b>11,120</b>	<b>23,306</b>

\* Adjusted for rebids.

### E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2004

PSAP Name	Month	Wireline*	Wireless*	Total Calls
West Haven	January	1,752	995	2,747
	February	1,522	889	2,411
	March	1,651	1,184	2,835
	April	1,662	1,216	2,878
	May	1,617	1,234	2,851
	June	1,789	1,366	3,155
	July	1,814	1,476	3,290
	August	1,836	1,336	3,172
	September	1,596	1,230	2,826
	October	1,622	1,246	2,868
	November	1,546	1,252	2,798
	December	1,670	1,183	2,853
<b>Total</b>		<b>20,077</b>	<b>14,607</b>	<b>34,684</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Weston	January	188	120	308
	February	153	101	254
	March	183	74	257
	April	150	77	227
	May	167	104	271
	June	190	125	315
	July	167	96	263
	August	239	98	337
	September	202	83	285
	October	160	100	260
	November	163	90	253
	December	166	102	268
<b>Total</b>		<b>2,128</b>	<b>1,170</b>	<b>3,298</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Westport	January	595	316	911
	February	448	279	727
	March	515	293	808
	April	524	281	805
	May	569	323	892
	June	580	388	968
	July	540	386	926
	August	535	362	897
	September	499	388	887
	October	493	311	804
	November	579	355	934
	December	516	342	858
<b>Total</b>		<b>6,393</b>	<b>4,024</b>	<b>10,417</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Wethersfield	January	460	315	775
	February	469	348	817
	March	440	273	713
	April	421	342	763
	May	455	313	768
	June	454	346	800
	July	501	370	871
	August	496	357	853
	September	461	317	778
	October	442	397	839
	November	472	382	854
	December	483	451	934
<b>Total</b>		<b>5,554</b>	<b>4,211</b>	<b>9,765</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Willimantic	January	1,048	503	1,551
	February	966	540	1,506
	March	884	564	1,448
	April	950	669	1,619
	May	956	637	1,593
	June	1,014	712	1,726
	July	849	783	1,632
	August	936	767	1,703
	September	862	631	1,493
	October	849	679	1,528
	November	755	616	1,371
	December	789	695	1,484
<b>Total</b>		<b>10,858</b>	<b>7,796</b>	<b>18,654</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
Wilton	January	328	340	668
	February	272	253	525
	March	307	236	543
	April	322	238	560
	May	314	278	592
	June	407	288	695
	July	340	293	633
	August	317	286	603
	September	337	287	624
	October	276	351	627
	November	265	324	589
	December	281	376	657
<b>Total</b>		<b>3,766</b>	<b>3,550</b>	<b>7,316</b>

\* Adjusted for rebids.

### E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2004

PSAP Name	Month	Wireline*	Wireless*	Total Calls
<b>Windsor</b>	January	548	288	836
	February	428	286	714
	March	494	251	745
	April	401	231	632
	May	528	248	776
	June	594	295	889
	July	518	292	810
	August	512	305	817
	September	523	362	885
	October	556	292	848
	November	501	260	761
	December	554	310	864
<b>Total</b>		<b>6,157</b>	<b>3,420</b>	<b>9,577</b>

<b>Winsted</b>	January	181	121	302
	February	152	116	268
	March	170	94	264
	April	192	101	293
	May	170	131	301
	June	167	121	288
	July	202	108	310
	August	214	155	369
	September	187	115	302
	October	163	141	304
	November	164	157	321
	December	179	164	343
<b>Total</b>		<b>2,141</b>	<b>1,524</b>	<b>3,665</b>

<b>Woodbridge</b>	January	143	147	290
	February	131	119	250
	March	135	181	316
	April	169	110	279
	May	156	95	251
	June	153	161	314
	July	175	107	282
	August	184	129	313
	September	181	154	335
	October	163	127	290
	November	129	144	273
	December	174	159	333
<b>Total</b>		<b>1,893</b>	<b>1,633</b>	<b>3,526</b>

PSAP Name	Month	Wireline*	Wireless*	Total Calls
<b>Windsor Locks</b>	January	196	148	344
	February	187	101	288
	March	179	130	309
	April	174	124	298
	May	235	144	379
	June	222	145	367
	July	230	162	392
	August	180	165	345
	September	185	159	344
	October	235	185	420
	November	179	118	297
	December	165	153	318
<b>Total</b>		<b>2,367</b>	<b>1,734</b>	<b>4,101</b>

<b>Wolcott</b>	January	211	105	316
	February	200	62	262
	March	170	85	255
	April	218	91	309
	May	220	91	311
	June	216	123	339
	July	263	201	464
	August	218	217	435
	September	246	230	476
	October	244	263	507
	November	218	237	455
	December	215	218	433
<b>Total</b>		<b>2,639</b>	<b>1,923</b>	<b>4,562</b>

<b>Statewide</b>	January	89,864	120,333	210,197
	February	79,163	114,516	193,679
	March	83,071	111,931	195,002
	April	86,012	114,090	200,102
	May	88,107	115,749	203,856
	June	94,835	127,059	221,894
	July	98,586	127,954	226,540
	August	95,609	128,049	223,658
	September	89,220	122,741	211,961
	October	87,002	122,280	209,282
	November	81,173	118,486	199,659
	December	85,293	128,494	213,787
<b>Total</b>		<b>1,057,935</b>	<b>1,451,682</b>	<b>2,509,617</b>

\* Adjusted for rebids.

## **E9-1-1 SYSTEM TRAINING**

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

The three steps to the certification process are:

1. Completion of a state-approved Telecommunicator Training Program; and
2. Achievement of a passing grade on the State Telecommunicator Examination; and
3. Completion of a probationary work period as verified by the employer.

Seven training classes were held during the 2004 calendar year. 247 students took the exam. Of those students, 220 (89%) passed the Telecommunicator's certification examination.

Telecommunicator Training classes held in 2004 were as follows:

- February 2 - 10, Department of Public Safety, Middletown
- February 18 - April 12, Department Public Safety, Middletown. Evenings
- April 19 - 27 Department of Public Safety, Troop G, Bridgeport
- June 2 - 10, Department of Public Safety, Middletown
- August 4 - 12, Department of Public Safety, Middletown
- September 27 - October 5, New Haven Regional Fire Academy, New Haven
- November 1 - 9, Department of Public Safety, Middletown.

The 2005 schedule for Telecommunicator Training will have eight classes. In response to the PSAP community, one class will be offered in the evening and will be conducted three nights a week (Tuesday, Wednesday, Thursday). This evening class will conclude in one month's time. Also in response to requests from the PSAP community, training will be offered in two new locations, Norwich and Newtown.

## **EMERGENCY MEDICAL DISPATCH (EMD)**

EMD refers to instructions provided to the 9-1-1 caller by PSAP personnel prior to the arrival of medical services.

Public Act 00-151 requires that “not later than July 1, 2004, each PSAP shall provide emergency medical dispatch (EMD) or shall arrange for EMD to be provided . . .” As of December 31, 2004, all municipal and regional PSAPs had met this requirement. Seventy-four PSAPs provided EMD directly. Twenty-five had opted to transfer their EMS calls to a regional center or a private safety answering point under contractual arrangements. Dispatchers for the State Police PSAPs were in the process of being trained.

During calendar year 2004, 932 people received EMD training.

- 828 completed the initial 3-Day EMD training course.
- 104 completed 1-Day continuing education course.

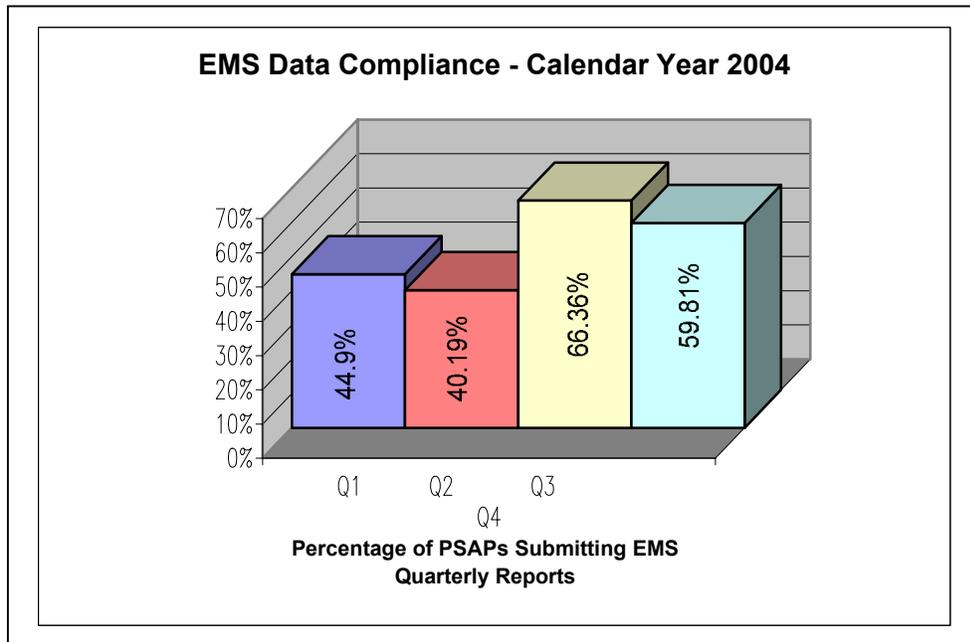
OSET reimburses municipalities for training expenses related to EMD. To date, municipalities have been reimbursed \$249,537 for EMD training.

• FY 01-02	\$ 17,970
• FY 02-03	\$ 33,396
• FY 03-04	\$113,742
• <u>FY 04-05 to date</u>	<u>\$ 84,429</u>
Total to date:	\$249,537

## **EMERGENCY MEDICAL SERVICE (EMS) DATA COLLECTION**

Public Act 00-151 requires PSAPs to submit information regarding the processing of EMS emergency and 9-1-1 calls to the Office of Statewide Emergency Telecommunications (OSET) on a quarterly basis. These reports reflect the length of time it took for a PSAP to answer a 911 call and the length of time it took for that PSAP to dispatch EMS assistance to that caller.

OSET has collected data from PSAPs for each quarter of 2004. The number and percentages of PSAPs submitting quarterly reports is as follows:



- Quarter 1 - 48 PSAPs submitted reports (44.9 %)
- Quarter 2 - 43 PSAPs submitted reports (40.2 %)
- Quarter 3 - 71 PSAPs submitted reports (66.36 %)
- Quarter 4 – 64 PSAPs submitted reports (59.81 %)

Reports are submitted to the Department of Public Health. They are also posted on the OSET web site [www.state.ct.us/dps/DFEBS/OSET.htm](http://www.state.ct.us/dps/DFEBS/OSET.htm) under “E9-1-1 PSAP Fractile EMS Response Distribution Reports.”

## EMS Quarterly Reports Submitted by PSAPS for 2004

PSAP Name	Q1 Jan - Mar	Q2 Apr- Jun	Q3 Jul - Sep	Q4* Oct - Dec
Ansonia Police Department	NDS	NDS	Comp.	Comp.
Avon Police Department	Comp.	Incorrect Data	NDS	NDS
Berlin Police Department	INC	Comp.	Comp.	Comp.
Bethel Police Department	NDS	NDS	NDS	Comp.
Bloomfield Police Department	NDS	NDS	Comp.	Comp.
Branford Police Department	NDS	NDS	NDS	NDS
Bridgeport Fire Headquarters	NDS	NDS	Comp.	Comp.
Bristol Police Department	NDS	NDS	INC	Comp.
Brookfield Police Department	Comp.	NDS	NDS	Comp.
Canton Police Department	NDS	Comp.	Rec'd - No Calls Listed	NDS
Cheshire Police Department	Comp.	Comp.	Comp.	Comp.
Clinton Police Department	NDS	NDS	Comp.	NDS
Colchester Emergency Comm. Ctr.	Comp.	Comp.	Comp.	Comp.
Cromwell Police Department	Comp.	NDS	NDS	NDS
CSP Troop A	NDS	Comp.	INC	Comp.
CSP Troop B	NDS	Comp.	INC	Comp.
CSP Troop E	Comp.	Comp.	INC	Comp.
CSP Troop G	Comp.	NDS	INC	Comp.
CSP Troop H	INC	Comp.	Comp.	Comp.
CSP Troop I	NDS	NDS	NDS	NDS
CSP Troop L	NDS	Comp.	INC	Comp.
CSP Troop W	Comp.	Comp.	INC	Comp.
Danbury Fire Department	Comp.	NDS	NDS	NDS
Darien Police Department	Comp.	Comp.	NDS	Comp.
Derby Police Department	NDS	NDS	INC	NDS
East Hartford Police Department	NDS	NDS	NDS	NDS
East Haven Fire Department	Comp.	Comp.	INC	NDS
East Lyme Public Safety	Comp.	Comp.	INC	NDS
East Windsor Police Department	NDS	NDS	NDS	INC
Easton Police Department	NDS	Comp.	INC	NDS
Enfield Public Safety Comm. Ctr.	NDS	NDS	Comp.	Comp.
Fairfield Emergency Comm.	Comp.	Comp.	NDS	NDS
Farmington Police Department	NDS	NDS	INC	INC

<b>PSAP Name</b>	<b>Q1 Jan - Mar</b>	<b>Q2 Apr- Jun</b>	<b>Q3 Jul - Sep</b>	<b>Q4* Oct - Dec</b>
Glastonbury Police Department	NDS	NDS	INC	Comp.
Granby Police Department	Comp.	Comp.	INC	NDS
Greenwich Police Department	NDS	NDS	Comp.	Comp.
Groton Emergency Dispatch Ctr.	Comp.	Comp.	Comp.	Comp.
Guilford Emergency Comm.	NDS	NDS	NDS	Comp.
Hamden Central Comm.	NDS	INC	Comp.	Comp.
Hartford Police Department	NDS	NDS	INC	Comp.
Ledyard Emergency Comm. Ctr.	NDS	NDS	Comp.	Comp.
Litchfield County Dispatch	Comp.	NDS	Comp.	Comp.
Madison Police Department	Comp.	NDS	Comp.	Comp.
Manchester Police Department	Comp.	Comp.	Comp.	Comp.
Meriden Fire & Emer. Svc.	NDS	NDS	NDS	INC
Middlebury Police Department	NDS	NDS	Comp.	NDS
Middletown Central Comm.	Comp.	INC	Comp.	Comp.
Milford Fire Department	Comp.	Unusable Format	Comp.	Comp.
Monroe Police Department	NDS	NDS	NDS	Comp.
Montville Dispatch	Comp.	Comp.	INC	Comp.
Naugatuck Police Department	NDS	NDS	Comp.	NDS
New Britain Public Safety	NDS	NDS	NDS	NDS
New Canaan Police Department	INC	Comp.	NDS	Comp.
New Fairfield Emer. Comm. Ctr.	NDS	NDS	NDS	NDS
New Haven Fire Comm. Ctr.	NDS	NDS	Comp.	Comp.
New London Police Department	Comp.	Comp.	Comp.	Comp.
New Milford Police Department	NDS	NDS	Disk Blank	Comp.
Newington Police Department	NDS	Comp.	Comp.	Comp.
Newtown Police Department	Comp.	NDS	NDS	Comp.
North Branford Police Department	NDS	NDS	NDS	NDS
North Haven Emergency Comm.	NDS	NDS	INC	Comp.
Northwest CT Public Safety Comm. Ctr.	Comp.	Comp.	Comp.	Comp.
Norwalk Police Department	NDS	NDS	NDS	NDS
Norwich Police Department	NDS	NDS	Comp.	NDS
Old Saybrook Police Department	Comp.	Comp.	NDS	NDS
Orange Police Department	Comp.	INC	Comp.	INC
Plainville Police Department	Comp.	Comp.	INC	Comp.
Plymouth Police Department	NDS	NDS	Comp.	NDS
Putnam Police & Fire Comm. Ctr.	NDS	NDS	NDS	NDS

<b>PSAP Name</b>	<b>Q1 Jan - Mar</b>	<b>Q2 Apr- Jun</b>	<b>Q3 Jul - Sep</b>	<b>Q4* Oct - Dec</b>
Quinebaug Valley Emer. Comm.	NDS	Comp.	NDS	Comp.
Redding Emergency Comm. Ctr.	Comp.	NDS	INC	NDS
Ridgefield Police Department	Comp.	NDS	INC	Comp.
Rocky Hill Police Department	NDS	NDS	INC	NDS
Seymour Police Department	NDS	NDS	Comp.	Comp.
Shelton Police Department	NDS	INC	Comp.	NDS
Simsbury Police Department	NDS	NDS	Comp.	Comp.
South Central Emer. Comm. Ctr.	Comp.	Comp.	Comp.	Comp.
South Windsor Police Department	Comp.	NDS	NDS	NDS
Southbury Public Safety	Comp.	Comp.	NDS	NDS
Southington Police Department	NDS	NDS	INC	NDS
Stamford Emergency Comm.	Comp.	Comp.	Comp.	INC
Stonington Police Department	Comp.	NDS	NDS	NDS
Stratford Police Department	NDS	NDS	Comp.	NDS
Suffield Police Department	NDS	NDS	NDS	NDS
Thomaston Police Department	NDS	NDS	NDS	NDS
Tolland County Mutual Aid Dispatch Ctr.	NDS	Comp.	Comp.	Comp.
Torrington Police Department	NDS	Comp.	NDS	NDS
Trumbull Central Emerg. Dispatch	NDS	Comp.	INC	NDS
UCONN Police Department	Comp.	NDS	NDS	NDS
Valley Shore Emer. Comm., Inc.	Comp.	NDS	NDS	Comp.
Vernon Police Department	Comp.	NDS	NDS	Comp.
Wallingford Police Department	Comp.	INC	Comp.	Comp.
Waterbury Police Department	NDS	NDS	Comp.	Comp.
Waterford Emergency Comm. Ctr.	NDS	NDS	Comp.	Comp.
Watertown Police Department	INC	Comp.	INC	NDS
West Hartford Police Department	Comp.	Comp.	Comp.	Comp.
West Haven E.R.S. 911 Center	Comp.	Comp.	Comp.	NDS
Weston Communications	Comp.	Comp.	INC	NDS
Westport Police Department	Comp.	Comp.	Comp.	Comp.
Wethersfield Police Department	NDS	NDS	NDS	Comp.
Willimantic Switchboard Fire Chiefs Assn.	Comp.	Comp.	NDS	NDS
Wilton Police Department	NDS	NDS	Comp.	Comp.
Windsor Locks Police Department	Comp.	NDS	NDS	NDS
Windsor Police Department	NDS	NDS	Comp.	Comp.
Winsted Police Department	NDS	NDS	Comp.	Comp.

<b>PSAP Name</b>	<b>Q1 Jan - Mar</b>	<b>Q2 Apr- Jun</b>	<b>Q3 Jul - Sep</b>	<b>Q4* Oct - Dec</b>
Wolcott Police Department	NDS	Unusable Format	Comp.	Comp.
Woodbridge Police Department	NDS	NDS	Comp.	NDS
<b>Total Submissions</b>	<b>48</b>	<b>43</b>	<b>71</b>	<b>64</b>
<b>Percent of PSAP's in Compliance</b>	<b>44.86%</b>	<b>40.19%</b>	<b>66.36%</b>	<b>59.81%</b>

\* Quarter 4 data is incomplete.

Comp. = Complete

INC = Incomplete

NDS = No data submitted

## **PUBLIC SAFETY RADIO-RELATED ACTIVITY**

The Office of Statewide Emergency Telecommunications is responsible for the coordination of radio frequency requests for public safety agencies within the State. Seventy-seven requests for frequencies, noted below, were processed during the 2004 calendar year.

OSET also took the leading role for Region 19 (New England) in the development of the New England 700 MHz Regional Plan governing the allocation of radio band width in the 700 MHz spectrum within this region. A final draft was completed during 2004 and will be submitted to the Federal Communications Commission in 2005. The draft is available on the Region 19 New England website: <http://www.ner700mhz.org>.

### **PROCESSED APPLICATIONS**

<b><u>Town/Agency/Organization</u></b>	<b><u># of Applications</u></b>
Bethel, Town of	2
Branford, Town of	1
Bridgeport, City of	1
Bridgewater, Town of	2
Bristol, City of	1
Brookfield, Town of	1
Burlington, Town of	1
Cheshire, Town of	1
Connecticut Valley Hospital	2
Cromwell, Mattabasset District	1
Dayville Fire District	1
Durham, Town of	1
Ellington, Town of	1
Farmington Valley Health District	1
Gaylordsville, Town of	1
Greater Bridgeport Transit District	1
Harwinton Ambulance Association	1
Madison, Town of	2
Marlborough, Town of	1
Middlebury, Town of	2
Middletown, City of	3
Middletown, Town of	1
Milford, City of	2
Naugatuck, Borough of	1
New Fairfield, Town of	2
New Hartford Voluntary Ambulance Services	1

<b>Town/Agency/Organization</b>	<b># of Applications</b>
New Hartford, Town of	1
Newington, Town of	1
Newtown, Town of	1
North Branford, Town of	2
Norwalk Transit District	1
Norwich, City of	1
Old Lyme, Town of	1
Old Mystic Fire Department	1
Old Saybrook, Town of	3
Oxford Ambulance Association	1
Oxford, Town of	3
Portland, Town of	1
Prospect, Town of	1
Quinebaug Valley Emergency Communications Center	1
Ridgefield Fire Department	5
Seymour, Town of	1
Simsbury, Town of	1
South Windsor, Town of	1
Southbury Ambulance Association	1
Southbury, Town of	1
Southport, City of	1
Stafford, Town of	1
Stamford, City of	1
State of Connecticut, Office of Emergency Management	2
Stonington Town of	1
Suffield, Town of	1
Trumbull, Town of	1
Valley Shore Emergency Communications Center	1
Vernon, Town of	1
Washington, Town of	1
Waterford, Town of	1
Windsor, Town of	1
<b>Total</b>	<b>77</b>

## **E9-1-1- SURCHARGE**

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

In accordance with the provisions of the Regulations of the State Of Connecticut Section 28-24-10, OSET submitted its operating budget for E9-1-1- service, and the implementation of Section 28-24-1 through 28-24-11 to the DPUC for fiscal year 2004-2005. The budget requirements resulted in reducing the surcharge from twenty cents (20¢) to nineteen cents (19¢) per month for a single telephone line for the period June 1, 2004 through May 30, 2005. There is a sliding scale for customers with multiple phone lines. The current surcharge rates are listed below.

# of Lines	Per-Line Assessment
1	\$0.19 per line
2	\$0.14 per line
3	\$0.13 per line
4-5	\$0.11 per line
6-10	\$0.10 per line
11-25	\$0.08 per line
26-50	\$0.06 per line
51-99	\$0.05 per line
100+	\$0.04 per line

See Appendix A for the budget submitted to DPUC for fiscal year 2004 - 2005.

## **Summary of Focus Groups Held in 2004**

A series of ten focus group of PSAP personnel were conducted during the first half of 2004. The groups were facilitated by an independent facilitator. The discussion covered current dispatching concerns, PSAPs' needs for the next generation of enhanced 9-1-1 technology, public education and 9-1-1 operator training. Representatives from 76 PSAPs and five members of the E9-1-1 Commission participated. The information gathered from these sessions is being used to help shape OSET's goals and objectives for the coming years. OSET is conducting quarterly PSAP update meetings to continue this dialogue.

A summary of the recommendations generated at these groups is presented below.

### **LOCATION**

Determining the location of cellular callers is a significant issue facing dispatchers. Specific issues include the accuracy of location information provided for phone calls and the accuracy of State-provided mapping information.

#### **Recommendations**

- When transferring a call to another PSAP, ensure that latitude/longitude data is transferred also.
- Integrate network and local CAD (computer-assisted dispatch) mapping.
- Put mapping display on same screen as call display.
- Give PSAPs the option of using their own mapping equipment and technology.
- Provide mapping information beyond state boundaries.

### **9-1-1 WORKSTATIONS**

At the time of these focus groups, several PSAPs had received upgrades to the 9-1-1 workstations. Comments reflect both PSAPs with and without upgrades.

#### **Server is Down - Recommendations**

- Server should generate an immediate, automatic alarm that notifies both SBC and the PSAP when the system is down. Alarm should be very evident and explanatory of situation. Alarms should identify whether alarm is for a blip fault or a longer-term situation and provide re-routing information.
- Server should automatically reroute calls and generate notice for all involved PSAPs.
- The server should generate reports on system outages for PSAPs.

#### **Inconsistent Data Formats - Recommendations**

- Establish data standards. Institute standard abbreviations, field sizes and geographic information.
- Provide PSAPs with advance notice of changes.

#### **Transferring Calls - Recommendations**

- Configure system to display origin of transferred calls.
- Transfer call to the PSAP 9-1-1 line, not to a 10-digit number.
- Create ability to instantly transfer calls from one PSAP to another.
- Institute standard transferring protocol.

#### **Screen Display - Recommendations**

- Simplify screen. Put ancillary data in ‘parking area’ or on a second screen.
- Display subscriber information, that is number, name and address of cell phone callers.
- Clearly identify all numbers shown on display.
- Display numbers according to dispatchers’ needs.

**Manual Query Reports - Recommendation** - Configure system to automatically generate report and forward to OSET.

#### **Call Overflow Technology - Recommendations**

- Automatically re-route overflow calls without overloading any one PSAP.
- Identify overflow calls on display screens. Identify reason of transfer and transferring PSAP.

#### **Future Procurements of 9-1-1 Server - Recommendations**

- Make server remotely accessible so that reports, matrices can be accessed without taking down a server.
- Incorporate technology allowing speech and hearing impaired person access to 9-1-1.
- Provide PSAPs with ability to track moving calls (primarily highway calls) without continually rebidding, similar to Automatic Vehicle Location Identifier (AVL) technology.

#### **PSAP Involvement - Recommendations**

- Increase PSAP involvement. Include PSAPs in purchasing decisions.
- Provide PSAPs with options of new equipment and installation. Issue credit to PSAPs that do not need new equipment or all components of new equipment.
- Allow several solutions, within given parameters, and allow some customization of equipment for the PSAPs.
- Provide ongoing focus groups for PSAP IT staff. Include OSET, SBC, cell phone companies, CAD (computer-aided dispatch) vendors. Invite PSAP managerial and municipal executive staff.
- Allow PSAP information technology staff to help develop 3-5 year plan. It is preferable to have PSAP staff co-develop plan rather than react to State’s plan.

### **NETWORK ISSUES**

#### **PBX - Recommendations**

- Educate businesses and public about employee safety and liability issues.
- Mandate that location information be provided.
- OSET should work with phone vendors to address these issues.

- Investigate subsidizing the configuration of location information for multi-line systems. If subsidies cannot be provided for private businesses, at least provide subsidies for school systems that cannot afford it.
- Install Global Positioning Software (GPS) chips in PBX phones.
- Purchase software which will provide location of PBX calls.

#### **VOIP - Recommendations**

- Educate public of VOIP limitations.
- Mandate 9-1-1 limitations disclosure by vendors.

### **AUXILLARY EQUIPMENT**

#### **Equipment and Space - Recommendations**

- Reduce volume of equipment.
- Remove as much equipment as possible from dispatch room. Make equipment accessible from remote location.
- Provide State assistance for ergonomic issues.

#### **CAD (Computer-Aided Dispatch) - Recommendations**

- Improve interfacing between CAD systems and 9-1-1.
- Install a test area in the network to test CAD interfacing. This will enable the PSAPs to determine and address issues before they create a dispatching problem.
- Create protocol which allows PSAPs to determine what to import to CAD.

### **ROUTING ISSUES**

#### **Recommendations**

- Display signal, tower and ESN information of initial signal.
- Identify whether displayed address is that of caller or of cell tower.
- Pre-program 9-1-1 re-routing scenarios into the network so that when activated, the process takes seconds.
- Investigate the option of configuring network so that PSAPs can activate re-routes directly.

### **EMERGENCY MEDICAL SERVICE (EMS) REPORTING**

#### **Recommendations**

- Revisit the EMS reporting issue. These reports do not address the concerns that led to this requirement, that is the timely arrival of EMS assistance.
- Implement an accurate and easy-to-use reporting system.

### **EMERGENCY MEDICAL DISPATCH (EMD)**

#### **Recommendations**

- Obtain EMD software, if it exists, that indicates appropriate level of response.

- Hold a meeting, similar to this focus group meeting, 6 to 9 months after July 1, 2004 to determine what, if any, issues there are with EMD.
- Investigate regionalization of EMD dispatch. Use one state region rather than private CMEDs. Separate EMD dispatch from police and fire dispatch.
- Display list of incoming calls with location information. Configure system so that dispatcher can answer a call out of order. If the dispatcher sees many calls are coming from one site but one call is coming from a different site, the dispatcher can respond to the call from the different site.
- CMEDs duplicate systems and procedures. A unified dispatch center is preferable.

## **DISPATCHER TRAINING**

### **Recommendations**

#### Educational Mandates

- Mandate training and certification prior to employment. Prior training would create pool of potential employees. This would save time, money, and reduce turnover.
- Mandate continuing education for dispatchers.
- Establish recertification requirements. Provide State financial assistance.

#### Training Venues

- Offer on-line training
- Offer self-paced training
- Offer academy style training
- Offer modular training
- Create a dispatch test bay with simulated calls so that people can train in a realistic environment. Allow supervisors to see staff react in critical situations.
- Set up a “CAD caravan”, that is a PSAP training center in a trailer, and provide training throughout the State. This would address the issues of hands-on training and accessible training sites.

#### Schedules and Sites

- Provide more training sites. More options, dates and sites are needed for part-time staff.
- Provide training at community colleges.
- Offer on-site training to adjust for local nuances and equipment.
- Availability of current training is limited. Let towns train and the State test and certify.

#### Provide training on these topics:

- Handling frantic callers
- Customer service, telephone etiquette
- New technology, e.g., VOIP
- De-escalation training
- Fire, EMS and police issues
- Incident command
- Communications officer training
- Crisis management

- Working with hearing and speech impaired
- Management training for dispatch operations

#### Other Training-Related Issues

- Make some aspects of training standardized throughout state.
- Make all components testable.
- Mandate system log-on and tie it to required on-line refresher courses. Automatically lock out users who have not completed on-line refresher training.

### **PUBLIC EDUCATION**

#### **Recommendations**

##### Outreach

- Provide 9-1-1 public safety announcements.
- Use TV and local newspapers to reach public. Use PSAs, TV, radio and internet.
- PSAPs should use local newspaper and cable stations to educate community.
- Use Explorer program to educate 16-18 year old group. Use DARE. Officer Friendly programs have been cut because of fiscal limitations.
- Include pamphlets in bills and new phone purchases.
- Promotionals, such as pamphlets and stickers, are needed.
- Use local PSAP staff to educate community. Possible sites: senior centers, senior housing, nursing homes, baby-sitting courses.
- Mandate that vendors explain 9-1-1 limitations of their products. Phone companies should have similar obligation to warn.
- Require vendors to include inserts regarding limitations in mailings.
- Educate public of limits of wireless and cordless phones.

##### Target Audiences

- Nursing homes
- Senior centers
- Businesses, particularly regarding PBX and VOIP issues
- Immigrant groups
- Schools

##### Messages

- PBX and VOIP limitations (particularly for businesses)
- Cell phone limitations
- 9-1-1 is for emergencies. Don't call about school closings or the weather.
- Educate highway callers to identify location and direction.
- Discourage pre-programming of 9-1-1 in cell phones.
- Educate people that their phone number is relayed when they dial 9-1-1. This might reduce the number of hang-ups.
- Educate public regarding the reasons dispatchers ask questions, particularly questions related to emergency medical dispatch.
- In the near future, VOIP may be the focal point of education.

**Donated Cell Phone Programs** - Donated phones do not provide location information and do not have call-back functionality. Calls made from these phones *may* display the number of the vendor. Many people who have these phones are not aware of these limitations. This lack of awareness could put some persons, particularly those in situations of domestic violence, at increased risk. Phones are helpful to those callers who can provide location information. There was no consensus on whether to support such programs.

## **USE OF 9-1-1 FUNDING**

### **Recommendations**

- State should set standards for equipment, software and CAD and offset costs.
- Change legislation to allow more use of OSET funds, including equipment and software that support the system and staffing costs.
- Revisit formula for funding positions and workstations.

**PSAPs in Attendance at Focus Groups**

Ansonia	Hamden	Ridgefield
Avon	Hartford	Rocky Hill
Berlin	Ledyard	Shelton
Bethel	Litchfield County	Simsbury
Bloomfield	Madison	South Central
Branford	Manchester	Southington
Bristol	Meriden	Stamford
Brookfield	Middletown	State Police Troop A
Canton	Milford	State Police Troop E
Cheshire	Monroe	State Police Troop G
Clinton	Montville	State Police Troop H
Colchester	New Britain	State Police Troop W
Danbury	New Haven	Stratford
Darien	New London	Thomaston
Derby	New Milford	Tolland County
East Hartford	Newington	Valley Shore
East Haven	Newtown	Wallingford
East Lyme	North Branford	Waterford
East Windsor	North Haven	Watertown
Enfield	Northwest Public Safety	West Haven
Fairfield	Norwalk	Weston
Farmington	Norwich	Westport
Granby	Orange	Wethersfield
Greenwich	Plainville	Wilton
Groton	Quinebaug Valley	Windsor Locks
		Woodbridge

Total PSAPs Represented - 76  
E9-1-1 Commission Members - 5

**Focus Group Dates**

January 23, 2004	April 16, 2004
February 20, 2004	April 30, 2004
March 5, 2004	May 21, 2004
March 12, 2004	May 25, 2004
March 24, 2004	June 23, 2004

# Appendices

Ms. Louise E. Rickard  
Executive Secretary  
Department of Public Utility Control  
Ten Franklin Square  
New Britain, CT 06051

RE: Docket No. 96-09-13RE09 - General Implementation of PA 96-150, An Act  
Implementing the Recommendations of the Task Force to Study Enhanced 9-1-1  
Telecommunications Services Established by Public Act 95-318.

Dear Ms. Rickard:

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

The estimated "Statewide Enhanced 9-1-1 Program" operating budget for state fiscal year 2004/2005 (FY 04/05) is \$13,319,944.39. A carryover from FY 03/04 of \$1,879,150 and interest/surplus funds of \$3,000,000 will reduce FY 04/05 operating budget requirements to \$8,440,794.39. The attached document entitled "Estimated Requirements for the Operating Budget of the Statewide Enhanced 9-1-1 Program" provides detailed information for each budget category.

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

Sincerely,

Arthur L. Spada  
Commissioner

Enclosure

Department of Public Safety-Division of Fire, Emergency and Building Services  
OFFICE OF STATEWIDE EMERGENCY TELECOMMUNICATIONS

**“Estimated Requirements for the Operating Budget  
Of the  
Statewide Enhanced 9-1-1- Program”  
Fiscal Year 04/05  
Budget Narrative**

**Item # 1 PSAP Equipment/Enhancements:**

Enhancements to the E9-1-1 system for the purpose of improving cellular call processing of location information are planned for the FY 04/05. PSAPs require mapping software and hardware to read an x and y coordinate which the wireless providers will transmit to the PSAP to locate wireless 9-1-1- callers. New equipment, Statewide Ortho photos, street centerline data, client server upgrades, SBC maintenance on the existing system, and enhancements for existing equipment and software are estimated to be \$2,262,965.20 for FY 04/05. A carryover of \$600,000 from FY 03/04 will reduce the budget needs in this category to equal \$1,662,965.20.

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

Funding for the Regional Emergency Telecommunications Centers is based upon the formula in Section 28-24-3 of the regulation. The variables incorporated into the formula result in exact amounts required for this budget category. FY 04/05 requirements are \$2,031,607.25 for eight regional telecommunications centers.

**Item # 3 Funding for Cities with populations over 70,000:**

Funding for the eight cities in Connecticut with populations in excess of 70,000 is determined by calculation of the formula in Section 28-24-3 of the regulation. This amount is calculated to be \$743,206.90 for eight cities. This amount decreased from the previous year due to the automatic reduction for Danbury due to the continuation of its secondary answering point arrangement and a slight decline in the number of 9-1-1- calls statewide.

Department of Public Safety-Division of Fire, Emergency and Building Services  
**OFFICE OF STATEWIDE EMERGENCY TELECOMMUNICATIONS**

**Item # 4 Funding for New Regional Centers:**

This category can only be estimated. A proposed group of municipalities, currently operating as stand alone public safety answering points, is expected to form a new regional emergency communications center. The FY 04/05 cost for an estimated number of potential centers has been included for a total of \$194,940 under the category of new regional centers. The carryover of \$129,219 from FY 03/04 budget reduces the budget requirement to \$65,721 for FY 04/05.

**Item # 5 Network Costs (Wireline/ Wireless/Database):**

This category includes the cost of the E911 network and E911 database services incurred by SBC. SBC's estimated cost for network services/database management is \$3,827,352 for FY 04/05. These costs include ISDN lines, computer services, tandem connections, database management and support services.

Wireless cost for start up of FCC Docket 94-102 Phase I services are estimated at \$300,000 recurring annual charges for Phase I services are estimated at \$700,000. Additionally, accuracy verification costs of \$50,000.00 will bring this total to \$1,050,000.

The total estimated cost for FY 04/05 for network (wireline and wireless) and database management is estimated to be \$4,887,352. A carryover from the previous fiscal year of \$800,000 will reduce the requirements for FY 04/05 to \$4,077,352.

**Item # 6 Transition Grants:**

This category can only be estimated. A pending request from Valley Shore Emergency Communications Center and an anticipated request from a proposed new regional center in Farmington are expected to total \$1,200,000. A carryover of \$166,000 from last year's budget results in a budget requirement of \$1,034,000 for FY 04/05.

Department of Public Safety-Division of Fire, Emergency and Building  
Services  
OFFICE OF STATEWIDE EMERGENCY TELECOMMUNICATIONS

**Item # 7 Coordinated Emergency Medical Direction (CMED) subsidy:**

Each municipality in the state will receive a subsidy for Coordinated Emergency Medical Direction (CMED) services. The subsidy amount for FY 04/05 is \$.15 cents per capita. The total amount of CMED subsidy for FY 04/05 is \$519,165.45.

**Item # 8 Office of Statewide Emergency Telecommunications:**

The cost of Office of Statewide Emergency Telecommunications for FY 04/05 is \$694,360.95.

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

This annual cost is intended to facilitate the collection of EMS data within the Department of Public Health. For FY 04/5, the cost is \$250,000.

**Item # 10 Training and Public Education Initiatives:**

This annual cost is for training of public safety telecommunicators as required by Connecticut General Statutes Section 28-30 and for the reimbursement of the cost of Emergency Medical Dispatch (EMD) training for municipalities. For FY 04/05, the cost of public safety telecommunicator training is \$146,346.64. The anticipated cost of EMD training is estimated to be \$200,000. The anticipated cost for 9-1-1 public education initiatives is \$200,000 for surveys and the development of a public education program and other related activities. The total amount needed for training and education would be \$546,346.64. A carryover of \$183,931 for EMD reimbursement reduces the needed amount to \$362,415.64.

Department of Public Safety-Division of Fire, Emergency and Building Services  
OFFICE OF STATEWIDE EMERGENCY TELECOMMUNICATIONS

**Revenue:**

Interest income from previous fiscal years and surplus funds received from unanticipated increases in the amounts collected allow for a reduction in the required budget amount of \$3,000,000. This amount combined with carryovers from the previous year will reduce the overall budget need by \$4,879,150.

**Total Budget Requirements:**

The total amount of budget items 1 through 11 for FY 04/05 is \$13,319,944.39. Carryovers, interest and additional revenue from the previous fiscal year equal \$4,879,150. The total Enhanced 9-1-1 Fund budget requirement for FY 04/05 budget is \$8,440,794.39.

**E911 TELECOMMUNICATIONS FUND REQUIREMENTS FOR FY 04/05**

**SUMMARY DATA ALL ITEMS**

	<b>FY 04/05 Requirements</b>	<b>FY 03/04 Carryovers</b>	<b>FY 04/05 Actual Cost</b>
Item 1: New Equipment	\$2,262,965.20	\$600,000.00	\$1,662,965.20
Item 2 : Regionals	\$2,031,607.25	0	\$2,031,607.25
Item 3: City Subsidy	\$743,206.90	0	\$743,206.90
Item 4: New Regionals	\$194,940.00	\$129,219.00	\$65,721.00
Item 5: Network Costs	\$4,877,352.00	\$800,000.00	\$4,077,352.00
Item 6: Transition Grants	\$1,200,000.00	\$166,000.00	\$1,034,000.00
Item 7: CMED Subsidy	\$519,165.45	0	\$519,165.45
Item 8: OSET Cost	\$694,360.95	0	\$694,360.95
Item 9: DPH Subsidy	\$250,000.00	0	\$250,000.00
Item 10: Training & Public Educatio	\$546,346.64	\$183,931.00	\$362,415.64
Item 11: Income/Interest	0	\$3,000,000.00	<b>(\$3,000,000.00)</b>
<b>Budget Requirements</b>			
<b>Carryovers/Incomes</b>	\$13,319,944.39	\$4,879,150.00	\$8,440,794.39
<b>FY04/05 BUDGET</b>	\$8,440,794.39		

**Item # 1**  
**911 PSAP Equipment: FY 2004-2005**

E 9-1-1PSAP Equipment Cost		
Equipment Item		Totals
GIS STREET DATA		\$275,000.00
STATEWIDE ORTHO PHOTO		\$600,000.00
GIS CONSULTING SERVICES		\$60,000.00
<b>PSAP POWER EVAL.</b>		
PSAP Power changes/upgrade		\$50,000.00
PSAP Client Servers upgrade		\$250,000.00
PSAP Stand Alone Servers-		\$150,000.00
extenders/phones		\$150,000.00
PSAP Arms/Racks/Misc.		\$100,000.00
Time Synchronization-		\$50,000.00
upgrade/maintenance		
<b>Maintenance SNET</b>		\$577,965.20
<b>Total:</b>		\$2,262,965.20

**Item # 2**  
**Funding for Regionals: 2004-2005**

<b>COLCHESTER EC</b>						
<b>TOWN/CITY</b>	<b>POP '02</b>		<b># 911 CALLS</b>	<b>VAR. 1</b>	<b>VAR. 2</b>	<b>FY04/05 SUBSIDY</b>
COLCHESTER	14998					
EAST HADDAM	8638					
EAST HAMPTON	11435					
HADDAM NECK	600					
HEBRON	8907					
MARLBOROUGH	5979					
SALEM	3938					
	P		N	C1	C2	<b>FY04/05 SUBSIDY</b>
<b>FY04/05</b>		54495	1	1.4	1	<b>\$134,188.49</b>
<b>GROTON</b>						
TOWN OF GROTON	40270					
GROTON LONG POINT	0					
CITY OF GROTON	0					
NO. STONINGTON	5096					
	P		N	C1	C2	<b>FY04/05 SUBSIDY</b>
<b>FY04/05</b>		45366	1	0.7	1	<b>\$79,127.38</b>
<b>LCD</b>						
BARKHAMSTED	3610					
BRIDGEWATER	1867					
CANAAN	1095					
COLEBROOK	1511					
CORNWALL	1454					
GOSHEN	2860					
HARWINTON	5429					
KENT	2907					
LITCHFIELD	8480					
Borough Litchfld.	0					
Borough Bantam	0					
MORRIS	2371					
NORTH CANAAN	3376					
NEW HARTFORD	6413					
NORFOLK	1673					
SALISBURY	4022					
SHARON	3008					
WARREN	1302					
WASHINGTON	3670					
HARTLAND	2053					
	P		N	C1	C2	<b>FY04/05 SUBSIDY</b>
<b>FY04/05</b>		57101	1	4	1	<b>\$292,928.13</b>
<b>NWPS</b>						
BEACON FALLS	5475					
BETHLEHEM	3540					
OXFORD	10430					
PROSPECT	9052					
WOODBURY	9466					
ROXBURY	2250					
	P		N	C1	C2	<b>FY04/05 SUBSIDY</b>
<b>FY04/05</b>		40213	3.56	1.2	1	<b>\$323,136.87</b>

**Item # 2**  
**Funding for Regionals: 2004-2005**

<b>QUINEBAUG VECC</b>						
BROOKLYN		7361				
CANTERBURY		4825				
EASTFORD		1642				
GRISWOLD		10988				
Bor. Jewett City		0				
KILLINGLY		16740				
Bor. Danielson		0				
POMFRET		3923				
PLAINFIELD		15017				
STERLING		3204				
THOMPSON		9064				
VOLUNTOWN		2579				
WOODSTOCK		7518				
CHAPLIN		2331				
HAMPTON		1859				
SCOTLAND		1597				
	P		N	C1	C2	<b>FY04/05 SUBSIDY</b>
<b>FY04/05</b>		88648		1	3.2	1 <b>\$382,001.96</b>
<b>TCMA</b>						
ANDOVER		3115				
ASHFORD		4223				
BOLTON		5154				
COLUMBIA		5150				
COVENTRY		11938				
ELLINGTON		13571				
MANSFIELD		21554				
SOMERS		10608				
STAFFORD		11592				
TOLLAND		13945				
UNION		721				
WILLINGTON		6116				
	P		N	C1	C2	<b>FY04/05 SUBSIDY</b>
<b>FY04/05</b>		107687		1	2.4	1 <b>\$375,655.33</b>
<b>VALLEY SHORE ECC</b>						
DURHAM		6982				
ESSEX		6730				
HADDAM		7360				
KILLINGWORTH		6280				
LYME		2059				
MIDDLEFIELD		4273				
OLD LYME		7442				
WESTBROOK		6507				
DEEP RIVER		4725				
CHESTER		3811				
	P		N	C1	C2	<b>FY04/05 SUBSIDY</b>
<b>FY04/05</b>		56169		2.03	2	1 <b>\$350,963.01</b>

**Item # 2**  
**Funding for Regionals: 2004-2005**

<b>WFSB</b>						
BOZRAH		2407				
FRANKLIN		1881				
LEBANON		7076				
LISBON		4159				
SPRAGUE		2971				
WINDHAM		22976				
<b>FY04/05</b>						
	P		N	C1	C2	<b>FY04/05</b>
		41470		1	1.2	<b>SUBSIDY</b>
						<b>\$93,606.08</b>
<b>NOTES</b>						
P= 2002 Dept. of Public	TOTAL REGIONAL CENTER SUBSIDY					<b>Annual</b>
N= Number of 911 Calls	in 2003					<b>\$2,031,607.25</b>
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 .026 is added to the base value of 1 in formula fy 04-05						



**Item # 4**  
**Funding for New Regional Centers: 2004-2005**

<b>Calculated Subsidy to Hypothetical New Regional Communication Centers</b>						
<b>Hypothetical</b>	<b>Municipality</b>	<b>Pop.</b>	<b>#911 Calls</b>	<b>Var. 1</b>	<b>Var. 2</b>	<b>FY 04/05</b>
<b>Regional Centers</b>						
<b>Region A</b>	Town A	25,000				
	Town B	10,000				
	Town C	25,000				
	Town D	20,000				
	Town E	15,000				
		P	N	C1	C2	
	Total Pop.	95,000	1	1	1	\$194,940.00
	<b>Total Funds Required:</b>					\$194,940.00

**Item # 5**  
**Network Costs: 2004-2005**

<b>Estimated 9-1-1 Network Cost</b>	
Database Management	\$1,931,100.00
Network (Less BRI Lines Tandem to PSAPs)	\$910,411.00
BRI Lines - Tandem to PSAPs	\$303,244.00
Computers	\$106,402.00
Remote Monitoring	\$188,043.00
Service Support	\$356,646.00
Billing	\$31,506.00
<b>Total Wireline Network Costs:</b>	<b>\$3,827,352.00</b>
One-time wireless start-up costs (Non-recurring)	\$300,000.00
Estimated Wireless Network Cost (Recurring)	\$700,000.00
Accuracy Verification Project	\$50,000.00
<b>Total Wireless Network Costs:</b>	<b>\$1,050,000.00</b>
<b>TOTAL 911 Costs: Wireline + Wireless</b>	<b>\$4,877,352.00</b>

**Item # 6**  
**Transition Grants: FY 2004-2005**

<b>Projected Amounts Required for Transition Grants</b>						
					Estimated	Estimated
FY04/05		# of Towns	Planning \$		Transition \$	Total Amount
Hypothetical Region A		5			\$1,200,000	\$1,200,000
				\$0	\$1,200,000	<b>\$1,200,000</b>

**Item # 7  
CMED Subsidy: 2004-2005**

	<b>02 Pop</b>	<b>\$.15 Funding</b>
Andover	3,115	\$467.25
Ansonia	18,739	\$2,810.85
Ashford	4,223	\$633.45
Avon	16,346	\$2,451.90
Barkhamsted	3,610	\$541.50
Beacon Falls	5,475	\$821.25
Berlin	19,116	\$2,867.40
Bethany	5,202	\$780.30
Bethel	18,449	\$2,767.35
Bethlehem	3,540	\$531.00
Bloomfield	19,794	\$2,969.10
Bolton	5,154	\$773.10
Bozrah	2,407	\$361.05
Branford	28,951	\$4,342.65
Bridgeport	140,104	\$21,015.60
Bridgewater	1,867	\$280.05
Bristol	60,541	\$9,081.15
Brookfield	15,923	\$2,388.45
Brooklyn	7,361	\$1,104.15
Burlington	8,640	\$1,296.00
Canaan	1,095	\$164.25
Canterbury	4,825	\$723.75
Canton	9,061	\$1,359.15
Chaplin	2,331	\$349.65
Cheshire	29,096	\$4,364.40
Chester	3,811	\$571.65
Clinton	13,406	\$2,010.90
Colchester	14,998	\$2,249.70
Colebrook	1,511	\$226.65
Columbia	5,150	\$772.50
Cornwall	1,454	\$218.10
Coventry	11,938	\$1,790.70
Cromwell	13,370	\$2,005.50
Danbury	76,917	\$11,537.55
Darien	19,887	\$2,983.05
Deep River	4,725	\$708.75
Derby	12,520	\$1,878.00
Durham	6,982	\$1,047.30
East Granby	4,910	\$736.50
East Haddam	8,638	\$1,295.70
East Hampton	11,435	\$1,715.25
East Hartford	49,650	\$7,447.50
East Haven	28,563	\$4,284.45
East Lyme	17,983	\$2,697.45
East Windsor	10,095	\$1,514.25
Eastford	1,642	\$246.30
Easton	7,483	\$1,122.45
Ellington	13,571	\$2,035.65
Enfield	45,379	\$6,806.85
Essex	6,730	\$1,009.50
Fairfield	57,715	\$8,657.25
Farmington	24,189	\$3,628.35
Franklin	1,881	\$282.15
Glastonbury	32,575	\$4,886.25
Goshen	2,860	\$429.00
Granby	10,696	\$1,604.40
Greenwich	61,784	\$9,267.60
Griswold	10,988	\$1,648.20
Groton	40,270	\$6,040.50
Guilford	21,868	\$3,280.20
Haddam	7,360	\$1,104.00
Haddam Neck	600	\$90.00
Hamden	57,927	\$8,689.05
Hampton	1,859	\$278.85

**Item # 7  
CMED Subsidy: 2004-2005**

Hartford	124,558	\$18,683.70
Hartland	2,053	\$307.95
Harwinton	5,429	\$814.35
Hebron	8,907	\$1,336.05
Kent	2,907	\$436.05
Killingly	16,740	\$2,511.00
Killingworth	6,280	\$942.00
Lebanon	7,076	\$1,061.40
Ledyard	14,882	\$2,232.30
Lisbon	4,159	\$623.85
Litchfield	8,480	\$1,272.00
Lyme	2,059	\$308.85
Madison	18,546	\$2,781.90
Manchester	55,084	\$8,262.60
Mansfield	21,554	\$3,233.10
Marlborough	5,979	\$896.85
Meriden	58,675	\$8,801.25
Middlebury	6,648	\$997.20
Middlefield	4,273	\$640.95
Middletown	46,552	\$6,982.80
Milford	53,472	\$8,020.80
Monroe	19,551	\$2,932.65
Montville (North)	9,803	\$1,470.45
Montville (South)	9,803	\$1,470.45
Morris	2,371	\$355.65
Naugatuck	31,429	\$4,714.35
New Britain	71,589	\$10,738.35
New Canaan	19,734	\$2,960.10
New Fairfield	14,149	\$2,122.35
New Hartford	6,413	\$961.95
New Haven	124,176	\$18,626.40
New London	26,582	\$3,987.30
New Milford	27,959	\$4,193.85
Newington	29,623	\$4,443.45
Newtown	25,866	\$3,879.90
Norfolk	1,673	\$250.95
North Branford	14,095	\$2,114.25
North Canaan	3,376	\$506.40
North Haven	23,460	\$3,519.00
North Stonington	5,096	\$764.40
Norwalk	84,127	\$12,619.05
Norwich	36,003	\$5,400.45
Old Lyme	7,442	\$1,116.30
Old Saybrook	10,485	\$1,572.75
Orange	13,383	\$2,007.45
Oxford	10,430	\$1,564.50
Plainfield	15,017	\$2,252.55
Plainville	17,407	\$2,611.05
Plymouth	11,976	\$1,796.40
Pomfret	3,923	\$588.45
Portland	9,125	\$1,368.75
Preston	4,760	\$714.00
Prospect	9,052	\$1,357.80
Putnam	9,060	\$1,359.00
Redding	8,504	\$1,275.60
Ridgefield	24,054	\$3,608.10
Rocky Hill	18,305	\$2,745.75
Roxbury	2,250	\$337.50
Salem	3,938	\$590.70
Salisbury	4,022	\$603.30
Scotland	1,597	\$239.55
Seymour	15,727	\$2,359.05
Sharon	3,008	\$451.20
Shelton	38,845	\$5,826.75
Sherman	3,972	\$595.80
Simsbury	23,421	\$3,513.15
Somers	10,608	\$1,591.20
South Windsor	24,846	\$3,726.90
Southbury	18,953	\$2,842.95
Southington	40,943	\$6,141.45
Sprague	2,971	\$445.65
Stafford	11,592	\$1,738.80
Stamford	119,850	\$17,977.50
Sterling	3,204	\$480.60
Stonington	18,084	\$2,712.60
Stratford	50,171	\$7,525.65
Suffield	14,021	\$2,103.15
Thomaston	7,766	\$1,164.90
Thompson	9,064	\$1,359.60
Tolland	13,945	\$2,091.75



**Item # 7**  
**CMED Subsidy: 2004-2005**

	<b>02 Pop</b>	<b>\$.15 Funding</b>
Andover	3,115	\$467.25
Ansonia	18,739	\$2,810.85
Ashford	4,223	\$633.45
Avon	16,346	\$2,451.90
Barkhamsted	3,610	\$541.50
Beacon Falls	5,475	\$821.25
Berlin	19,116	\$2,867.40
Bethany	5,202	\$780.30
Bethel	18,449	\$2,767.35
Bethlehem	3,540	\$531.00
Bloomfield	19,794	\$2,969.10
Bolton	5,154	\$773.10
Bozrah	2,407	\$361.05
Branford	28,951	\$4,342.65
Bridgeport	140,104	\$21,015.60
Bridgewater	1,867	\$280.05
Bristol	60,541	\$9,081.15
Brookfield	15,923	\$2,388.45
Brooklyn	7,361	\$1,104.15
Burlington	8,640	\$1,296.00
Canaan	1,095	\$164.25
Canterbury	4,825	\$723.75
Canton	9,061	\$1,359.15
Chaplin	2,331	\$349.65
Cheshire	29,096	\$4,364.40
Chester	3,811	\$571.65
Clinton	13,406	\$2,010.90
Colchester	14,998	\$2,249.70
Colebrook	1,511	\$226.65
Columbia	5,150	\$772.50
Cornwall	1,454	\$218.10
Coventry	11,938	\$1,790.70
Cromwell	13,370	\$2,005.50
Danbury	76,917	\$11,537.55
Darien	19,887	\$2,983.05
Deep River	4,725	\$708.75
Derby	12,520	\$1,878.00
Durham	6,982	\$1,047.30
East Granby	4,910	\$736.50
East Haddam	8,638	\$1,295.70
East Hampton	11,435	\$1,715.25
East Hartford	49,650	\$7,447.50
East Haven	28,563	\$4,284.45
East Lyme	17,983	\$2,697.45
East Windsor	10,095	\$1,514.25
Eastford	1,642	\$246.30
Easton	7,483	\$1,122.45
Ellington	13,571	\$2,035.65
Enfield	45,379	\$6,806.85
Essex	6,730	\$1,009.50
Fairfield	57,715	\$8,657.25
Farmington	24,189	\$3,628.35
Franklin	1,881	\$282.15
Glastonbury	32,575	\$4,886.25
Goshen	2,860	\$429.00
Granby	10,696	\$1,604.40
Greenwich	61,784	\$9,267.60
Griswold	10,988	\$1,648.20
Groton	40,270	\$6,040.50
Guilford	21,868	\$3,280.20
Haddam	7,360	\$1,104.00
Haddam Neck	600	\$90.00
Hamden	57,927	\$8,689.05
Hampton	1,859	\$278.85

**Item # 7  
CMED Subsidy: 2004-2005**

Hartford	124,558	\$18,683.70
Hartland	2,053	\$307.95
Harwinton	5,429	\$814.35
Hebron	8,907	\$1,336.05
Kent	2,907	\$436.05
Killingly	16,740	\$2,511.00
Killingworth	6,280	\$942.00
Lebanon	7,076	\$1,061.40
Ledyard	14,882	\$2,232.30
Lisbon	4,159	\$623.85
Litchfield	8,480	\$1,272.00
Lyme	2,059	\$308.85
Madison	18,546	\$2,781.90
Manchester	55,084	\$8,262.60
Mansfield	21,554	\$3,233.10
Marlborough	5,979	\$896.85
Meriden	58,675	\$8,801.25
Middlebury	6,648	\$997.20
Middlefield	4,273	\$640.95
Middletown	46,552	\$6,982.80
Milford	53,472	\$8,020.80
Monroe	19,551	\$2,932.65
Montville (North)	9,803	\$1,470.45
Montville (South)	9,803	\$1,470.45
Morris	2,371	\$355.65
Naugatuck	31,429	\$4,714.35
New Britain	71,589	\$10,738.35
New Canaan	19,734	\$2,960.10
New Fairfield	14,149	\$2,122.35
New Hartford	6,413	\$961.95
New Haven	124,176	\$18,626.40
New London	26,582	\$3,987.30
New Milford	27,959	\$4,193.85
Newington	29,623	\$4,443.45
Newtown	25,866	\$3,879.90
Norfolk	1,673	\$250.95
North Branford	14,095	\$2,114.25
North Canaan	3,376	\$506.40
North Haven	23,460	\$3,519.00
North Stonington	5,096	\$764.40
Norwalk	84,127	\$12,619.05
Norwich	36,003	\$5,400.45
Old Lyme	7,442	\$1,116.30
Old Saybrook	10,485	\$1,572.75
Orange	13,383	\$2,007.45
Oxford	10,430	\$1,564.50
Plainfield	15,017	\$2,252.55
Plainville	17,407	\$2,611.05
Plymouth	11,976	\$1,796.40
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Stamford	119,850	\$17,977.50
Sterling	3,204	\$480.60
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Stratford	50,171	\$7,525.65
Suffield	14,021	\$2,103.15
Thomaston	7,766	\$1,164.90
Thompson	9,064	\$1,359.60
Tolland	13,945	\$2,091.75



**Item # 8**  
**OSET Budget: FY2004-2005**

<b>Estimated Budget:</b>		
<b>Office of Statewide Emergency Telecommunications</b>		
<b>Period of 7/1/04-6/30/05</b>		
Total Pay Period Cost	\$16,570.53	
Total OSET pay period X26.1	\$432,490.83	
Longevity Payments	\$9,284.00	
Total Salary Costs	\$441,774.83	
Plus 2.98% Workers Comp		
Plus Fringe 45.82%		
Total Salary & Overhead/Fringe = 48.8%	\$657,360.95	
Plus Travel & Training	\$10,000.00	
Plus OE	\$10,000.00	
Plus Equipment	\$5,000.00	
Plus OSET vehicles	\$12,000.00	
	<b>\$694,360.95</b>	
<b>ESTIMATED FY04/05 OSET BUDGET</b>	<b>\$694,360.95</b>	

**Item # 9  
DPH Subsidy  
FY2004-2005**

<b>Department of Public Health</b>	
<b>Transfer of Funds for EMS</b>	
<b>Period of 7/1/04-6/30/05</b>	
EMS payment to Dept. of Public Health	\$250,000.00
<b>FY02/03 OSET BUDGET</b>	<b>\$250,000.00</b>

**Item # 10  
Training  
2004-2005**

<b>Training &amp; Public Education</b>	
EMD training	\$200,000.00
Telecommunicator Training Program	\$146,346.64
Public Education Initiatives	\$200,000.00
<b>Total:</b>	<b>\$546,346.64</b>

## **GLOSSARY**

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

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

**CAD** - Computer-Aided Dispatch - Public Safety dispatching with computers aiding in the process. This aid may be a simple display of pertinent information on a screen, up to the actual selection and notification of field unit(s) by the computer. E9-1-1 systems may be interfaced with CAD systems.

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

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

**CMED** - Coordinated Medical Emergency Direction. CMEDs are organizations providing the dispatch of medical services. PSAPs may directly dispatch medical services or may arrange for other entities, such as a CMED, to provide this service.

**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

**ESN** - Emergency Service Number. A three-digit number that is assigned to the caller's telephone number. The emergency service number routes the call to the proper PSAP. PSAPs also receive a display of the ESN information. The display shows which police, fire, and ambulance agency serve the telephone number calling 9-1-1.

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

**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 calling the digits "9-1-1". The system directs E9-1-1 calls to the appropriate PSAP by selective routing based on the geographical location from which the call originated and provides the capability for ANI and ALI display.

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

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

**Manual Query** - A manual query is a non-automated inquiry of the 9-1-1 database management system to determine the ALI information associated with a telephone number. Usually, this information is automatically provided by E9-1-1 network equipment. If information is not available, PSAP staff may make a specific inquiry, that is a manual query, of the database. Due to privacy concerns and requirements, PSAPs are required to provide a record of all manual queries.

**MPC** - Mobile Positioning Center provides latitude and longitude data for signals generated by cell phones.

**OSET** - Office of Statewide Emergency Telecommunications. OSET is established by Connecticut General Statute Section 28-24. It is responsible for developing and maintaining a state-wide emergency telecommunication policy and plan. OSET is part of the Division of Fire, Emergency and Building Services within the Department of Public Safety.

**PBX** - Private Branch Exchange. A PBX is a telephone system within an organization that switches calls between the organization's users on local lines while allowing all users to share a certain number of external phone lines. The main purpose of a PBX is to save the cost of requiring a line for each user to the telephone company's central office. The PBX is owned and operated by the organization rather than the telephone company.

**PSAP** - Public Safety Answering Point. - A facility operated on a twenty-four hour basis, assigned the responsibility of receiving 9-1-1 calls and, as appropriate, directly dispatching emergency response services, 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.

**Rebid** - When a call is made to the 9-1-1 system, the database of ALI and ANI information is automatically accessed and the applicable information is provided for that phone number associated with the respective call. Mapping information is also provided for wireless phone calls based on latitude/longitude coordinates. The initial accessing of the database is referred to

as a “bid.” Additional bids may be made on a call to verify information. These additional bids are called “rebids.”

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

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

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

**VOIP** - Voice over Internet Protocol - that is, voice delivered using the Internet Protocol, is a term used for a set of facilities for managing the delivery of voice information using the Internet. In general, this means sending voice information in digital form rather than in the traditional circuit-committed methods of the public telephone network.

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

**Wireless Phase II** - Refers to the mandate of created by Federal Communications Commission Docket 94-102 requiring the provision of location data for cell phone E9-1-1 calls.

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