

2010
Annual Report
to the General Assembly

Enhanced 9-1-1
Emergency Telephone Service
State of Connecticut

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

February 14, 2011

Introduction and Executive Summary

To the Honorable Members of the General Assembly:

In compliance with Section 28-29b of the Connecticut General Statutes, the Office of Statewide Emergency Telecommunications (OSET) of the Department of Public Safety hereby submits the annual report concerning Enhanced 9-1-1 emergency telephone service to the General Assembly of the State of Connecticut. This report details the activities relating to Enhanced 9-1-1 (E9-1-1) emergency telephone service during the calendar year 2010 and the activities anticipated for the ensuing year.

9-1-1 Calls – During the calendar year 2010, Connecticut’s 107 public safety answering points processed a total of 2,275,494 calls, an increase of 2.5% from total 9-1-1 calls made in 2009. The call count report, Appendix D, is attached.

Emergency Medical Dispatch (EMD) – Sec. 28-25b of the Connecticut General Statutes requires PSAPs to provide or arrange for EMD to 9-1-1 callers. EMD refers to pre-arrival instructions given by the 9-1-1 dispatcher to the 9-1-1 callers. All municipal and regional PSAPs are in compliance with this requirement. In 2010, 51 PSAPs and the Connecticut State Police telecommunicators were trained in EMD. The total cost to the state for this training was \$80,942.24.

Interoperability –DPS is involved in a cooperative program with the Department of Emergency Management and Homeland Security (DEMHS) in order to make public safety communications interoperability a reality in our state. Two Interoperability Coordinators, one at DPS, the other at DEMHS, are working together to create the programs, manage the grants, and provide the outreach to our municipal partners to make this federal requirement a functioning reality.

Mapping – As of June 1, 2010, OSET has received a perpetual license for the Tele Atlas Dynamap Transportation GIS data. OSET will update the data directly which will reduce update processing time to the 9-1-1 system. Maintaining maps is an ongoing process and OSET utilizes a Geographic Information System (GIS) Coordinator and a GIS Technician to handle the increasing demands for mapping information and updates.

NG911 utilizes the GIS map as a basic building block for service delivery, thereby increasing OSET’s in-house responsibility for 9-1-1 database provisioning and maintenance.

Wireless Carriers – In 2010, 72% percent of all 9-1-1 calls received at Connecticut PSAPs were from wireless telephones, an increase of over 6.5% from 2009.

Wireline Carriers – AT&T serves as Connecticut’s incumbent local exchange carrier (ILEC) and there are eleven facility-based competitive local exchange carriers (CLECs). Facility-based CLECs own the equipment necessary to make telephone calls and are required to report on network performance. Specifically, CLECs are required to update the E9-1-1 database with changes in their subscribers’ records (e.g., name, address, telephone number changes)

within two days of any such change. Only two CLECs (AT&T-TCG and Verizon Business) reported that they had met the two-day requirement for each of the four calendar quarters.

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

Emergency Notification – In service since September of 2009, the CT Alert Emergency Notification System utilizes the E9-1-1 database, in order to provide emergency notification services to our citizens. It is used to warn citizens of significant events which would impact their safety and the safety of those around them. The system can be used by both state officials, for large-scale notifications, and for local incident notifications, managed by the local PSAP. In 2010, 116 CT Alerts were broadcast to the public by 29 public safety answering points to 561,995 households.

Telephone Service Priority - The Office of Statewide Emergency Telecommunications under services available through the National Communications System (NCS) provided Connecticut Public Safety Answering Points (PSAP’s) with Telecommunications Service Priority (TSP) 911-priority restoration, Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS). The National Communications System ensures that the most critical telecommunications needs of Federal and State Government can be met in any possible emergency, ranging from a normal situation to national emergencies and international crisis, while at the same time, achieving the most effective and economical fulfillment of the day-to-day telecommunications requirements.

Connecticut Public Safety Data Network –The PSDN is an ultra high speed fiber optic data network that will serve as a base transport infrastructure and interconnectivity pathway for public safety related applications and services throughout the state. It is currently under construction, and its original purpose is to provide the required connectivity for the upcoming implementation of Next Generation 911 services. Additionally, the network will provide a single connectivity source to allow for the integration of systems, applications and currently disparate networks so that vital information and resources can easily be shared amongst the various public safety entities throughout the state. We have successfully leveraged the state’s commitment to the basic network into an award of \$94 million of federal Broadband Technology Opportunity Program (BTOP) funding, which we are using to extend the PSDN to a total of 547 public safety locations.

Replacement of the Enhanced 9-1-1 System – An Internet Protocol (IP) based 9-1-1 system will replace the existing Enhanced 9-1-1 system that has been in place for more than ten years. The new IP based 9-1-1 system can be transitioned into a next generation 9-1-1 system which will have the capability to process text, images and video along with the emergency call, as that technology becomes available and is cost effective to implement. The new 9-1-1 system will ride on the PSDN, which is currently under construction. OSET has been awarded assistance in

the form of a federal grant of \$792,000 specifically for this upgrade from the ENHANCED 911 Act, administered by NHTSA.

E9-1-1 Surcharge – Every telephone customer pays a monthly surcharge on his or her telephone bill to provide for funding 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. In 2010, OSET appealed the DPUC’s decision to leave the rate at forty seven cents per line per month. As a result of the appeal, through detailed analysis and responses to interrogatories, the rate was changed to fifty cents starting January 1, 2011. OSET is preparing its budget for the fiscal year 2011-2012 for submission to the DPUC in March 2011 and is seeking legislation to raise the statutory cap which is currently set at fifty cents.

Budget – The estimated “Statewide Enhanced 9-1-1 Program” operating budget for the state fiscal year 2010-2011 is \$46,903,583.23. Carryover, interest and additional revenue from the previous fiscal year equaled \$20,616,908.69, which reduced the fiscal year 2010-2011 operating budget requirements to \$26,286,674.53. The budget is found in Appendix A.

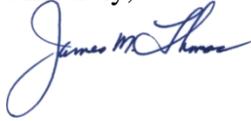
Funding – OSET funding provides for the following PSAP initiatives:

- Training: Each PSAP is eligible for reimbursement of training costs at the rate of 10 cents per capita to provide training for certified telecommunicators and supervisors.
- Funded Entities and Regionals: In 2010 twenty-one cities, seven regional emergency telecommunication centers and nine multi-towns were eligible to receive funding from OSET. Funding is based on the calculation of the funding formula in accordance with the regulations of Connecticut.
- Capital Expense Grants: Funded cities and regional centers may use up to fifty percent of their funding for capital expenses. Additionally, a capital expenditure account was created based on 12.5 percent of the total funding with a cap at 25 percent in year two, which allows funded cities and regional centers to apply for capital expenditures from the fund, if matched dollar per dollar by local funds.
- Capital expenditure grants totaling \$268,823.85 were used to improve emergency telecommunications equipment and upgrade radio base and tower stations. Ten grants were awarded to four regional emergency communications centers and one funded municipality in 2010.
- State Police Funding: Approximately one third of all 9-1-1 calls received by Connecticut PSAPs are answered by the Connecticut State Police (CSP). To support that level of effort, CSP is provided \$1 per 9-1-1 call. Total amount of funding for FY 10/11 was \$664,169.00.
- CMED Funding: CMED (Coordinated Medical Emergency Direction) is funded at .30 per capita to give fiscal relief to town and cities.

- Multi-town PSAPs Funding: Nine multi-town PSAPs, which provide emergency telecommunications for two municipalities, are currently receiving funding.

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

Sincerely,

A handwritten signature in blue ink that reads "James M. Thomas". The signature is written in a cursive style with a large initial "J".

James M. Thomas
Commissioner

Contents

E9-1-1 Commission Summary	7
E9-1-1 Commission Members	8
Wireless 9-1-1	12
Enhanced 9-1-1 Total Call Count Reports	13
Telephone Service Priority	14
Public Safety Answering Point Training Fund	15
Emergency Medical Dispatch	15
Office of Education and Data Management.....	16
Quarterly Telecommunicator Training Report.....	16
Translation Services.....	17
E9-1-1 Surcharge	18
Regionalization Efforts	19
OSET GIS/Mapping Report.....	20
1) New street and address update program continues to be developed.....	21
2) Town-based street and address updates	21
3) AT&T begins 9-1-1 Information Manager continuing roll-out in Connecticut.....	22
4) Connecticut State Police street and address updates.....	22
5) Broadband Mapping Grant.....	22
6) State Addressing Subcommittee	22
Frequency Coordination 2010.....	23
Frequency Coordination Applications Processed in 2010	25
Replacement of the Enhanced 9-1-1 Telecommunications System.....	32
Appendix A – GLOSSARY	33
Appendix B – Budget.....	36
Appendix C – Call Count Report.....	37

E9-1-1 Commission Summary

To Honorable Members of the General Assembly:

Connecticut was one of the first states in the nation to deploy a statewide E9-1-1 system. Originally implemented in 1989, the system is now poised to transition to the next generation of 9-1-1 (NG 9-1-1) while continuing to serve as a model for other states. NG 9-1-1 will provide the capabilities to support critical new technology to public safety agencies including the transmission of photos, text and telematics. This will greatly enhance the ability of these organizations to respond to emergencies.

The foundation upon which NG911 and other state applications will be based is the Public Safety Data Network. This network is a high speed, optical based network designed with resiliency and no single points of failure. Originally designed to connect 112 Public Safety Answering Points and several key state facilities, it is now being expanded to include another 435 police, fire and tower locations as a result of the Federal Broadband Technology Opportunity Program Grant which awarded the State of Connecticut \$93.9 million dollars to expand broadband services in the state. Across the public safety spectrum, agencies will benefit with enhanced communications, interoperability and emergency response.

The Office of Statewide Communications in concert with the E9-1-1 Commission has also implemented a statewide emergency notification system in 2010. This is the first notification system in the nation that has been deployed statewide. CT Alert provides immediate notification to citizens in the case of emergencies and has been used successfully throughout the state for notifications related to missing persons, weather related events and other emergencies in Connecticut towns.

As part of its ongoing mission to reduce the total number of public safety answering points in Connecticut, OSET, with support from industry specialists, is preparing to conduct a statewide regionalization study. The purpose of the research will be to gather and analyze data and ultimately provide a recommendation for the optimal number of PSAPs required in the state. The goal is to create efficiencies while reducing operational costs at both the local and state level.

Connecticut continues to provide a reliable, progressive and robust 9-1-1 system while maintaining a very low surcharge rate. In 2010, the surcharge was increased and has now reached the statutory cap of fifty cents per line. We cannot continue to keep pace with ever expanding technology requirements while maintaining our position as a leader in public safety for the benefit of the citizens of Connecticut, without legislative changes to increase the statutory cap. The E9-1-1 Commission applauds and fully supports OSET's efforts to appeal to legislators for support of a proposal which will increase the surcharge cap.

Sincerely,



Ernest Herrick
Chairman, E9-1-1 Commission

E9-1-1 Commission Members

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

The members of the Enhanced 9-1-1 Commission in 2010 were:

Chairman Ernest Herrick, representing the Volunteer Fire Service;

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

John Elsesser, Coventry, representing the Council of Small Towns;

Jeffrey Morrissette, State Fire Administrator;

Donald Richardson, AT&T, representing Wireless Services;

Gary Wiemokly, representing the Department of Public Health, Office of Emergency Medical Services;

Paul Zito, representing the Department of Public Safety, Connecticut State Police;

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

Lee Vincent, representing the Connecticut Conference of Municipalities;

Peter Boynton, representing the Department of Emergency Management and Homeland Security;

Chief Richard Mulhall, Newington, representing the Municipal Police Chiefs

E9-1-1 Commission Meeting Schedule

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

E9-1-1 Commission meetings were held in 2010 on the following dates:

January 8, 2010 (2nd Friday)
April 9, 2010 (2nd Friday)
July 9, 2010 (2nd Friday)
October 1, 2010

E9-1-1 Commission meetings dates scheduled for 2011 are as follows:

January 7, 2011
April 1, 2011
July 8, 2011 (2nd Friday)
October 7, 2011

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

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

Meetings are open to the public.

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

E9-1-1 Network and Database Management System (DBMS) Performance

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

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

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

AT&T is required by the Department of Public Utility Control (DPUC) to make every reasonable effort to update the Selective Routing and ALI databases on a daily basis and process each Selective Routing record and each ALI record within two days of receipt. The following performance information regarding ALI and Selective Routing updates indicates that AT&T updated records for ALI and Selective Routing with the required periods over 90% of the time.

E9-1-1 DATABASE UPDATE PERFORMANCE

<i>Time Period</i>	% ALI & Selective Routing Records Updated in 2 Days (based on sampled records)
12/09 – 2/10	90.86%
3/10 – 5/10	96.79%
6/10 – 8/10	96.04%
9/10 – 11/10	98.38%

SYSTEM PERFORMANCE DECEMBER 2009 – NOVEMBER 2010

Total number of ALI Retrieval Attempts made by PSAPs = 2,394,953
ALI (Address) Record Not Found = 24,424 (1.01% of all ALI Retrieval Attempts)
Misroutes/Mismatches = 3

COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECs) - PERFORMANCE REPORTS 2010

Connecticut General Statutes Sections 28-27-23 through 28-27-29 establish carriers (CLECs).

Facility-based CLECs¹ are required to update the E9-1-1 database with changes in their subscribers' records (e.g., name, address, telephone number changes) within two days of the change. Of the CLECs that complied with this requirement, Broadwing & Level3 have consistently failed to meet the requirement to update the database in a timely manner.

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

CLEC	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
AT&T -TCG	100.0%	100.0%	100.0%	100.0%
Cablevision Lightpath	97.6%	93.95%	97.48%	94.2%
Charter Fiberlink	96.2%	95.8%	95.7%	96.35%
Comcast	99.4%	99.2%	99.3%	99.9%
Cox Communications	90.6%	88.1%	88.6%	87.36%
Broadwing	0%	0%	0%	0%
Global Crossing	96.2%	75.29%	98.85%	84.84%
Level3	0%	0%	0%	0%
One Communications	99.9%	99.1%	99.9%	99.9%
Paetec Communications	91.6%	93.02%	95.46%	No Report
Verizon Business	100.0%	100.0%	100.0%	100.0%

¹ A facility-based CLEC owns the equipment necessary to provide the ability to make calls. A CLEC may also lease telephone services from AT&T and then sell those services; these CLECs are referred to as “re-sellers.”

Wireless 9-1-1

In 2010, the total number of 9-1-1 calls received by PSAPs and State Police Secondary Answering Points in Connecticut was 2,275,494, a 2.5% increase from 2009.

Wireless 9-1-1 calls make up 72.15% of all the 9-1-1 calls in Connecticut in 2010.

- In 2010 the number of 9-1-1 calls received from wireless telephones was 1,641,821 (an increase of 6.5% over the number of wireless calls received in 2009)
- The number of 9-1-1 calls received from conventional wire-line telephones was 602,680 (a decrease of 8.24% over the number of wire-line calls received in 2009)
- The number of 9-1-1 calls made using a Voice of Internet Protocol (VoIP) telephones was 30,993 (an increase of 46.5% over in the number of VoIP calls received in 2009)

There were six wireless carriers that provided telephone service in the state in 2010:

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

Pocket Wireless ceased providing wireless telephone service in the state in 2010. Existing Pocket Wireless cell sites are being absorbed by another wireless carrier already providing service in the state.

Each wireless cell site typically has three faces or sectors. The chart below shows the number of new sectors added and existing sectors updated in 2010.

Wireless Carrier	New Sectors Added	Sectors Updated	Total Sectors Added/Updated
AT&T Mobility	139	4	143
MetroPCS	111	0	111
Pocket	36	96	132
Sprint/Nextel	2	90	92
T-Mobile	31	1	32
Verizon Wireless	33	39	72
Total	352	230	582

Enhanced 9-1-1 Total Call Count Reports

Sec 28-25b (f) of the Connecticut General Statutes require that each public safety answering point submit a report of all calls for services received through the 9-1-1 system on a quarterly basis to the Office of Statewide Emergency Telecommunications (OSET). The report includes the number of 9-1-1 calls received and the elapsed time period from the time the call was received to the time the call was answered, and the elapsed time period from the time the call was answered to the time the call was transferred or terminated. OSET processes that data received by the PSAPs and generates reports that shows 9-1-1 call activity expressed in time ranges or fractile response times. Quarterly reports created by OSET are posted on the OSET <http://www.state.ct.us/dps/DFEBS/OSET.htm> website:

Chart below shows the number of PSAPs submitting report for each quarter. Fourth quarter data was incomplete at the time of the submission this report.

2010 Quarter	PSAPs Submitting Reports	Percent
January - March	107	100.00%
April - June	107	100.00%
July - September	107	100.00%
October - December*	Data Incomplete	

The Total Call Count Report provides information regarding a PSAP's compliance with the state standard that 90% of 9-1-1 calls received must be answered in no more than ten seconds. The chart below shows that three PSAPs failed to meet the state standard during one or more quarters in 2010. Fourth quarter data was incomplete at the time of the submission this report.

Percent of 9-1-1 Calls Answered in Ten Seconds				
PSAP	Q1 2010	Q2 2010	Q3 2010	Q4 2010
Bridgeport ECC	97.4%*	86.80%	86.70%	Incomplete data
Stamford ECC	89.90%	92.60%	91.90%	Incomplete data
Waterbury PD	89.40%	86.90%	85.50%	Incomplete data

* Bridgeport FD

Telephone Service Priority

The Office of Statewide Emergency Telecommunications under services available through the National Communications System (NCS) provided Connecticut public safety answering points (PSAPs) with Telecommunications Service Priority (TSP) 9-1-1 priority restoration, Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS). The National Communications System insures that the most critical telecommunications needs of Federal and State Government can be met in any possible emergency, ranging from a normal situation to national emergencies and international crisis, while at the same time, achieving the most effective and economical fulfillment of the day-to-day telecommunications requirements.

The Telecommunications Service Priority (TSP) program assures telecommunications network services provided to PSAPs receive priority restoration in times of natural or man-made disasters. Connecticut PSAPs are provisioned to receive the highest TSP restoration priority level NCS offers.

GETS is a nationwide priority calling service for use in times of emergency or crisis when all public switched telephone network (PSTN) circuits both local and long distance are congested. GETS provides the capability to overcome network congestion or disruption and give calls a 90%+ call completion rate. GETS calls are carried out similar to a standard calling card. A 10-digit telephone number is dialed and a unique personal identification number (PIN) is inputted for verification. OSET provides GETS at no cost to the Department of Public Safety command staff and PSAP chiefs and directors.

Additionally, the NCS recommends individuals holding a GETS card also apply for WPS. WPS prioritizes calls in the nationwide wireless network. When GETS is complemented with WPS, a higher call completion rate is achieved in both PSTN and the nationwide wireless network. OSET will reimburse expenses for GETS/WPS services to the Department of Public Safety hierarchy and PSAP chiefs/directors.

Public Safety Answering Point Training Fund

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

At the time of this report, during calendar year 2010, 78 of the state's public safety answering points had utilized this funding. Total reimbursements for this period have exceeded \$201,000. Training includes attendance at conferences, memberships to professional organizations and training on public safety related topics such as crisis intervention, quality assurance and stress management. OSET strongly encourages utilization of these funds and opportunities. PSAPs are regularly reminded of the availability of funds and advised of training opportunities when appropriate.

Emergency Medical Dispatch

Sec. 28-25b of Connecticut General Statutes requires that "not later than July 1, 2004, each PSAP shall provide emergency medical dispatch (EMD) or shall arrange for EMD to be provided..." EMD refers to instructions provided to the 9-1-1 callers by PSAP personnel prior to the arrival of medical services.

OSET reimbursed 48 municipalities as well as authorized secondary answering points for EMD training. As of this date, reimbursements for EMD training is \$80,942.24 for calendar year 2010. This included new protocol card sets and training for Connecticut State Police. All 107 public safety answering points are in compliance by directly providing EMD, or arranging for EMD to be provided by a private agency.

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

Office of Education and Data Management

Quarterly Telecommunicator Training Report

October 1, 2010 – December 31, 2010	4th Quarter	Annual
Number of OEDM Classes Scheduled	2	13
Number of OEDM Classes Held	2	11
Number of OEDM Classes Cancelled-low enrollment	0	2
Total Trained	44	232
Total Exams Given	46	239
Total Passed	44	230
Total Failed	2	9
Written Acknowledgements of Achievement Approved	2	7
Total Passed	1	4
Total Failed	1	3
E911 Telecommunicator Classes	3	26
Total Trained in E911	19	152
Telecommunicators Certified	22	120
Telecommunicators Recertified:	125	289
Instructors Certified	0	3
Instructors Recertified	0	2
Number of Everbridge Training Classes Scheduled	0	7
Total Trained	0	168
Number of EMD Classes Scheduled for CSP	0	4
Total Trained and Certified in EMD	0	81

Translation Services

Since 2005, the Office of Statewide Emergency Telecommunications has provided translation services to 107 public safety answering points in Connecticut. OSET contracted with Language Line to provide interpretation of over 175 languages to non-English speaking callers. In 2010 the number of 9-1-1 calls requiring interpretation services was 3192. The total list of languages requested for interpretations in 2010 is:

2892	Spanish
60	Portuguese
58	Polish
51	Mandarin
24	Russian
17	Haitian Creole
13	French
9	Italian
8	Albanian
8	Cantonese
8	Korean
5	Vietnamese
4	Arabic
4	Cambodian
4	Somali
3	Laotian
2	Bosnian
2	Croatian
2	Greek
2	Hindi
2	Japanese
2	Karen
2	Tagalog
2	Tamil
1	Bulgarian
1	Czech
1	Farsi
1	Kurdish
1	Napali
1	Punjabi
1	Turkish
1	Ukrainian

E9-1-1 Surcharge

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

In accordance with the provisions of the Regulations of the State of Connecticut Section 28-24-10, OSET submitted its operating budget for E9-1-1 service, and the implementation of Section 28-24-1 through 28-24-14 for fiscal year 2010-2011. The budget requirements resulted in setting the surcharge at 47 cents per month for a single telephone line.

Reductions in access lines and increases to the OSET budget prompted OSET to appeal the 47 cent rate. The DPUC re-opened the E9-1-1 docket, following detailed analysis and responses to interrogatories the DPUC set the per line rate a 50 cent, the maximum rate allowed per statute. The sliding scale for customers with multiple phone lines is shown below.

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

Regionalization Efforts

The state of Connecticut has a total of 107 public safety answering points (PSAPs). These are locations where 9-1-1 calls are answered. Eight of these PSAPs are managed and operated by the Connecticut State Police, one is operated by the University of Connecticut and the rest are operated by municipalities or by regional and multi-town entities. In an effort to reduce the number of PSAPs and to encourage consolidation of resources, OSET offers a number of financial incentives and programs.

Municipalities may apply for as much as two hundred fifty thousand dollars in reimbursements for actual expenses incurred through relocating stand alone PSAPs into an approved multi-jurisdictional PSAP. These funds are intended to cover costs associated with the relocation of existing emergency telecommunications systems. OSET does not provide funding for real estate acquisitions or building constructions.

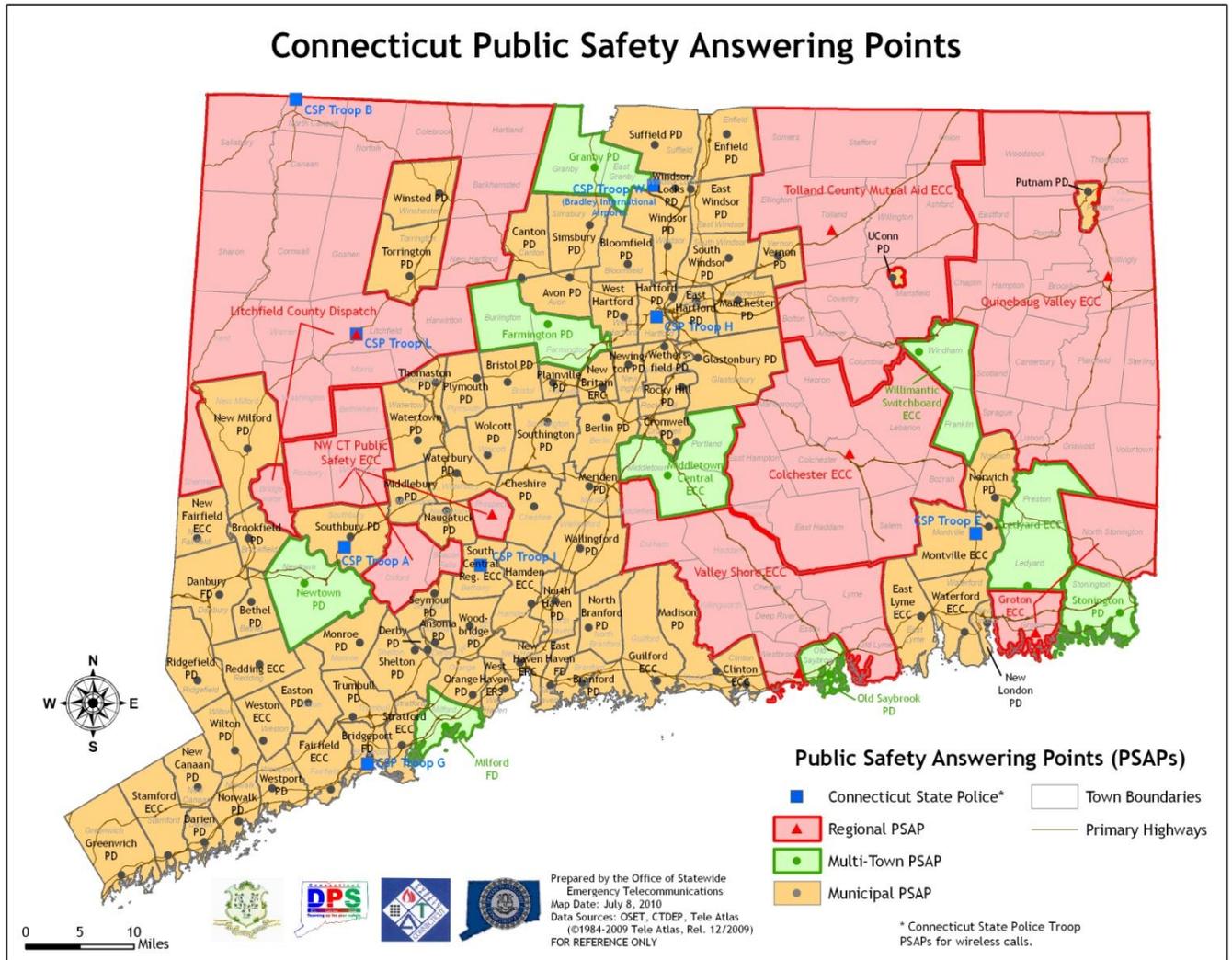
OSET also provides grant funding under Connecticut State Regulation 28-24-5 to cover the costs of feasibility studies for municipalities considering regional consolidations. The amount provided is fifteen thousand dollars for the first two communities involved plus an additional five thousand dollars for each subsequent municipality involved. At the present time, OSET has halted this funding mechanism in favor of a statewide feasibility study to look at the issue from a broader perspective.

The statewide feasibility study has been approved for funding by the Enhanced 9-1-1 Commission. OSET is in the process of selecting a vendor to examine all of the 107 PSAPs within Connecticut and to report back on where consolidations can be accomplished considering the geography and demographics of the various municipalities involved. This report will identify locations where the political will supports consolidation, where cost savings can be identified over the long run, where consolidation will improve efficiency and where consolidation will improve public safety and not adversely affect response times. It is expected that the report will also come up with a recommendation for the ideal number of PSAPs to support public safety needs in Connecticut and will also make recommendations for providing realistic financial incentives to achieve consolidations within current budget allocations.

OSET also works with local communities in an effort to reduce response times by eliminating secondary dispatching. This occurs when the 9-1-1 call is answered in one location but the call is transferred elsewhere for emergency dispatching purposes. For example, a police department might answer the 9-1-1 call but transfer a medical or fire call to another location. Several communities are actively involved in attempting to alleviate this secondary dispatch concern by merging their own resources. OSET works closely with these communities to help them achieve this goal.

OSET GIS/Mapping Report

February 15, 2011



Prepared by the Office of Statewide Emergency Telecommunications



- 1) **New street and address update program continues to be developed** – In a continuing effort to improve the GIS updating process for Connecticut’s 9-1-1 system, OSET continues to initiate a new street and address program. Progress so far:
 - a. *OSET taking over the updating process from Tele Atlas* – As of June 1, 2010, OSET has received a perpetual license for the Tele Atlas Dynamap Transportation GIS data. OSET will now be updating this data directly, thus speeding up the GIS update process to the 9-1-1 system.
 - b. *Upgrading complete of GIS software to ESRI’s ArcGIS Server product* – GIS staff has completed setting up server hardware, installing SQL and installing ArcGIS Server.
 - c. *Database development near completion* – GIS staff is currently completing the development and testing of the 911 GIS database.
 - d. *Continuation of data collection efforts from Connecticut’s municipalities* – OSET will continue to collect and process street and address updates that have been provided by the towns since they are the best source for this data.
 - e. *Creating metrics and reports* – OSET GIS will create new metrics and reports for publication, including address matching rate and mapping where updates have been processed.

- 2) **Town-based street and address updates** – OSET continues to collect and process street and address updates that have been provided by the towns. Figure 1 below shows the towns that have provided street and address based data updates to OSET in either digital or paper format as of October 1, 2010. Please note the addition of PSAP-based street and address updates to this map. (OSET welcomes all PSAPs to submit any map-based street and address corrections.) Please contact Dan Czaja, GIS Coordinator, at (860) 685-8131 or daniel.czaja@po.state.ct.us to submit a correction or for further information.

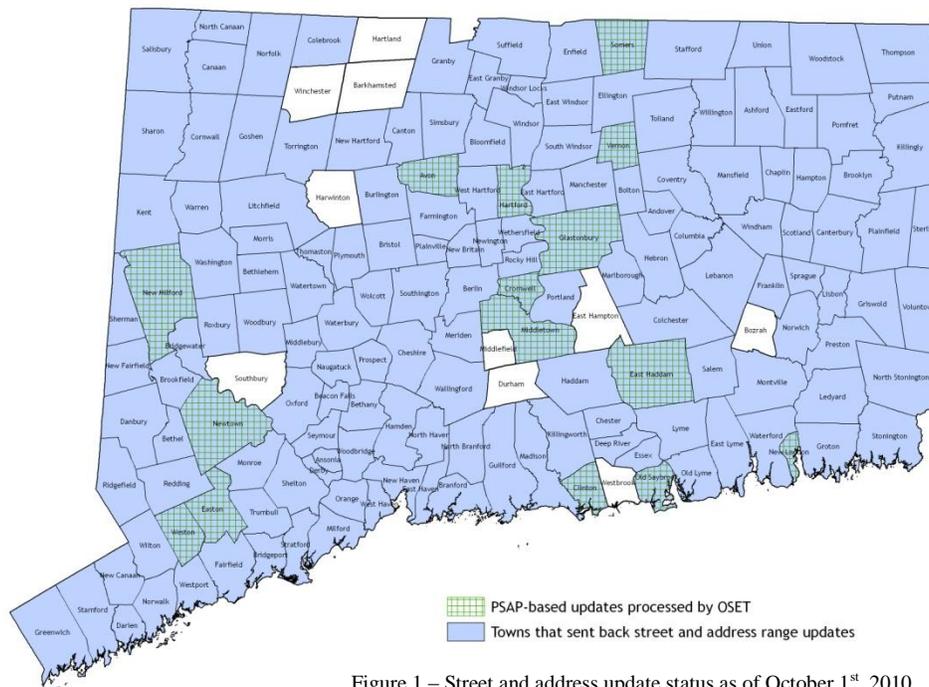


Figure 1 – Street and address update status as of October 1st, 2010.

- 3) **AT&T begins 9-1-1 Information Manager continuing roll-out in Connecticut** – AT&T continues to train Connecticut’s PSAPs in using their 9-1-1 Information Manager (911 IM) website, AT&T has trained 25 PSAPs. The 911 IM website allows direct access to review and submit updates to the Master Street Address Guide and will replace the current manual process.
- 4) **Connecticut State Police street and address updates** – OSET continues to process updates from the State Police (1554 total updates so far). Combining the efforts of the State Police and 9-1-1 will allow both groups to use a common map and take advantage of each others updates.
- 5) **Broadband Mapping Grant** – The state of Connecticut, through the Department of Public Utility Control, has been awarded an additional \$1.94 million grant for years three through five of the Broadband Mapping project. This grant will supplement the earlier grant award of \$1.8 million for years one and two and will be used for broadband mapping and analysis. Besides helping policy makers see where broadband service is lacking, the residual GIS base data created for the broadband map, a statewide parcel map, address point, and street centerlines, will benefit 9-1-1 call location. To learn more about this project please visit www.ct.gov/broadband.
- 6) **State Addressing Subcommittee** –Connecticut Geospatial Council’s Addressing Subcommittee continues to work on a state address data model that is being used for the Broadband Mapping project. For further information please visit the subcommittee webpage

<http://www.ct.gov/gis/cwp/view.asp?a=3034&q=400008> or contact Dan Czaja, Subcommittee Chair, at (860) 685-8131 or daniel.czaja@po.state.ct.us.

Frequency Coordination 2010

The Office of Statewide Emergency Telecommunications provides frequency coordination to the public safety radio community within Connecticut and coordinates frequency spectrum with neighboring states and regional planning committees. Our mission is to provide the public safety community with reliable, non-interfering radio telecommunications. OSET maintains an updated FCC radio frequency spectrum database, plans for the best utilization of radio channels and reviews all applications for public safety licensing. FCC licensing is coordinated with the Association of Public Safety Telecommunications Officials, International (APCO). OSET serves as the "local frequency advisor" to assist applicants in obtaining FCC frequency licensing within Connecticut.

OSET maintains membership on two FCC regional planning committees, Region 8 and Region 19. FCC regional planning committees have developed radio frequency spectrum allocation plans for the 821 MHz band soon to be rebanded to 806MHz. Region 8 includes the counties of: Fairfield, Litchfield, New Haven, and Middlesex in Connecticut, the Southern half of New York and the northern half of New Jersey. Region 19 includes the counties of: Hartford, Tolland, Windham and New London in Connecticut, and the states of Massachusetts, Rhode Island, Vermont, Maine and New Hampshire. This office also maintains membership on the New England 700 MHz Regional Planning Committee, which includes the states of Connecticut, New Hampshire, Maine, Massachusetts, Rhode Island and Vermont. The Region 19 800 MHz Regional Planning Update Committee, in accordance with FCC Docket No. 02-55 and NPSAC (National Public Safety Planning Advisory Committee) rebanding, filed with the FCC a "Streamline Plan Amendment" which revises the current channel allotments for radio frequencies in the 821-824/866-869 MHz bands with the new 806-810/851-854MHz band. The rebanding of 800MHz radio systems continues in Connecticut with approximately 80 percent of the 800MHz radio systems rebanded. At the completion of rebanding in Region 19, the FCC may make available certain channels relinquished by Sprint Nextel Corporation in the 809.5-815/854.5-860MHz for Public Safety

The Region 19 700 MHz Public Safety Planning Committee was the third regional planning committee to have an FCC approved plan in the nation. The FCC approved plan enables the planning committee to begin the distribution of 700 MHz general use frequency spectrum after June 12, 2009. The Region 19 700MHz Committee received applications for 700MHz spectrum from the city of Stamford, CT and an application prepared by the Connecticut State Police for the Fairfield County Urban Area Security Initiative (UASI). 700MHz spectrum was allocated for licensing and at this time both applicants are in the construction phase of their systems.

The FCC has yet to determine the specific use of 700MHz broadband D Block spectrum. The FCC has granted conditional approval to 21 petitioners including cities, counties and states that filed waivers to move forward with the construction of regional or statewide interoperable wireless broadband networks. A bill “Broadband for First Responders Act of 2010” was introduced into Congress. The bill introduced the reallocation of the D block spectrum to public safety. The Public Safety Alliance is backing the bill and urging Congress to stop the auction of the D Block spectrum.

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

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

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

Frequency Coordination Applications Processed in 2010

City of Bridgeport	3
City of Derby	1
City of Shelton	1
City of Stamford	2
East Lyme Emergency Communications Center	2
Greater Hartford Transit District	1
Litchfield County Dispatch	1
Quinebaug Valley Emergency Communications	3
Southwestern Regional Communications Center	1
Tolland County Mutual Aid	1
Town of Avon	1
Town of Clinton	1
Town of Enfield	1
Town of Madison	1
Town of Montville - Waste Water Treatment Plant	1
Town of New Fairfield	3
Town of Old Saybrook	1
Town of Orange	1
Town of Rocky Hill	1
Town of Seymour	2
Town of Simsbury	1
Town of Sprague	1
Town of Suffield	1
Town of Vernon	1
Town of Wallingford	1
Town of Watertown	1
Town of West Hartford	1
Town of Windsor Locks	1
University of Connecticut Health Center	<u>1</u>
Total	38

CT Alert Emergency Notification System

Connecticut is the first state in the nation to have a statewide emergency notification system. The CT Alert Emergency Notification System is powered by the Everbridge Aware emergency notification system application. The system allows public safety officials to help protect lives and property by providing critical information to residents during emergencies and dangerous situations.

CT Alert has two main components:

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

The system is available for use by a number of state agencies and most of the 107 9-1-1 PSAPs in the state. Eight PSAPs have elected not to use CT Alert, but will continue to rely on their existing systems for local alerting. These PSAPs are: the Bethel Police Department, Cheshire Police Department, Darien Police Department, East Windsor, New Fairfield Emergency Communications Center, Newtown Police Department, Southbury Public Safety and the West Haven Emergency Communications Center.

CT Alert utilizes the Enhanced 9-1-1 (E9-1-1) database for geo-notifications to the public for life-threatening emergencies. The E9-1-1 data includes only traditional wire-line telephone numbers in the state. A Citizen Opt-In Registration Web Page (CTAlert.gov) was made available to the public on June 28, 2010 that allows for communication pathways not included in the E9-1-1 database such as mobile phones, VoIP landlines, BlackBerry smartphones/wireless personal digital assistants (PDAs), email, short message service (SMS), and instant messaging to be included in the CT Alert system. Individuals can specify the contact path order for multiple communication devices and the system will cycle through each and every communication device until messages are delivered and confirmed. At the end of 2010 about 36,000 households have registered their communication pathways via the Citizen Opt-In Web Page.

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

The system is managed by the State of Connecticut Departments of Public Safety and Emergency Management and Homeland Security, and is part of a comprehensive program to ensure public safety in Connecticut.

In 2010, one hundred sixteen CT Alerts were broadcast to the public by 29 public safety answering points to 561,995 households. The types of alerts broadcast included information regarding missing persons, criminal activity, weather warnings, flooding, dangerous animals, and downed power-lines.

Interoperability

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

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

Goal 1:

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

GOAL 2:

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

GOAL 3:

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

GOAL 4:

- Provide statewide interconnectivity of PSAPs and communications systems on a proprietary resilient IP network; creation of an integrated voice and data network to connect all emergency response, assisting and support organizations.
- Manage the PSIC Investment Justification (IJ) #1 and IJ#2 projects.
- Leverage existing state and regional radio and microwave infrastructure.
- Coordinate with a planned fiber-optic/IP PSAP build out of the Public Safety Data Network.
- Facilitate integration / migration to 700MHz.
- Build in scalable, flexible, resilient network features.
- Provide capacity for voice, data, and video.

- Develop engineering capability to actively assist agencies wishing to utilize 700 MHz systems connected to the IJ #1 P25 controller.
- Create a marketing plan to increase local agency uptake throughout the state of the PSDN and the P25 controller.

The end date for the PSIC Grant Program is September of 2011. At that point, all three Investment Justifications (Projects) of the grant will be completed. At the end of 2010, the installation of the Statewide Interoperable P25 Radio Controller was completed at Rocky Hill, as was the installation throughout the state of the communications gateways to allow local access to the controller.

Public Safety Data Network (PSDN)

The PSDN is an ultra high speed and flexible fiber optic data network that will serve as a base transport infrastructure and interconnectivity pathway for public safety related applications and services throughout the state. It is currently under construction, and its primary purpose is to provide the required connectivity for the upcoming implementation of Next Generation 911 (NG911) services. Additionally, the network will provide a single connectivity source to allow for the integration of systems, applications and currently disparate networks so that vital information and resources can easily be shared amongst the various public safety entities throughout the state. At the end of 2010, the installation of the fiber and the required network equipment had been completed at every PSAP in the state.

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

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

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

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

Phase 1 of the PSDN connects DPS, DoIT and all 107 of our PSAPs, and is budgeted at \$27.5 million, funded by the 9-1-1 surcharge. This new high-speed network is a requirement in order to provide Next Generation 911 (NG911) functionalities to all PSAPs throughout the state of Connecticut.

During 2010, Connecticut was successful in leveraging our PSDN investment as the match to obtain an additional \$93.8 Million in federal funds from the Broadband Technologies Opportunities Program (BTOP). This federal grant program is providing funding to extend the PSDN to over 400 additional public safety sites at fire departments and police departments throughout the state, as well as providing connections to extend the Connecticut Education Network. The performance period of this grant began September 1, 2010, and all work on this project must be completed by August 31, 2013.

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

- Next Generation 911 Services
- Collect Network
- Statewide shared radio application for radio interoperability (commonly known as the "P25 controller")

In addition to delivering NG911 calls and data throughout the state, the PSDN will provide a platform for emergency services radio interoperability between municipal police, fire, EMS services throughout the state as well as with and between those agencies and the Connecticut State Police and other state agencies.

Summarizing the PSDN features:

High speed data connectivity to all 107 PSAPs and 435 additional public safety locations

Fiber optic reliability ("five 9s")

System architecture utilizing multiple rings and multiple touch points between the rings, constructed with carrier-class equipment provisioned with redundant facilities, all designed to withstand multiple failures without affecting service

Highly secure implementation, partitioned to protect NG911 service in every instance

Significant savings over current network costs

Significant increase in efficiency

Easy upgradability to provide additional speed and/or connectivity without requiring “forklift upgrades”

Ability for each PSAP to serve as a connection point for other public safety locations to connect into the network (state, local and federal)

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

Phase 1 (funded, in progress)

Phase 1 establishes the base fiber optic network topology and interconnection of the existing PSAPs, the Department of Public Safety building in Middletown and the DOIT data center for identified priority applications. This phase is currently underway and encompasses a total of 112 individual sites, utilizing a fiber footprint that includes approximately 2000 miles of existing fiber installation as well as approximately 240 miles of newly constructed fiber pathways in a six-interconnecting-ring topology utilizing DWDM technologies. Construction began in 2009 and this phase is expected to be completed and fully operational March 31, 2011.

Phase 2 (funded through BTOP)

Phase 2 of the CPSSDN will provide expansion of the PSDN into police departments, fire departments and emergency operations centers that are not PSAPs or not co-located with PSAPs. The expansion will provide secure, high-speed connections to approximately 435 public safety locations, providing criminal justice information systems connectivity where required, and dramatically increasing the reliability of dispatch services at the time of an emergency call. As with Phase 1, all connectivity will be accomplished via dedicated fiber optic cabling to the planned locations utilizing appropriate fiber optic transceivers. Topology will be a mixture of both hub and spoke as well as subtending rings. Each of these spokes or rings will connect to one of the 112 existing Phase 1 locations. Completion of Phase 2 will greatly enhance agency interoperability capabilities, data sharing and overall communications while improving constituent services and safety.

Phase 2 is currently in the mandatory environmental assessment period prior to commencement of construction. The installation of Phase 2 will be completed by September 31, 2013.

Funding

The 9-1-1 surcharge provides the match for this project through its funding of Phase 1. Phase 2 is funded through the BTOP grant.

Replacement of the Enhanced 9-1-1 Telecommunications System

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

It is the continuing goal of Department of Public Safety to provide the public with the most technologically advanced 9-1-1 system in the country. It is our objective to develop an Internet Protocol (IP) based 9-1-1 system that can be transitioned into a Next Generation 9-1-1 System (NG9-1-1) as the technology becomes available and is cost effective to implement. The new system will operate utilizing the state of Connecticut Public Safety Data Network for call delivery and be positioned to receive and display text messages requesting emergency assistance, photos and videos related to a request for emergency services as standards develop, and will provide a means to receive 9-1-1 calls originating from the internet. The new 9-1-1 system will be implemented at the 107 9-1-1 public safety answering points (PSAPs) and at the four Connecticut State police secondary answering points (Troops C, D, F, K).

The NG9-1-1 Project is currently in the Business Requirements Phase of the Department of Information Technologies System Development Methodology (SDM) process.

Appendix A – GLOSSARY

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

ANI – Automatic Number Identification –The 9-1-1 caller’s telephone number. The ANI displays at the PSAP on the digital E9-1-1 workstation monitor.

CAD – Computer-Aided Dispatch – Dispatching which utilizes computers to assist the process. The aid may be a simple display of pertinent information on a screen, up to the actual selection and notification of field units by the computer. E9-1-1 systems may be interfaced with CAD systems.

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

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

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

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

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

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

EMS – Emergency Medical Services

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

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

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

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

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

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

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

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

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

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

SDM – System Development Methodology – A program, implemented by executive order of the Governor, which is the state of Connecticut standard methodology for developing, implementing, documenting, testing, maintaining and disposition of IT systems or processes, generally applicable to those project efforts of more than \$1 million, or more than six month's duration.

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

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

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

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

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

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

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

Appendix B - Budget

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 10/11
Budget Narrative**

Item #1 Equipment Enhancements:

Continued funding for 9-1-1 street centerline and address data will be required for fiscal year 10/11 and is estimated at \$490,000; a statewide orthophotography deployment is expected to cost \$100,000. Additional funds for miscellaneous Public Safety Answering Point (PSAP) equipment and maintenance and replacement of time synchronization equipment and headsets will also be required. AT&T maintenance for the 9-1-1 call handling platform is projected to be \$730,968. The statewide Emergency Notification System will cost \$882,000. The cost of providing translation services to all PSAPs is projected to be \$18,000. The purchase and implementation of a Next-Generation 9-1-1 (NG911) call handling platform for all PSAPs is expected to require \$16,000,000. The NG911 procurement process will be in conformance with the goals of the FCC's "National Broadband Plan: Connecting America" (March 16, 2010). Total requirements for equipment and software are expected to be \$18,613,968 and are itemized on the attached budget submittal Item #1. Carryover from FY 09/10 of \$15,501,111.49 will reduce this budget requirement to \$3,112,856.51.

Item #2 Regional Emergency Telecommunications Funding:

Funding for the Regional Emergency Telecommunications Centers is based upon the formula in Section 28-24-3 of the regulation. The variables incorporated into the formula result in an exact amount required for this budget category. FY 10/11 requirements are \$3,450,894.36 for the seven regional telecommunications centers.

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

Funding for the 21 cities in Connecticut with populations in excess of 40,000 is determined by calculation of the formula in Section 28-24-3 of the regulation of the State of Connecticut. The total amount calculated for 21 cities for FY 10/11 is \$5,457,705.53 and includes restoration of funding for the cities of Bridgeport, Meriden and Southington for consolidating services in the amount of \$1,295,430.19. The delay of Bridgeport's consolidation efforts for FY 09/10 resulted in a carryover of \$1,159,466.65 and reduces the amount required to \$4,298,238.88

Item #4 New Regionals:

This category can only be estimated; a hypothetical group of municipalities currently operating as stand alone PSAPs is used as the basis for estimating the cost of a new regional emergency communications center. The FY 10/11 estimated cost is \$500,000 under the category of new regional centers. The carryover of \$500,000 reduces the budget requirement to \$0 for FY 10/11.

Item #5 Network Costs:

This category includes the cost of the E911 network and E911 database services provided by AT&T. AT&T's estimated cost for network services/database management is \$2,468,921.00 for FY 10/11. These costs include ISDN lines, computer services, tandem connections, database management and support services. These costs will continue until the implementation of NG911 is completed.

In addition to the above, the projected FY 10/11 cost for the public safety data network (PSDN) that will provide connectivity for public safety data to all public safety agencies such as Police, Fire and Emergency Medical Services (EMS), is estimated at \$8,000,000. Telecommunications Service Priority System (TSP), a program that will prioritize restoration of telecommunication services in the event of a failure, is estimated to cost \$90,816.72. Total 9-1-1 network costs are \$10,559,737.72

Item #6 Transition Grants:

This category can only be estimated; assuming five standalone PSAPs will join other regional centers or form a new center with a cap of \$250,000 for each of the five PSAPs and a carryover of \$1,243,750.00 from FY 09/10, the result is a budget requirement of \$6,250.00 for FY 10/11.

Item #7 CMED Subsidy:

Each municipality in the state will receive a subsidy for Coordinated Emergency Medical Direction (CMED) services at the rate of 30 cents per capita, as required by Connecticut General Statutes Sec.28-24(c)(4). Based upon a statewide population of 3,500,979, the total amount for the CMED subsidy for FY 10/11 is \$1,050,293.70.

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

The operational costs for the Office of Statewide Emergency Telecommunications for FY 10/11 are projected to be \$1,427,144.56. The projected carryover for FY 09/10 is \$41,702.84; total cost for FY 10/11 is \$1,385,441.72.

Item #9 Emergency Medical Service Data Subsidy to the Department of Public Health:

This annual subsidy is intended to facilitate the collection of EMS data within the Department of Public Health as required by Connecticut General Statutes Sec.28-24(c)(7); for FY 10/11 this cost is \$250,000.

Item #10 Training and Public Education:

This annual cost is for training public safety telecommunicators required by Connecticut General Statutes Section 28-30. It includes reimbursement to municipalities for Emergency Medical Dispatch (EMD) training for telecommunicators. For FY 10/11 the projected cost of public safety telecommunicator training including E9-1-1 call handling equipment is \$449,128.28. Contract services to enhance and update the current curriculum are estimated at \$150,000. The anticipated EMD training is \$50,000.

Public education initiatives, including non-sustaining commercial announcements regarding the new Statewide Emergency Notification System and proper use of 9-1-1, are estimated at

\$200,000. The total amount required for FY 10/11 is \$849,128.28. A carryover of \$397,795.00 from FY 09/10 reduces the amount for FY 10/11 to \$451,333.28.

Item #11 Multi-Town PSAPs:

This budget item provides a subsidy for a public safety answering point responsible for the receipt and processing of 9-1-1 calls for two municipalities (Multi-Town PSAP). Funding is based upon the formula in the Regulation of Connecticut State Agencies Section 28-24-3, and is projected to be \$641,662.32 for nine multi-town PSAPs in FY 10/11.

Item #12 CSP Subsidy:

This budget item provides funding to the Connecticut State Police (CSP) for the purpose of providing 9-1-1 emergency telecommunications services and is calculated with the formula of \$1.00 for each 9-1-1 call received by CSP PSAPs. Based on 9-1-1 call counts from 2009, the subsidy for CSP will be \$664,169.00.

Item #13 PSAP Training Subsidy:

This subsidy provides a training allowance for all PSAPs to use exclusively for the purpose of providing 9-1-1 related training for telecommunicators. This subsidy is based upon 10 cents per capita, using population figures from the Department of Public Health. The total amount required for FY 10/11 is \$351,596.80. An estimated carryover of \$151,709.00 from FY 09/10 will reduce the amount needed to \$199,887.80.

Item #14 Capital Expenses:

Funding for capital expenses is based on 12.5% of the total funding for regional emergency communications centers and funded cities, with a 25% cap in year two. Any regional emergency communications center or funded city requesting this subsidy must match from local funds one dollar against each dollar provided by the capital expense fund. The total amount required for Capital Expenses for FY 10/11 is \$1,837,282.96. A carryover of \$829,373.71 from FY 09/10 reduces the budget need for FY 10/11 to \$1,007,909.25.

Item #15 NHTSA Grant:

OSET is the recipient of a grant from the National Highway Traffic Safety Administration (NHTSA) under the ENHANCE 911 Act of 2004, in the amount of \$792,000. This funding has been allocated to the replacement of E-911 terminal equipment located at our PSAPs, and therefore will partially fund the Next Generation 911 project. The performance period for this grant expires September 30, 2013, which is sufficient to meet the predicted time line for the NG911 project. As a result, the grant amount will be treated as a carryover, eligible to be used as an offset against OSET program requirements.

Revenue:

The revenue shortfalls of previous years, caused by (among other factors) the reduction of the wireline count from the incumbent LEC, appear to have slowed or stopped. OSET collections at the time this report was prepared in the last week of March are at 89.2% of the predicted annual receipts. Therefore, there is no basis for a prediction of a revenue shortfall in the coming year, and the entire amount of the carryover from FY 09/10 will be available to offset the budget requirements for the coming fiscal year.

Total Budget Requirements:

The total amount of budget items 1 through 14 for FY 10/11 equals \$46,903,583.23. Carryovers, interest and additional revenue from the previous fiscal year equal \$20,616,908.69. The total Enhanced 9-1-1 Fund budget requirement for FY 10/11 is \$26,286,674.53

**FY 10/11
BUDGET REQUIREMENTS**

	FY 10/11	FY 09/10	FY 10/11
<u>Budget Item</u>	<u>Requirements</u>	<u>Carryovers</u>	<u>Actual Costs</u> <i>(Requirements-Carryovers)</i>
Item 1: New Equipment	\$18,613,968.00	\$15,501,111.49	\$3,112,856.51
Item 2: Regionals Subsidy	\$3,450,894.36	\$0.00	\$3,450,894.36
Item 3: City Subsidy	\$5,457,705.53	\$1,159,466.65	\$4,298,238.88
Item 4: New Regionals	\$500,000.00	\$500,000.00	\$0.00
Item 5: Network Costs	\$10,559,737.72	\$0.00	\$10,559,737.72
Item 6: Transition Grants	\$1,250,000.00	\$1,243,750.00	\$6,250.00
Item 7: CMED Subsidy	\$1,050,293.70	\$0.00	\$1,050,293.70
Item 8: OSET Costs	\$1,427,144.56	\$41,702.84	\$1,385,441.72
Item 9: DPH Subsidy	\$250,000.00	\$0.00	\$250,000.00
Item 10: Training & Public Education	\$849,128.28	\$397,795.00	\$451,333.28
Item 11: Multi-Town PSAPs -	\$641,662.32	\$0.00	\$641,662.32
Item 12: CSP	\$664,169.00	\$0.00	\$664,169.00
Item 13: PSAP Training Subsidy	\$351,596.80	\$151,709.00	\$199,887.80
Item 14: Capital Expenses	\$1,837,282.96	\$829,373.71	\$1,007,909.25
Item 15: Income NHTSA Grant		\$792,000.00	
	TOTAL REQUIRED 10/11	TOTAL CARRYOVERS FROM 09/10	BUDGET REQUIREMENT FY 10/11
Budget Requirements	\$46,903,583.23	\$20,616,908.69	\$26,286,674.53

Item #1
911 PSAP Equipment/Software
FY 2010-2011

E 9-1-1 PSAP Equipment/Software Costs	
GIS Street Centerline Data & Address Points	\$490,000.00
Orthophotography Deployment	\$100,000.00
Translation Services	\$18,000.00
PSAP Misc. Equipment:	
Time Synchronization-headset replacements, -	\$43,000.00
& Upgrade/Maintenance/CPE replacement	
NG9-1-1	\$16,000,000.00
Maintenance of CPE	\$730,968.00
Contract Services - Implementation of PSDN & NG9-1-1	\$100,000.00
Contract Services - Statewide Regionalization Study	\$250,000.00
Emergency Notification Systems	\$882,000.00
Total:	\$18,613,968

Funding for Regionals FY 2010-2011

TOWN/CITY	Pop. 08	# 911 Calls	Var.1	Var.2	FY10/11
Colchester EC	P	N	C1	C2	Subsidy
Bozrah	2,452				
Colchester	15,578				
East Haddam	8,896				
East Hampton	12,685				
Haddam Neck	600				
Hebron	9,228				
Lebanon	7,358				
Marlborough	6,360				
Salem	4,110				
FY10/11	67,267	1	1.616	1	\$357,923.94
Groton ECC					
Town of Groton	39,167				
Groton Long Point	0				
City of Groton	0				
No. Stonington	5,233				
FY10/11	44,400	1	0.8	1	\$162,557.28
Litchfield County Dispatch					
Barkhamsted	3,662				
Borough Bantam	0				
Borough Litchfld.	0				
Bridgewater	1,873				
Canaan	1,095				
Colebrook	1,520				
Cornwall	1,481				
Goshen	3,203				
Hartland	2,079				
Harwinton	5,560				
Kent	2,944				
Litchfield	8,625				
Morris	2,329				
New Hartford	6,728				
Norfolk	1,647				
North Canaan	3,347				
Salisbury	3,958				
Sharon	3,014				
Sherman	4,106				
Warren	1,385				
Washington	3,657				
FY10/11	62,213	1	4.2	1	\$658,014.46

Funding for Regionals FY 2010-2011

TOWN/CITY	Pop. 08	# 911 Calls	Var.1	Var.2	FY10/11
Northwest Public Safety					
Beacon Falls	5,807				
Bethlehem	3,560				
Oxford	12,734				
Prospect	9,353				
Roxbury	2,311				
Woodbury	9,650				
FY10/11	43,415	1	1.2	1	\$194,273.44
Quinebaug Valley ECC					
Bor. Danielson	0				
Bor. Jewett City	0				
Brooklyn	7,949				
Canterbury	5,118				
Chaplin	2,556				
Eastford	1,798				
Griswold	11,398				
Hampton	2,149				
Killingly	17,826				
Lisbon	4,210				
Plainfield	15,430				
Pomfret	4,168				
Scotland	1,722				
Sprague	2,980				
Sterling	3,748				
Thompson	9,269				
Voluntown	2,619				
Woodstock	8,229				
East Putnam Fire	2,464				
FY10/11	103,633	1	3.654	1	\$981,014.44
Tolland County Mutual Aid					
Andover	3,183				
Ashford	4,467				
Bolton	5,117				
Columbia	5,331				
Coventry	12,207				
Ellington	14,568				
Mansfield	24,622				
Somers	10,984				
Stafford	11,773				
Tolland	14,705				
Union	751				
Willington	6,114				
FY10/11	113,822	1	2.25	1	\$752,420.33

**Item #2
Funding for Regionals FY 2010-2011**

TOWN/CITY	Pop. 08	# 911 Calls	Var.1	Var.2	FY10/11
Valley Shore ECC					
Chester	3,811				
Deep River	4,668				
Durham	7,456				
Essex	6,784				
Haddam	7,285				
Killingworth	6,463				
Lyme	2,077				
Middlefield	4,249				
Old Lyme	7,357				
Westbrook	6,641				
FY10/11	56,791	1	1.984	1	\$344,690.48
	TOTAL SUBSIDY				\$3,450,894.36
NOTES					
P= 2008 Dept. of Public Health population estimates					
N= Number of 911 Calls in 2008 (wire + wireless)					
C1= Number of emergency services dispatched (max of 3) .1 + .02 ea. Year					
C2= Full service dispatch centers receive 1.0					
Consumer price Index value of .034 is added to the base value of 2.0					

**Item #3
Funding for Cities
Populations of 40,000
FY 2010/2011**

Cities	Pop. 08	# 911 Calls	VAR.1	VAR.2	FY10/11
Bridgeport	P	N	C1	C2	Subsidy
FY10/11	136,405	1.61	0.1	1	\$491,360.00
<i>Restoration of full funding 3 yrs.</i>					\$871,133.84
Bristol					
FY10/11	60,927	1	0.1	1	\$136,318.07
Danbury					
FY10/11	79,256	1	0.1	0	\$16,120.67
East Hartford					
FY10/11	48,571	1	0.1	1	\$108,672.76
Enfield					
FY10/11	44,895	1	0.1	1	\$100,448.07
Fairfield					
FY10/11	57,345	1	0.1	1	\$128,303.70
Greenwich					
FY10/11	61,937	1	0.1	1	\$138,577.84
Hamden					
FY10/11	57,862	1	0.1	1	\$129,460.44
Hartford					
FY10/11	124,062	2.53	0.1	1	\$702,268.09
Manchester					
FY10/11	56,385	1	0.1	1	\$126,155.80
Meriden					
FY10/11	59,186	1	0.1	1	\$132,422.76
<i>Restoration of full funding 3 yrs.</i>					\$248,189.07
New Britain					

**Item #3
Funding for Cities
Populations of 40,000
FY 2010/2011**

Cities	Pop. 08	# 911 Calls	VAR.1	VAR.2	FY10/11
FY10/11	70,486	1	0.1	1	\$157,705.38
New Haven					
FY10/11	123,669	1.97	0.1	1	\$545,093.13
Norwalk					
FY10/11	83,185	1	0.1	1	\$186,118.12
Southington					
FY10/11	42,250	1	0.1	1	\$94,530.15
<i>Restoration of full funding 3 yrs.</i>					\$176,107.28
Stamford					
FY10/11	119,303	1	0.1	1	\$266,928.53
Stratford					
FY10/11	48,853	1	0.1	1	\$109,303.70
Wallingford					
FY10/11	44,859	1	0.1	1	\$100,367.53
Waterbury					
FY10/11	107,037	1	0.1	1	\$239,484.58
West Hartford					
FY10/11	60,495	1	0.1	1	\$135,351.51
West Haven					
FY10/11	52,420	1	0.1	1	\$117,284.51
Total	1,539,388				\$5,457,705.53

**Item #5
Network Costs:
FY 2010-2011**

Estimated 9-1-1 Network Cost		
Database Management		\$1,418,668.00
Network (less BRI lines)		\$611,205.00
BRI lines		\$232,373.00
Remote Monitoring & Admin Lines		\$181,494.00
Billing		\$18,533.00
Centralink 2100 State Police Lines		\$6,648.00
Total E911 Costs		\$2,468,921.00
Public Safety Data Net		\$8,000,000.00
Telephone Service Priority (TSP)/GETS/WPS		\$90,816.72
		\$8,090,816.72
TOTAL 911 Costs		\$10,559,737.72

**Item #4
Funding for New Regional Centers
FY 2010-2011**

Calculated Subsidy to Hypothetical New Regional Communication Centers						
Hypothetical	Municipality	Pop.	#911 Calls	Var.1	Var. 2	Tot. FY 10/11
Regional Centers						Subsidy
Region A	Town A	65,000				
	Town B	15,000				
	Town C	10,000				
	Town D	25,000				
	Town E	14,265				
		P	N	C1	C2	
		129,265	1	1	1	\$500,000.00
	Total Funds Required FY 10-11					\$500,000.00

**Item #6
Transition Grants
FY 2010-2011**

Projected Amounts Required for Transition Grants						
					Estimated	Estimated
FY10/11			# of Towns	Planning \$	Transition @ \$250,000	Total Amount
Hypothetical Region A			5		\$1,250,000	\$1,250,000
TOTAL						\$1,250,000

Item #7
CMED Subsidy:
FY 2010-2011

<u>Town</u>	<u>08 Pop</u>	<u>\$.30 Funding</u>
Andover	3,183	\$954.90
Ansonia	18,503	\$5,550.90
Ashford	4,467	\$1,340.10
Avon	17,328	\$5,198.40
Barkhamsted	3,662	\$1,098.60
Beacon Falls	5,807	\$1,742.10
Berlin	20,364	\$6,109.20
Bethany	5,575	\$1,672.50
Bethel	18,438	\$5,531.40
Bethlehem	3,560	\$1,068.00
Bloomfield	20,727	\$6,218.10
Bolton	5,117	\$1,535.10
Bozrah	2,452	\$735.60
Branford	28,696	\$8,608.80
Bridgeport	136,405	\$40,921.50
Bridgewater	1,873	\$561.90
Bristol	60,927	\$18,278.10
Brookfield	16,657	\$4,997.10
Brooklyn	7,949	\$2,384.70
Burlington	9,150	\$2,745.00
Canaan	1,095	\$328.50
Canterbury	5,118	\$1,535.40
Canton	10,104	\$3,031.20
Chaplin	2,556	\$766.80
Cheshire	29,066	\$8,719.80
Chester	3,811	\$1,143.30
Clinton	13,554	\$4,066.20
Colchester	15,578	\$4,673.40
Colebrook	1,520	\$456.00
Columbia	5,315	\$1,594.50
Cornwall	1,481	\$444.30
Coventry	12,207	\$3,662.10
Cromwell	13,600	\$4,080.00
Danbury	79,256	\$23,776.80
Darien	20,177	\$6,053.10
Deep River	4,668	\$1,400.40
Derby	12,393	\$3,717.90
Durham	7,456	\$2,236.80
East Granby	5,155	\$1,546.50
East Haddam	8,896	\$2,668.80
East Hampton	12,685	\$3,805.50
East Hartford	48,571	\$14,571.30
East Haven	28,590	\$8,577.00

**Item #7
CMED Subsidy:
FY 2010-2011**

<u>Town</u>	<u>08 Pop</u>	<u>\$.30 Funding</u>
East Lyme	19,022	\$5,706.60
East Windsor	10,822	\$3,246.60
Eastford	1,798	\$539.40
Easton	7,340	\$2,202.00
Ellington	14,568	\$4,370.40
Enfield	44,895	\$13,468.50
Essex	6,784	\$2,035.20
Fairfield	57,345	\$17,203.50
Farmington	25,116	\$7,534.80
Franklin	1,893	\$567.90
Glastonbury	33,263	\$9,978.90
Goshen	3,203	\$960.90
Granby	11,219	\$3,365.70
Greenwich	61,937	\$18,581.10
Griswold	11,398	\$3,419.40
Groton	39,167	\$11,750.10
Guilford	22,398	\$6,719.40
Haddam	7,885	\$2,365.50
Hamden	57,862	\$17,358.60
Hampton	2,149	\$644.70
Hartford	124,062	\$37,218.60
Hartland	2,079	\$623.70
Harwinton	5,560	\$1,668.00
Hebron	9,228	\$2,768.40
Kent	2,944	\$883.20
Killingly	17,826	\$5,347.80
Killingworth	6,463	\$1,938.90
Lebanon	7,358	\$2,207.40
Ledyard	15,078	\$4,523.40
Lisbon	4,210	\$1,263.00
Litchfield	8,625	\$2,587.50
Lyme	2,077	\$623.10
Madison	18,803	\$5,640.90
Manchester	56,385	\$16,915.50
Mansfield	24,622	\$7,386.60
Marlborough	6,360	\$1,908.00
Meriden	59,186	\$17,755.80
Middlebury	7,343	\$2,202.90
Middlefield	4,249	\$1,274.70
Middletown	48,030	\$14,409.00
Milford	55,907	\$16,772.10
Monroe	19,359	\$5,807.70
Montville	19,612	\$5,883.60

Item #7
CMED Subsidy:
FY 2010-2011

<u>Town</u>	<u>08 Pop</u>	<u>\$.30 Funding</u>
Morris	2,329	\$698.70
Naugatuck	31,931	\$9,579.30
New Britain	70,486	\$21,145.80
New Canaan	19,912	\$5,973.60
New Fairfield	14,059	\$4,217.70
New Hartford	6,728	\$2,018.40
New Haven	123,669	\$37,100.70
New London	25,891	\$7,767.30
New Milford	28,338	\$8,501.40
Newington	29,699	\$8,909.70
Newtown	26,737	\$8,021.10
Norfolk	1,647	\$494.10
North Branford	14,374	\$4,312.20
North Canaan	3,347	\$1,004.10
North Haven	23,961	\$7,188.30
North Stonington	5,233	\$1,569.90
Norwalk	83,185	\$24,955.50
Norwich	36,388	\$10,916.40
Old Lyme	7,357	\$2,207.10
Old Saybrook	10,521	\$3,156.30
Orange	13,781	\$4,134.30
Oxford	12,734	\$3,820.20
Plainfield	15,430	\$4,629.00
Plainville	17,221	\$5,166.30
Plymouth	11,969	\$3,590.70
Pomfret	4,168	\$1,250.40
Portland	9,551	\$2,865.30
Preston	4,931	\$1,479.30
Prospect	9,353	\$2,805.90
Putnam	9,307	\$2,792.10
Redding	8,798	\$2,639.40
Ridgefield	24,011	\$7,203.30
Rocky Hill	18,852	\$5,655.60
Roxbury	2,311	\$693.30
Salem	4,110	\$1,233.00
Salisbury	3,958	\$1,187.40
Scotland	1,722	\$516.60
Seymour	16,251	\$4,875.30
Sharon	3,014	\$904.20
Shelton	39,991	\$11,997.30
Sherman	4,106	\$1,231.80
Simsbury	23,615	\$7,084.50
Somers	10,984	\$3,295.20

**Item #7
CMED Subsidy:
FY 2010-2011**

<u>Town</u>	<u>08 Pop</u>	<u>\$.30 Funding</u>
South Windsor	25,966	\$7,789.80
Southbury	19,702	\$5,910.60
Southington	42,250	\$12,675.00
Sprague	2,980	\$894.00
Stafford	11,773	\$3,531.90
Stamford	119,303	\$35,790.90
Sterling	3,748	\$1,124.40
Stonington	18,371	\$5,511.30
Stratford	48,853	\$14,655.90
Suffield	15,136	\$4,540.80
Thomaston	7,766	\$2,329.80
Thompson	9,269	\$2,780.70
Tolland	14,705	\$4,411.50
Torrington	35,312	\$10,593.60
Trumbull	34,688	\$10,406.40
Union	751	\$225.30
Vernon	29,839	\$8,951.70
Voluntown	2,619	\$785.70
Wallingford	44,859	\$13,457.70
Warren	1,385	\$415.50
Washington	3,657	\$1,097.10
Waterbury	107,037	\$32,111.10
Waterford	18,794	\$5,638.20
Watertown	22,095	\$6,628.50
West Hartford	60,495	\$18,148.50
West Haven	52,420	\$15,726.00
Westbrook	6,641	\$1,992.30
Weston	10,183	\$3,054.90
Westport	26,592	\$7,977.60
Wethersfield	25,719	\$7,715.70
Willington	6,114	\$1,834.20
Wilton	17,698	\$5,309.40
Winchester	10,716	\$3,214.80
Windham	23,609	\$7,082.70
Windsor	28,851	\$8,655.30
Windsor Locks	12,495	\$3,748.50
Wolcott	16,434	\$4,930.20
Woodbridge	9,193	\$2,757.90
Woodbury	9,650	\$2,895.00
Woodstock	8,229	\$2,468.70
TOTAL:	3,500,979	\$1,050,293.70

**Budget Item #8
OSET Budget:
FY 2010-2011**

Estimated Budget:	
Office of Statewide Emergency Telecommunications	
Period of 7/1/10-6/30/11	
Total Pay Period Cost	\$32,115.29
Total OSET pay period X26.1	\$759,537.00
Longevity Payments	\$3,418.00
DEMHS - Telecommunications Mgr. Salary	\$78,672.00
Total Salary Costs	\$873,742.29
Total Salary & Overhead/Fringe = 56.47%	\$1,367,144.56
Plus Travel & Training	\$40,000.00
Plus OE	\$10,000.00
Plus Equipment	\$10,000.00
ESTIMATED FY10/11 OSET BUDGET	\$1,427,144.56

Item #9
DPH Subsidy:
FY 2010-2011

Department of Public Health		
Transfer of Funds for EMS		
Period of 7/1/10-6/30/11		
EMS payment to Dept. of Public Health	\$250,000.00	
FY10/11	\$250,000.00	

**Item #10
Training:
FY 2010-2011**

Training & Public Education	
Period of 7/1/10-6/30/11	
EMD Training	\$50,000.00
Telecommunicator Training Program	\$409,128.28
Public Education Initiatives	\$200,000.00
CPE Training	\$40,000.00
Contract Services - Curriculum Development	\$150,000.00
Total:	\$849,128.28

Item #11
Multi-Towns PSAPs: FY 2010-2011

TOWN/CITY	POP '08	CALLS	VAR.1	VAR.2	FY10/11
	P	N	C1	C2	Subsidy
Farmington	25,116				
Burlington	9,150				
FY10/11	34,266	1	0.4	1	\$97,575.86
Granby	11,219				
East Granby	5,155				
FY10/11	16,374	1	0.4	1	\$46,626.60
Ledyard	15,078				
Preston	4,931				
FY10/11	20,009	1	0.4	1	\$56,977.63
Middletown	48,030				
Portland	9,551				
FY10/11	57,581	1	0.4	1	\$163,967.66
Milford	55,907				
Woodmont	0				
FY10/11	55,907	1	0.4	0	\$45,485.94
Newtown	26,737				
Borough of Newtown	0				
FY10/11	26,737	1	0.4	1	\$76,136.28
Old Saybrook	10,521				
Fenwick	0				
FY10/11	10,521	1	0.4	1	\$29,959.60
Stonington	18,371				
Borough of Stonington	0				
FY10/11	18,371	1	0.4	1	\$52,313.26
Franklin	1,893				
Windham	23,609				
FY10/11	25,502	1	0.4	1	\$72,619.50
				TOTAL	\$641,662.32

Item #12
State Police PSAP Subsidy
FY 2010-2011

State Police Troop	2009 # 911 Calls	Subsidy
CSP A	69,699	\$69,699.00
CSP B	5,175	\$5,175.00
CSP E	43,195	\$43,195.00
CSP G	249,553	\$249,553.00
CSP H	180,119	\$180,119.00
CSP I	106,009	\$106,009.00
CSP L	7,857	\$7,857.00
CSP W	2,562	\$2,562.00
TOTAL	664,169	\$664,169.00

Item #13
PSAP Training Subsidy:
FY 2010-2011

<u>Public Safety Answering Point</u>	<u>Pop. 08</u>	<u>\$.10 per capita</u>		
Ansonia	18,503	\$1,850.30		
Avon PD	17,328	\$1,732.80		
Berlin PD	20,364	\$2,036.40		
Bethel PD	18,438	\$1,843.80		
Bloomfield PD	20,727	\$2,072.70		
Branford PD	28,969	\$2,896.90		
Bridgeport FD	136,405	\$13,640.50		
Bristol PD	60,927	\$6,092.70		
Brookfield PD	16,657	\$1,665.70		
Canton PD	10,104	\$1,010.40		
Cheshire PD	29,066	\$2,906.60		
Clinton ECC	13,554	\$1,355.40		
Colchester ECC	67,267	\$6,726.70		
Cromwell PD	13,600	\$1,360.00		
Danbury FD	79,256	\$7,925.60		
Darien PD	20,177	\$2,017.70		
Derby PD	12,393	\$1,239.30		
East Hartford PD	48,571	\$4,857.10		
East Haven FD	28,590	\$2,859.00		
East Lyme ECC	19,022	\$1,902.20		
East Windsor PD	10,822	\$1,082.20		
Easton PD	7,340	\$734.00		
Enfield PD	44,895	\$4,489.50		
Fairfield ECC	57,345	\$5,734.50		
Farmington PD/(Burlington)	34,266	\$3,426.60		
Glastonbury PD	33,263	\$3,326.30		
Granby PD/(East Granby)	16,374	\$1,637.40		
Greenwich PD	61,937	\$6,193.70		
Groton ECC	44,400	\$4,440.00		
Guilford ECC	22,398	\$2,239.80		
Hamden Central	57,862	\$5,786.20		
Hartford PD	124,062	\$12,406.20		
Ledyard ECC/(Preston)	20,009	\$2,000.90		
Litchfield County Dispatch	62,213	\$6,221.30		
Madison PD	18,803	\$1,880.30		
Manchester PD	56,385	\$5,638.50		
Meriden PD	59,186	\$5,918.60		
Middlebury PD	7,343	\$734.30		
Middletown ECC/(Portland)	57,581	\$5,758.10		
Milford FD	55,907	\$5,590.70		
Monroe PD	19,359	\$1,935.90		
Montville ECC	19,612	\$1,961.20		
Naugatuck PD	31,931	\$3,193.10		

Item #13
PSAP Training Subsidy:
FY 2010-2011

<u>Public Safety Answering Point</u>	<u>Pop. 08</u>	<u>\$.10 per capita</u>		
New Britain ECC	70,486	\$7,048.60		
New Canaan PD	19,912	\$1,991.20		
New Fairfield ECC	14,059	\$1,405.90		
New Haven ECC	123,669	\$12,366.90		
New London PD	25,891	\$2,589.10		
New Milford PD	28,338	\$2,833.80		
Newington PD	29,699	\$2,969.90		
Newtown PD	26,737	\$2,673.70		
North Branford PD	14,374	\$1,437.40		
North Haven PD	23,961	\$2,396.10		
Northwest Ct. Public Safety	43,415	\$4,341.50		
Norwalk PD	83,185	\$8,318.50		
Norwich PD	36,388	\$3,638.80		
Old Saybrook PD	10,521	\$1,052.10		
Orange PD	13,781	\$1,378.10		
Plainville PD	17,221	\$1,722.10		
Plymouth PD	11,969	\$1,196.90		
Putnam	9,307	\$930.70		
Quinebaug Valley EC	103,633	\$10,363.30		
Redding PD	8,798	\$879.80		
Ridgefield PD	24,011	\$2,401.10		
Rocky Hill PD	18,852	\$1,885.20		
Seymour PD	16,251	\$1,625.10		
Shelton PD	39,991	\$3,999.10		
Simsbury PD	23,615	\$2,361.50		
South Central CMED	5,575	\$557.50		
South Windsor PD	25,966	\$2,596.60		
Southbury ECC	19,702	\$1,970.20		
Southington PD	42,250	\$4,225.00		
Stamford ECC	119,303	\$11,930.30		
Stonington PD	18,371	\$1,837.10		
Stratford PD	48,853	\$4,885.30		
Suffield PD	15,136	\$1,513.60		
Thomaston PD	7,766	\$776.60		
Tolland County	113,822	\$11,382.20		
Torrington PD	35,312	\$3,531.20		
Trumbull ECC	34,688	\$3,468.80		
UCONN	12,236	\$1,223.60		
Valley Shore ECC	56,791	\$5,679.10		
Vernon PD	29,839	\$2,983.90		
Wallingford PD	44,859	\$4,485.90		
Waterbury PD	107,037	\$10,703.70		
Waterford ECC	18,794	\$1,879.40		

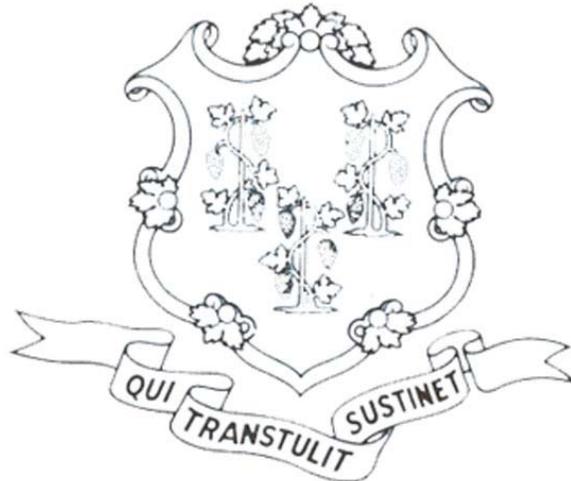
Item #13
PSAP Training Subsidy:
FY 2010-2011

<u>Public Safety Answering Point</u>	<u>Pop. 08</u>	<u>\$.10 per capita</u>		
Watertown PD	22,095	\$2,209.50		
West Hartford PD	60,495	\$6,049.50		
West Haven ERS	52,420	\$5,242.00		
Weston ECC	10,183	\$1,018.30		
Westport PD	26,592	\$2,659.20		
Wethersfield PD	25,719	\$2,571.90		
Willimantic Switchboard	25,502	\$2,550.20		
Wilton PD	17,698	\$1,769.80		
Windsor PD	28,851	\$2,885.10		
Windsor Locks PD	12,495	\$1,249.50		
Winsted PD	10,716	\$1,071.60		
Wolcott PD	16,434	\$1,643.40		
Woodbridge PD	9,193	\$919.30		
TOTAL	3,515,968	\$351,596.80		

Appendix C – Call Count Report

State of Connecticut

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



2010 Enhanced 9-1-1 Call Counts

ANSONIA PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	253	47	275	575
FEB	181	28	262	471
MAR	212	29	315	556
APR	187	25	342	554
MAY	248	36	336	620
JUN	238	36	318	592
JUL	219	38	367	624
AUG	184	23	377	584
SEP	166	25	385	576
OCT	187	24	344	555
NOV	181	38	378	597
DEC	151	59	370	580
YTD	2407	408	4069	6884

BETHEL PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	182	18	257	457
FEB	161	15	197	373
MAR	184	16	224	424
APR	176	16	252	444
MAY	193	19	309	521
JUN	179	9	290	478
JUL	201	17	327	545
AUG	171	23	320	514
SEP	159	20	290	469
OCT	213	17	288	518
NOV	195	21	259	475
DEC	152	54	310	516
YTD	2166	245	3323	5734

AVON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	165	13	301	479
FEB	127	8	221	356
MAR	159	7	257	423
APR	140	10	320	470
MAY	180	3	373	556
JUN	153	6	361	520
JUL	158	9	359	526
AUG	172	9	312	493
SEP	159	7	289	455
OCT	163	9	327	499
NOV	137	23	288	448
DEC	153	35	308	496
YTD	1866	139	3716	5721

BLOOMFIELD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	546	19	459	1024
FEB	512	22	441	975
MAR	480	12	556	1048
APR	433	11	521	965
MAY	469	14	564	1047
JUN	440	21	576	1037
JUL	446	13	489	948
AUG	516	9	579	1104
SEP	466	8	525	999
OCT	525	14	491	1030
NOV	453	10	510	973
DEC	421	65	610	1096
YTD	5707	218	6321	12246

BERLIN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	153	7	325	485
FEB	160	7	308	475
MAR	173	4	315	492
APR	155	4	408	567
MAY	191	1	445	637
JUN	186	4	453	643
JUL	202	3	421	626
AUG	161	2	407	570
SEP	167	3	389	559
OCT	205	6	461	672
NOV	160	6	463	629
DEC	165	38	470	673
YTD	2078	85	4865	7028

BRANFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	407	10	316	733
FEB	403	20	296	719
MAR	428	13	407	848
APR	386	12	340	738
MAY	387	22	486	895
JUN	406	15	464	885
JUL	389	22	451	862
AUG	398	16	444	858
SEP	371	19	408	798
OCT	389	26	401	816
NOV	389	24	353	766
DEC	340	69	463	872
YTD	4693	268	4829	9790

BRIDGEPORT FD/ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	3078	103	5516	8697
FEB	2698	98	4992	7788
MAR	3149	126	5917	9192
APR	3186	121	5933	9240
MAY	3753	127	7343	11223
JUN	3812	121	7958	11891
JUL	3607	122	7659	11388
AUG	3426	138	7052	10616
SEP	3285	133	6688	10106
OCT	3214	114	6679	10007
NOV	2888	101	6158	9147
DEC	2863	112	6202	9177
YTD	38959	1416	78097	118472

CANTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	81	2	155	238
FEB	77	4	189	270
MAR	87	2	129	218
APR	85	0	114	199
MAY	110	1	197	308
JUN	80	1	189	270
JUL	100	1	204	305
AUG	81	1	152	234
SEP	83	0	150	233
OCT	85	0	164	249
NOV	87	14	147	248
DEC	76	18	229	323
YTD	1032	44	2019	3095

BRISTOL PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	676	62	1185	1923
FEB	559	43	934	1536
MAR	667	50	1122	1839
APR	631	65	1200	1896
MAY	686	50	1312	2048
JUN	726	72	1303	2101
JUL	742	51	1722	2515
AUG	676	46	1277	1999
SEP	630	55	1151	1836
OCT	662	61	1240	1963
NOV	525	61	1117	1703
DEC	588	205	1289	2082
YTD	7768	821	14852	23441

CHESHIRE PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	333	14	293	640
FEB	315	7	257	579
MAR	332	8	282	622
APR	359	12	335	706
MAY	359	15	348	722
JUN	355	15	354	724
JUL	353	12	286	651
AUG	373	18	336	727
SEP	372	16	317	705
OCT	371	22	333	726
NOV	354	7	260	621
DEC	376	24	372	772
YTD	4252	170	3773	8195

BROOKFIELD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	141	15	209	365
FEB	121	7	174	302
MAR	145	3	208	356
APR	141	9	200	350
MAY	183	17	278	478
JUN	178	9	272	459
JUL	176	7	239	422
AUG	173	9	264	446
SEP	156	6	226	388
OCT	166	4	217	387
NOV	122	7	219	348
DEC	139	23	260	422
YTD	1841	116	2766	4723

CLINTON ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	117	2	174	293
FEB	105	1	136	242
MAR	132	0	136	268
APR	127	0	168	295
MAY	150	2	206	358
JUN	100	2	218	320
JUL	140	0	255	395
AUG	156	1	248	405
SEP	136	4	222	362
OCT	188	0	169	357
NOV	100	5	174	279
DEC	113	18	173	304
YTD	1564	35	2279	3878

COLCHESTER ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	496	22	953	1471
FEB	485	10	815	1310
MAR	490	13	949	1452
APR	467	7	980	1454
MAY	486	11	1162	1659
JUN	495	9	1095	1599
JUL	545	9	1307	1861
AUG	493	8	1044	1545
SEP	444	12	1034	1490
OCT	534	15	1037	1586
NOV	493	10	1028	1531
DEC	413	85	1161	1659
YTD	5841	211	12565	18617

CSP TROOP B

Month	Wireline	VoIP	Wireless	Total Calls
JAN	80	5	327	412
FEB	53	1	270	324
MAR	74	1	283	358
APR	83	0	297	380
MAY	86	3	401	490
JUN	87	2	439	528
JUL	95	1	424	520
AUG	94	0	455	549
SEP	73	1	364	438
OCT	94	0	382	476
NOV	84	4	342	430
DEC	61	6	384	451
YTD	964	24	4368	5356

CROMWELL PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	162	19	218	399
FEB	148	10	160	318
MAR	189	6	216	411
APR	198	5	221	424
MAY	203	16	222	441
JUN	198	15	276	489
JUL	200	6	266	472
AUG	190	8	241	439
SEP	189	21	233	443
OCT	204	8	247	459
NOV	183	12	228	423
DEC	141	24	272	437
YTD	2205	150	2800	5155

CSP TROOP C

Month	Wireline	VoIP	Wireless	Total Calls
JAN	152	3	891	1046
FEB	123	8	505	636
MAR	137	2	595	734
APR	133	9	664	806
MAY	165	7	743	915
JUN	154	7	716	877
JUL	151	3	775	929
AUG	153	5	661	819
SEP	166	9	692	867
OCT	151	3	689	843
NOV	139	6	611	756
DEC	125	15	671	811
YTD	1749	77	8213	10039

CSP TROOP A

Month	Wireline	VoIP	Wireless	Total Calls
JAN	62	2	5693	5757
FEB	43	4	5094	5141
MAR	40	1	5390	5431
APR	56	7	5663	5726
MAY	73	5	6688	6766
JUN	59	8	6533	6600
JUL	66	4	7235	7305
AUG	73	2	6226	6301
SEP	72	2	5961	6035
OCT	70	5	6610	6685
NOV	45	4	6170	6219
DEC	57	7	6387	6451
YTD	716	51	73650	74417

CSP TROOP D

Month	Wireline	VoIP	Wireless	Total Calls
JAN	109	4	378	491
FEB	85	3	290	378
MAR	127	3	346	476
APR	101	2	383	486
MAY	124	1	393	518
JUN	133	6	410	549
JUL	125	3	523	651
AUG	136	5	468	609
SEP	102	2	442	546
OCT	109	1	419	529
NOV	96	2	446	544
DEC	99	9	465	573
YTD	1346	41	4963	6350

CSP TROOP E

Month	Wireline	VoIP	Wireless	Total Calls
JAN	183	10	3048	3241
FEB	172	7	2744	2923
MAR	185	6	3629	3820
APR	190	4	3263	3457
MAY	255	11	3611	3877
JUN	245	5	3577	3827
JUL	240	6	4097	4343
AUG	219	16	3976	4211
SEP	192	8	3428	3628
OCT	192	4	3551	3747
NOV	144	8	3167	3319
DEC	160	19	3672	3851
YTD	2377	104	41763	44244

CSP TROOP H

Month	Wireline	VoIP	Wireless	Total Calls
JAN	48	6	12945	12999
FEB	40	2	11573	11615
MAR	42	2	12333	12377
APR	36	5	12910	12951
MAY	45	7	13726	13778
JUN	46	3	13333	13382
JUL	43	2	14094	14139
AUG	36	4	13611	13651
SEP	34	5	13844	13883
OCT	39	2	13295	13336
NOV	28	8	12500	12536
DEC	54	8	13225	13287
YTD	491	54	157389	157934

CSP TROOP F

Month	Wireline	VoIP	Wireless	Total Calls
JAN	92	7	571	670
FEB	87	2	523	612
MAR	102	3	533	638
APR	89	2	720	811
MAY	117	2	989	1108
JUN	159	4	1087	1250
JUL	148	4	1150	1302
AUG	134	2	1067	1203
SEP	134	2	915	1051
OCT	135	2	914	1051
NOV	89	3	822	914
DEC	105	32	837	974
YTD	1391	65	10128	11584

CSP TROOP I

Month	Wireline	VoIP	Wireless	Total Calls
JAN	49	2	8090	8141
FEB	50	2	7151	7203
MAR	49	5	8745	8799
APR	61	5	8338	8404
MAY	95	4	9207	9306
JUN	83	9	9087	9179
JUL	92	7	9503	9602
AUG	97	7	9662	9766
SEP	72	5	9135	9212
OCT	67	10	9760	9837
NOV	78	0	9033	9111
DEC	51	11	9638	9700
YTD	844	67	107349	108260

CSP TROOP G

Month	Wireline	VoIP	Wireless	Total Calls
JAN	69	5	19342	19416
FEB	40	8	17576	17624
MAR	62	7	24250	24319
APR	51	8	20062	20121
MAY	85	11	22429	22525
JUN	66	7	22824	22897
JUL	93	5	23621	23719
AUG	69	10	22626	22705
SEP	51	4	21130	21185
OCT	52	17	22228	22297
NOV	43	17	19897	19957
DEC	49	16	21199	21264
YTD	730	115	257184	258029

CSP TROOP K

Month	Wireline	VoIP	Wireless	Total Calls
JAN	96	4	533	633
FEB	92	7	442	541
MAR	93	4	506	603
APR	99	3	521	623
MAY	140	5	645	790
JUN	124	4	619	747
JUL	129	5	684	818
AUG	163	3	582	748
SEP	126	5	580	711
OCT	104	4	582	690
NOV	107	6	581	694
DEC	129	17	636	782
YTD	1402	67	6911	8380

CSP TROOP L

Month	Wireline	VoIP	Wireless	Total Calls
JAN	113	3	515	631
FEB	66	3	413	482
MAR	101	1	475	577
APR	103	1	457	561
MAY	169	1	603	773
JUN	129	3	590	722
JUL	165	2	785	952
AUG	128	6	570	704
SEP	127	1	529	657
OCT	117	1	597	715
NOV	101	4	517	622
DEC	122	4	617	743
YTD	1441	30	6668	8139

DARIEN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	356	9	231	596
FEB	182	2	164	348
MAR	358	14	553	925
APR	189	2	212	403
MAY	225	9	300	534
JUN	212	13	256	481
JUL	239	2	253	494
AUG	189	11	242	442
SEP	207	5	265	477
OCT	247	12	276	535
NOV	214	26	223	463
DEC	209	6	280	495
YTD	2827	111	3255	6193

CSP TROOP W

Month	Wireline	VoIP	Wireless	Total Calls
JAN	66	2	131	199
FEB	66	1	113	180
MAR	53	0	120	173
APR	63	0	104	167
MAY	117	0	139	256
JUN	130	0	157	287
JUL	155	0	132	287
AUG	140	0	125	265
SEP	119	0	122	241
OCT	130	1	112	243
NOV	102	1	127	230
DEC	50	1	136	187
YTD	1191	6	1518	2715

DERBY PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	164	13	252	429
FEB	153	16	230	399
MAR	138	10	275	423
APR	123	6	265	394
MAY	161	16	341	518
JUN	124	16	267	407
JUL	160	21	343	524
AUG	141	13	307	461
SEP	135	15	298	448
OCT	175	22	308	505
NOV	111	25	314	450
DEC	119	53	352	524
YTD	1704	226	3552	5482

DANBURY FD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	1056	69	1384	2509
FEB	930	72	1240	2242
MAR	1002	51	1487	2540
APR	974	65	1450	2489
MAY	1021	71	1654	2746
JUN	1015	74	1780	2869
JUL	978	64	1738	2780
AUG	931	78	1591	2600
SEP	1044	80	1662	2786
OCT	1070	94	1760	2924
NOV	944	68	1638	2650
DEC	911	182	1677	2770
YTD	11876	968	19061	31905

EAST HARTFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	711	38	991	1740
FEB	636	24	948	1608
MAR	762	31	1173	1966
APR	742	19	1170	1931
MAY	794	22	1301	2117
JUN	722	28	1178	1928
JUL	754	29	1270	2053
AUG	737	26	1110	1873
SEP	768	14	1325	2107
OCT	798	32	1202	2032
NOV	662	18	1113	1793
DEC	534	165	1199	1898
YTD	8620	446	13980	23046

EAST HAVEN FD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	471	41	432	944
FEB	450	42	393	885
MAR	466	30	481	977
APR	409	26	432	867
MAY	489	39	543	1071
JUN	466	34	557	1057
JUL	455	38	588	1081
AUG	406	60	577	1043
SEP	449	55	492	996
OCT	474	56	541	1071
NOV	422	57	493	972
DEC	357	123	539	1019
YTD	5314	601	6068	11983

EASTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	69	1	77	147
FEB	42	1	55	98
MAR	67	2	58	127
APR	37	1	58	96
MAY	85	4	101	190
JUN	63	3	115	181
JUL	64	5	73	142
AUG	68	3	51	122
SEP	55	3	69	127
OCT	72	1	75	148
NOV	59	7	75	141
DEC	55	5	104	164
YTD	736	36	911	1683

EAST LYME ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	217	11	78	306
FEB	163	3	44	210
MAR	243	8	106	357
APR	184	2	87	273
MAY	202	4	90	296
JUN	222	5	90	317
JUL	229	2	140	371
AUG	231	15	136	382
SEP	233	3	98	334
OCT	205	3	88	296
NOV	140	9	58	207
DEC	225	5	79	309
YTD	2494	70	1094	3658

ENFIELD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	458	14	501	973
FEB	459	9	432	900
MAR	476	11	513	1000
APR	502	10	585	1097
MAY	543	9	654	1206
JUN	479	12	546	1037
JUL	528	16	698	1242
AUG	476	12	622	1110
SEP	458	20	571	1049
OCT	503	16	570	1089
NOV	492	24	471	987
DEC	448	14	552	1014
YTD	5822	167	6715	12704

EAST WINDSOR PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	144	3	188	335
FEB	129	3	189	321
MAR	157	13	226	396
APR	105	9	212	326
MAY	169	4	260	433
JUN	157	7	244	408
JUL	194	10	342	546
AUG	160	7	305	472
SEP	143	9	256	408
OCT	160	18	268	446
NOV	142	18	247	407
DEC	159	7	280	446
YTD	1819	108	3017	4944

FAIRFIELD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	588	30	748	1366
FEB	515	31	634	1180
MAR	813	46	1148	2007
APR	560	40	774	1374
MAY	679	36	861	1576
JUN	617	27	830	1474
JUL	656	38	843	1537
AUG	588	19	729	1336
SEP	570	46	884	1500
OCT	665	31	917	1613
NOV	551	44	745	1340
DEC	592	35	815	1442
YTD	7394	423	9928	17745

FARMINGTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	308	18	558	884
FEB	273	13	525	811
MAR	303	9	622	934
APR	303	19	572	894
MAY	348	25	790	1163
JUN	318	27	780	1125
JUL	293	30	752	1075
AUG	334	18	738	1090
SEP	307	24	669	1000
OCT	340	21	660	1021
NOV	298	72	664	1034
DEC	304	87	859	1250
YTD	3729	363	8189	12281

GREENWICH PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	987	34	687	1708
FEB	869	24	542	1435
MAR	1653	43	1530	3226
APR	1001	31	671	1703
MAY	1207	42	841	2090
JUN	1160	27	772	1959
JUL	1098	29	881	2008
AUG	998	27	730	1755
SEP	1097	20	801	1918
OCT	1276	21	767	2064
NOV	1034	38	703	1775
DEC	1102	31	700	1833
YTD	13482	367	9625	23474

GLASTONBURY PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	283	29	368	680
FEB	267	21	256	544
MAR	266	18	286	570
APR	317	19	301	637
MAY	312	22	338	672
JUN	304	21	312	637
JUL	335	13	356	704
AUG	326	29	283	638
SEP	257	24	338	619
OCT	330	26	349	705
NOV	240	24	289	553
DEC	285	30	349	664
YTD	3522	276	3825	7623

GROTON ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	462	39	881	1382
FEB	436	18	781	1235
MAR	1219	37	1365	2621
APR	426	33	946	1405
MAY	495	27	1047	1569
JUN	479	18	1080	1577
JUL	496	22	1355	1873
AUG	497	22	1134	1653
SEP	438	26	919	1383
OCT	469	12	967	1448
NOV	418	28	842	1288
DEC	422	63	1033	1518
YTD	6257	345	12350	18952

GRANBY PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	142	6	270	418
FEB	119	6	219	344
MAR	131	1	239	371
APR	139	6	302	447
MAY	151	3	360	514
JUN	158	11	286	455
JUL	149	3	309	461
AUG	117	6	245	368
SEP	123	4	227	354
OCT	146	5	243	394
NOV	126	9	221	356
DEC	163	6	288	457
YTD	1664	66	3209	4939

GUILFORD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	222	11	211	444
FEB	199	12	179	390
MAR	238	9	248	495
APR	251	9	236	496
MAY	264	9	276	549
JUN	271	8	325	604
JUL	343	12	293	648
AUG	299	15	357	671
SEP	267	6	278	551
OCT	339	14	294	647
NOV	270	5	265	540
DEC	223	52	262	537
YTD	3186	162	3224	6572

HAMDEN ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	901	49	974	1924
FEB	742	68	910	1720
MAR	816	37	1041	1894
APR	863	46	1085	1994
MAY	904	70	1232	2206
JUN	836	64	1223	2123
JUL	859	65	1122	2046
AUG	924	61	1229	2214
SEP	902	69	1251	2222
OCT	966	73	1349	2388
NOV	847	65	1234	2146
DEC	820	145	1218	2183
YTD	10380	812	13868	25060

LITCHFIELD CTY ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	695	11	765	1471
FEB	531	3	587	1121
MAR	654	6	585	1245
APR	571	4	594	1169
MAY	728	13	796	1537
JUN	686	8	848	1542
JUL	712	9	927	1648
AUG	648	14	880	1542
SEP	584	8	841	1433
OCT	637	7	815	1459
NOV	552	10	822	1384
DEC	638	28	873	1539
YTD	7636	121	9333	17090

HARTFORD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	3250	97	7429	10776
FEB	2898	50	6567	9515
MAR	3445	61	7847	11353
APR	3351	77	8076	11504
MAY	3669	72	9122	12863
JUN	3520	64	8865	12449
JUL	3386	83	9425	12894
AUG	3239	112	9188	12539
SEP	3080	102	8416	11598
OCT	3333	79	8954	12366
NOV	2892	68	7865	10825
DEC	2568	586	8006	11160
YTD	38631	1451	99760	139842

MADISON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	182	1	155	338
FEB	170	7	155	332
MAR	212	1	219	432
APR	192	1	175	368
MAY	208	1	203	412
JUN	189	1	278	468
JUL	187	2	248	437
AUG	186	2	226	414
SEP	163	1	206	370
OCT	176	1	199	376
NOV	165	9	180	354
DEC	150	28	166	344
YTD	2180	55	2410	4645

LEDYARD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	193	6	349	548
FEB	165	7	359	531
MAR	266	3	438	707
APR	166	4	402	572
MAY	187	6	410	603
JUN	191	3	425	619
JUL	172	3	470	645
AUG	175	7	466	648
SEP	167	3	402	572
OCT	207	2	448	657
NOV	177	6	356	539
DEC	136	22	354	512
YTD	2202	72	4879	7153

MANCHESTER PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	746	38	1039	1823
FEB	703	38	845	1586
MAR	767	43	958	1768
APR	710	35	1183	1928
MAY	802	47	1195	2044
JUN	772	39	1121	1932
JUL	786	50	1166	2002
AUG	781	36	1297	2114
SEP	716	39	1088	1843
OCT	785	45	1112	1942
NOV	718	40	1007	1765
DEC	765	56	1089	1910
YTD	9051	506	13100	22657

MERIDEN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	702	39	1173	1914
FEB	626	24	1015	1665
MAR	731	30	1123	1884
APR	705	37	1149	1891
MAY	756	36	1366	2158
JUN	773	48	1350	2171
JUL	731	45	1264	2040
AUG	684	27	1280	1991
SEP	655	27	1341	2023
OCT	814	37	1459	2310
NOV	711	53	1330	2094
DEC	656	44	1374	2074
YTD	8544	447	15224	24215

MILFORD FD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	602	43	658	1303
FEB	608	27	647	1282
MAR	587	36	771	1394
APR	636	28	671	1335
MAY	646	36	818	1500
JUN	686	44	843	1573
JUL	618	53	820	1491
AUG	672	59	879	1610
SEP	658	41	771	1470
OCT	673	33	855	1561
NOV	610	52	670	1332
DEC	635	50	809	1494
YTD	7631	502	9212	17345

MIDDLEBURY PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	93	6	93	192
FEB	67	3	56	126
MAR	95	2	52	149
APR	91	3	63	157
MAY	125	0	87	212
JUN	106	3	73	182
JUL	103	1	89	193
AUG	93	2	58	153
SEP	79	1	65	145
OCT	144	3	78	225
NOV	95	1	79	175
DEC	74	13	62	149
YTD	1165	38	855	2058

MONROE PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	186	13	263	462
FEB	140	12	253	405
MAR	205	9	266	480
APR	151	11	304	466
MAY	175	9	330	514
JUN	130	7	351	488
JUL	161	11	388	560
AUG	134	13	281	428
SEP	163	9	298	470
OCT	145	10	382	537
NOV	132	14	321	467
DEC	153	15	343	511
YTD	1875	133	3780	5788

MIDDLETOWN FD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	722	39	945	1706
FEB	644	42	861	1547
MAR	727	30	1025	1782
APR	654	33	1065	1752
MAY	799	34	1205	2038
JUN	754	32	1140	1926
JUL	729	44	1448	2221
AUG	699	43	1184	1926
SEP	727	34	1151	1912
OCT	822	46	1385	2253
NOV	644	45	1176	1865
DEC	618	112	1455	2185
YTD	8539	534	14040	23113

MONTVILLE ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	192	4	274	470
FEB	202	12	264	478
MAR	232	2	333	567
APR	201	10	335	546
MAY	229	2	397	628
JUN	196	6	403	605
JUL	242	7	458	707
AUG	240	3	459	702
SEP	219	4	336	559
OCT	219	3	327	549
NOV	165	4	295	464
DEC	214	7	309	530
YTD	2551	64	4190	6805

NAUGATUCK PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	318	14	370	702
FEB	269	24	352	645
MAR	291	31	364	686
APR	312	18	409	739
MAY	374	20	468	862
JUN	329	23	449	801
JUL	319	37	387	743
AUG	295	22	363	680
SEP	318	25	445	788
OCT	344	35	441	820
NOV	291	19	328	638
DEC	245	69	422	736
YTD	3705	337	4798	8840

NEW FAIRFIELD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	114	8	198	320
FEB	81	20	160	261
MAR	107	9	175	291
APR	79	10	154	243
MAY	111	17	217	345
JUN	100	5	200	305
JUL	152	11	214	377
AUG	113	11	241	365
SEP	127	5	207	339
OCT	138	10	205	353
NOV	92	13	186	291
DEC	128	17	218	363
YTD	1342	136	2375	3853

NEW BRITAIN ERC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	1235	37	2212	3484
FEB	1030	44	2035	3109
MAR	1234	56	2499	3789
APR	1198	48	2590	3836
MAY	1155	72	2530	3757
JUN	1116	42	2533	3691
JUL	1145	60	2778	3983
AUG	1119	50	2519	3688
SEP	1134	52	2409	3595
OCT	1086	47	2477	3610
NOV	1047	56	2252	3355
DEC	860	262	2389	3511
YTD	13359	826	29223	43408

NEW HAVEN ERC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	3212	95	5572	8879
FEB	2932	102	5276	8310
MAR	3263	128	6190	9581
APR	3209	111	6542	9862
MAY	3454	135	6740	10329
JUN	3268	136	6949	10353
JUL	3349	93	7006	10448
AUG	3100	113	7154	10367
SEP	3212	148	6984	10344
OCT	3438	150	7277	10865
NOV	2826	120	6255	9201
DEC	2505	412	6359	9276
YTD	37768	1743	78304	117815

NEW CANAAN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	274	5	152	431
FEB	234	5	127	366
MAR	383	7	309	699
APR	283	6	171	460
MAY	309	8	201	518
JUN	291	5	144	440
JUL	335	4	217	556
AUG	240	4	179	423
SEP	335	4	204	543
OCT	337	9	176	522
NOV	280	6	151	437
DEC	311	6	177	494
YTD	3612	69	2208	5889

NEW LONDON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	497	15	680	1192
FEB	514	7	578	1099
MAR	852	19	887	1758
APR	547	15	810	1372
MAY	517	16	844	1377
JUN	525	10	876	1411
JUL	629	16	1076	1721
AUG	557	21	967	1545
SEP	458	15	846	1319
OCT	548	17	850	1415
NOV	470	12	773	1255
DEC	506	26	768	1300
YTD	6620	189	9955	16764

NEW MILFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	237	15	475	727
FEB	215	20	356	591
MAR	251	8	411	670
APR	250	19	426	695
MAY	254	10	599	863
JUN	255	15	546	816
JUL	248	12	562	822
AUG	230	8	502	740
SEP	277	12	519	808
OCT	250	23	518	791
NOV	182	17	504	703
DEC	235	11	570	816
YTD	2884	170	5988	9042

NORTH BRANFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	124	7	200	331
FEB	109	4	180	293
MAR	117	4	215	336
APR	126	6	242	374
MAY	150	9	284	443
JUN	134	11	280	425
JUL	150	11	225	386
AUG	144	1	254	399
SEP	136	7	237	380
OCT	142	3	256	401
NOV	114	8	254	376
DEC	101	33	265	399
YTD	1547	104	2892	4543

NEWINGTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	350	18	495	863
FEB	259	16	496	771
MAR	340	19	493	852
APR	296	19	484	799
MAY	332	27	577	936
JUN	301	17	566	884
JUL	311	18	616	945
AUG	317	18	536	871
SEP	283	17	566	866
OCT	317	26	573	916
NOV	312	33	550	895
DEC	310	30	594	934
YTD	3728	258	6546	10532

NORTH HAVEN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	349	12	198	559
FEB	315	8	219	542
MAR	346	9	247	602
APR	357	7	256	620
MAY	379	13	304	696
JUN	396	15	336	747
JUL	365	14	299	678
AUG	388	10	295	693
SEP	334	8	277	619
OCT	364	12	289	665
NOV	293	13	263	569
DEC	353	73	295	721
YTD	4239	194	3278	7711

NEWTOWN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	225	9	258	492
FEB	266	15	216	497
MAR	244	37	315	596
APR	274	12	258	544
MAY	280	12	367	659
JUN	267	11	351	629
JUL	268	17	325	610
AUG	261	17	333	611
SEP	243	23	300	566
OCT	289	17	353	659
NOV	295	12	293	600
DEC	237	34	334	605
YTD	3149	216	3703	7068

NORWALK PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	1283	54	1306	2643
FEB	1078	41	1268	2387
MAR	1663	63	2036	3762
APR	1207	40	1414	2661
MAY	1292	66	1629	2987
JUN	1344	54	1574	2972
JUL	1310	54	1810	3174
AUG	1139	53	1614	2806
SEP	1213	48	1636	2897
OCT	1346	54	1651	3051
NOV	1062	47	1454	2563
DEC	1161	83	1571	2815
YTD	15098	657	18963	34718

NORWICH PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	622	30	904	1556
FEB	615	28	851	1494
MAR	800	36	1084	1920
APR	682	37	1079	1798
MAY	669	23	1053	1745
JUN	686	32	1261	1979
JUL	724	37	1294	2055
AUG	724	32	1236	1992
SEP	720	34	1139	1893
OCT	678	34	1118	1830
NOV	654	22	1068	1744
DEC	571	98	1150	1819
YTD	8145	443	13237	21825

ORANGE PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	160	5	311	476
FEB	119	2	327	448
MAR	151	4	364	519
APR	123	1	329	453
MAY	209	7	344	560
JUN	168	5	379	552
JUL	185	8	347	540
AUG	151	10	375	536
SEP	141	6	353	500
OCT	211	8	391	610
NOV	151	6	381	538
DEC	183	16	411	610
YTD	1952	78	4312	6342

NW CT PUB SAFETY ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	594	22	803	1419
FEB	539	24	596	1159
MAR	575	16	631	1222
APR	587	22	741	1350
MAY	662	18	881	1561
JUN	589	19	835	1443
JUL	673	20	894	1587
AUG	596	20	751	1367
SEP	596	19	795	1410
OCT	650	21	875	1546
NOV	625	21	774	1420
DEC	649	70	837	1556
YTD	7335	292	9413	17040

PLAINVILLE PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	241	5	232	478
FEB	224	6	243	473
MAR	233	7	271	511
APR	233	2	281	516
MAY	239	3	282	524
JUN	249	0	284	533
JUL	260	6	365	631
AUG	242	1	306	549
SEP	244	6	312	562
OCT	285	3	363	651
NOV	255	3	315	573
DEC	207	25	261	493
YTD	2912	67	3515	6494

OLD SAYBROOK PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	125	9	75	209
FEB	131	2	55	188
MAR	146	0	75	221
APR	146	0	78	224
MAY	152	2	101	255
JUN	171	2	135	308
JUL	175	0	154	329
AUG	158	2	129	289
SEP	182	0	114	296
OCT	154	3	125	282
NOV	129	2	88	219
DEC	140	15	103	258
YTD	1809	37	1232	3078

PLYMOUTH PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	121	11	233	365
FEB	99	6	202	307
MAR	94	8	230	332
APR	98	8	208	314
MAY	105	13	232	350
JUN	118	13	272	403
JUL	146	8	321	475
AUG	128	9	240	377
SEP	134	7	216	357
OCT	92	8	248	348
NOV	87	10	223	320
DEC	110	29	236	375
YTD	1332	130	2861	4323

PUTNAM PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	100	3	110	213
FEB	99	3	78	180
MAR	134	4	101	239
APR	118	2	104	224
MAY	104	3	105	212
JUN	92	5	104	201
JUL	97	2	129	228
AUG	78	2	102	182
SEP	81	1	88	170
OCT	99	1	103	203
NOV	95	4	110	209
DEC	93	1	128	222
YTD	1190	31	1262	2483

RIDGEFIELD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	314	12	262	588
FEB	257	11	215	483
MAR	298	8	200	506
APR	307	7	227	541
MAY	345	20	285	650
JUN	339	14	258	611
JUL	311	10	283	604
AUG	312	3	236	551
SEP	314	8	257	579
OCT	334	8	226	568
NOV	250	16	228	494
DEC	294	56	292	642
YTD	3675	173	2969	6817

QUINEBAUG VALLEY ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	916	24	1769	2709
FEB	926	25	1482	2433
MAR	1181	25	1779	2985
APR	978	25	1734	2737
MAY	1109	26	1918	3053
JUN	1000	21	1897	2918
JUL	1020	20	2165	3205
AUG	963	27	2058	3048
SEP	938	20	2038	2996
OCT	972	24	1921	2917
NOV	823	28	1946	2797
DEC	917	173	2071	3161
YTD	11743	438	22778	34959

ROCKY HILL PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	239	21	236	496
FEB	248	20	165	433
MAR	273	19	217	509
APR	282	13	209	504
MAY	363	26	290	679
JUN	295	17	307	619
JUL	296	9	267	572
AUG	270	18	296	584
SEP	256	20	276	552
OCT	296	16	301	613
NOV	247	21	291	559
DEC	302	15	328	645
YTD	3367	215	3183	6765

REDDING PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	90	2	119	211
FEB	94	0	106	200
MAR	92	2	86	180
APR	89	0	121	210
MAY	139	0	156	295
JUN	316	1	172	489
JUL	93	1	127	221
AUG	100	0	115	215
SEP	92	0	116	208
OCT	89	1	96	186
NOV	90	1	114	205
DEC	108	2	136	246
YTD	1392	10	1464	2866

SC CT REGIONAL ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	453	38	157	648
FEB	428	28	151	607
MAR	413	30	199	642
APR	357	25	178	560
MAY	442	32	214	688
JUN	435	18	202	655
JUL	404	27	205	636
AUG	426	28	214	668
SEP	344	36	197	577
OCT	408	36	178	622
NOV	368	34	231	633
DEC	348	74	215	637
YTD	4826	406	2341	7573

SEYMOUR PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	153	6	170	329
FEB	138	5	127	270
MAR	148	4	127	279
APR	176	3	158	337
MAY	171	1	141	313
JUN	133	3	170	306
JUL	145	3	178	326
AUG	125	3	138	266
SEP	141	3	141	285
OCT	149	2	163	314
NOV	146	6	116	268
DEC	143	34	169	346
YTD	1768	73	1798	3639

SOUTH WINDSOR PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	217	9	350	576
FEB	158	4	279	441
MAR	203	15	306	524
APR	187	7	389	583
MAY	237	12	369	618
JUN	209	17	398	624
JUL	233	15	425	673
AUG	230	9	349	588
SEP	215	15	386	616
OCT	253	13	371	637
NOV	197	20	316	533
DEC	253	19	381	653
YTD	2592	155	4319	7066

SHELTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	441	46	434	921
FEB	447	47	329	823
MAR	480	49	373	902
APR	445	33	390	868
MAY	488	49	430	967
JUN	474	29	472	975
JUL	519	49	493	1061
AUG	490	51	456	997
SEP	421	56	471	948
OCT	465	69	474	1008
NOV	401	50	457	908
DEC	378	111	486	975
YTD	5449	639	5265	11353

SOUTHBURY PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	538	0	146	684
FEB	247	3	109	359
MAR	273	1	131	405
APR	302	2	125	429
MAY	307	1	164	472
JUN	279	5	174	458
JUL	343	2	190	535
AUG	342	0	136	478
SEP	287	7	126	420
OCT	338	5	155	498
NOV	364	2	159	525
DEC	297	7	125	429
YTD	3917	35	1740	5692

SIMSBURY PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	255	8	230	493
FEB	251	11	207	469
MAR	294	3	213	510
APR	259	11	258	528
MAY	309	12	262	583
JUN	312	14	240	566
JUL	295	11	249	555
AUG	306	5	221	532
SEP	254	13	224	491
OCT	306	11	245	562
NOV	245	29	203	477
DEC	267	48	271	586
YTD	3353	176	2823	6352

SOUTHINGTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	382	11	520	913
FEB	327	14	391	732
MAR	366	11	456	833
APR	368	16	497	881
MAY	474	15	610	1099
JUN	372	15	676	1063
JUL	344	26	714	1084
AUG	364	18	629	1011
SEP	378	12	584	974
OCT	412	24	597	1033
NOV	377	14	453	844
DEC	385	31	659	1075
YTD	4549	207	6786	11542

STAMFORD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	2320	47	2649	5016
FEB	2032	63	2018	4113
MAR	3232	111	4076	7419
APR	2355	80	2631	5066
MAY	2628	96	2893	5617
JUN	2404	75	2804	5283
JUL	2587	85	3361	6033
AUG	2419	72	2961	5452
SEP	2278	60	2876	5214
OCT	2664	100	2738	5502
NOV	2344	89	2553	4986
DEC	2260	85	2923	5268
YTD	29523	963	34483	64969

SUFFIELD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	157	0	143	300
FEB	161	1	153	315
MAR	158	2	152	312
APR	167	1	160	328
MAY	199	0	202	401
JUN	163	1	200	364
JUL	170	2	163	335
AUG	165	2	166	333
SEP	152	0	156	308
OCT	163	0	164	327
NOV	141	2	146	289
DEC	153	5	175	333
YTD	1949	16	1980	3945

STONINGTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	179	2	191	372
FEB	175	1	192	368
MAR	467	5	427	899
APR	220	4	257	481
MAY	202	6	237	445
JUN	198	3	308	509
JUL	261	4	365	630
AUG	232	6	388	626
SEP	215	3	251	469
OCT	210	1	244	455
NOV	214	2	247	463
DEC	211	31	232	474
YTD	2784	68	3339	6191

THOMASTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	65	0	75	140
FEB	59	1	55	115
MAR	60	0	78	138
APR	79	0	66	145
MAY	71	3	132	206
JUN	93	0	91	184
JUL	96	0	179	275
AUG	81	1	97	179
SEP	69	2	80	151
OCT	70	0	82	152
NOV	60	1	78	139
DEC	64	4	81	149
YTD	867	12	1094	1973

STRATFORD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	693	27	980	1700
FEB	655	30	837	1522
MAR	703	41	948	1692
APR	710	32	899	1641
MAY	751	56	1094	1901
JUN	883	29	1173	2085
JUL	789	54	1235	2078
AUG	742	49	1044	1835
SEP	791	41	967	1799
OCT	768	40	1056	1864
NOV	611	51	968	1630
DEC	667	69	1122	1858
YTD	8763	519	12323	21605

TOLLAND COUNTY ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	1005	28	2100	3133
FEB	955	29	1300	2284
MAR	1029	28	1631	2688
APR	913	37	1868	2818
MAY	1125	45	1980	3150
JUN	1072	32	1952	3056
JUL	985	32	2005	3022
AUG	969	37	1896	2902
SEP	1005	27	1749	2781
OCT	1024	35	1922	2981
NOV	938	32	1603	2573
DEC	979	91	1918	2988
YTD	11999	453	21924	34376

TORRINGTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	467	6	492	965
FEB	450	2	381	833
MAR	493	2	425	920
APR	453	2	452	907
MAY	588	0	513	1101
JUN	454	0	577	1031
JUL	495	4	633	1132
AUG	479	9	576	1064
SEP	435	5	522	962
OCT	574	6	525	1105
NOV	372	5	521	898
DEC	445	11	550	1006
YTD	5705	52	6167	11924

VALLEY SHORE ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	516	45	1673	2234
FEB	515	16	1474	2005
MAR	589	7	1718	2314
APR	469	7	1904	2380
MAY	548	5	2204	2757
JUN	557	4	2406	2967
JUL	574	12	2773	3359
AUG	555	9	2465	3029
SEP	534	5	2008	2547
OCT	567	6	2165	2738
NOV	466	4	1800	2270
DEC	473	82	1910	2465
YTD	6363	202	24500	31065

TRUMBULL PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	408	34	351	793
FEB	370	35	309	714
MAR	425	47	332	804
APR	361	65	335	761
MAY	425	39	415	879
JUN	481	50	445	976
JUL	451	40	392	883
AUG	417	40	357	814
SEP	354	61	317	732
OCT	419	46	391	856
NOV	410	60	381	851
DEC	443	62	455	960
YTD	4964	579	4480	10023

VERNON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	331	35	478	844
FEB	297	19	353	669
MAR	338	14	446	798
APR	332	22	540	894
MAY	331	24	488	843
JUN	324	19	598	941
JUL	285	22	514	821
AUG	321	27	584	932
SEP	305	16	558	879
OCT	325	24	516	865
NOV	290	27	547	864
DEC	282	75	526	883
YTD	3761	324	6148	10233

UCONN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	392	6	309	707
FEB	226	0	295	521
MAR	255	1	273	529
APR	407	0	482	889
MAY	209	0	196	405
JUN	404	0	134	538
JUL	198	1	120	319
AUG	328	1	202	531
SEP	383	1	515	899
OCT	531	0	472	1003
NOV	540	1	342	883
DEC	294	1	232	527
YTD	4167	12	3572	7751

WALLINGFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	513	30	484	1027
FEB	447	31	450	928
MAR	509	38	479	1026
APR	482	18	493	993
MAY	536	37	542	1115
JUN	491	35	554	1080
JUL	498	42	552	1092
AUG	507	36	549	1092
SEP	452	24	529	1005
OCT	535	41	602	1178
NOV	482	54	564	1100
DEC	419	92	632	1143
YTD	5871	478	6430	12779

WATERBURY PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	1646	141	3454	5241
FEB	1337	99	3004	4440
MAR	1676	92	3454	5222
APR	1683	93	3723	5499
MAY	1927	112	4320	6359
JUN	1857	115	4133	6105
JUL	1758	135	4073	5966
AUG	1516	108	3876	5500
SEP	1667	138	3593	5398
OCT	1746	113	3864	5723
NOV	1535	108	3603	5246
DEC	1358	352	3806	5516
YTD	19706	1606	44903	66215

WEST HARTFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	688	30	905	1623
FEB	585	22	811	1418
MAR	652	22	875	1549
APR	578	30	981	1589
MAY	722	23	1259	2004
JUN	748	26	1181	1955
JUL	741	28	1094	1863
AUG	711	21	1071	1803
SEP	667	27	1146	1840
OCT	702	42	1162	1906
NOV	580	33	1020	1633
DEC	598	128	1119	1845
YTD	7972	432	12624	21028

WATERFORD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	280	17	407	704
FEB	240	7	366	613
MAR	394	15	549	958
APR	250	8	514	772
MAY	256	14	474	744
JUN	240	12	565	817
JUL	287	11	633	931
AUG	266	21	631	918
SEP	232	16	508	756
OCT	260	10	525	795
NOV	279	9	496	784
DEC	272	21	606	899
YTD	3256	161	6274	9691

WEST HAVEN ERS

Month	Wireline	VoIP	Wireless	Total Calls
JAN	863	66	1355	2284
FEB	752	72	1241	2065
MAR	855	76	1412	2343
APR	823	81	1493	2397
MAY	902	71	1625	2598
JUN	868	78	1633	2579
JUL	892	53	1769	2714
AUG	769	66	1554	2389
SEP	758	69	1667	2494
OCT	868	77	1527	2472
NOV	782	54	1490	2326
DEC	657	194	1520	2371
YTD	9789	957	18286	29032

WATERTOWN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	203	3	353	559
FEB	165	1	374	540
MAR	213	2	339	554
APR	204	4	393	601
MAY	224	7	410	641
JUN	232	3	413	648
JUL	222	5	429	656
AUG	219	3	437	659
SEP	193	1	343	537
OCT	218	0	363	581
NOV	190	2	424	616
DEC	211	5	381	597
YTD	2494	36	4659	7189

WESTON ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	105	2	175	282
FEB	88	5	87	180
MAR	135	3	167	305
APR	84	6	131	221
MAY	90	3	206	299
JUN	144	5	213	362
JUL	115	3	170	288
AUG	80	3	158	241
SEP	90	4	154	248
OCT	81	5	163	249
NOV	112	1	149	262
DEC	90	4	163	257
YTD	1214	44	1936	3194

WESTPORT PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	339	9	362	710
FEB	313	5	303	621
MAR	581	25	928	1534
APR	338	9	417	764
MAY	355	17	534	906
JUN	391	16	457	864
JUL	414	18	631	1063
AUG	336	17	376	729
SEP	343	10	446	799
OCT	362	18	484	864
NOV	303	20	443	766
DEC	314	14	442	770
YTD	4389	178	5823	10390

WILTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	202	5	376	583
FEB	179	4	261	444
MAR	230	3	337	570
APR	174	3	263	440
MAY	239	5	371	615
JUN	205	5	358	568
JUL	230	5	453	688
AUG	200	3	312	515
SEP	249	4	316	569
OCT	265	5	330	600
NOV	233	6	333	572
DEC	248	5	379	632
YTD	2654	53	4089	6796

WETHERSFIELD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	259	13	445	717
FEB	274	13	396	683
MAR	270	16	481	767
APR	266	17	538	821
MAY	306	28	541	875
JUN	289	9	605	903
JUL	288	12	506	806
AUG	299	14	429	742
SEP	290	15	528	833
OCT	350	16	532	898
NOV	244	16	485	745
DEC	319	11	537	867
YTD	3454	180	6023	9657

WINDSOR LOCKS PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	145	11	173	329
FEB	128	7	129	264
MAR	140	7	177	324
APR	128	4	221	353
MAY	134	11	263	408
JUN	131	13	238	382
JUL	135	7	231	373
AUG	133	9	235	377
SEP	134	9	261	404
OCT	156	12	195	363
NOV	119	10	202	331
DEC	118	7	208	333
YTD	1601	107	2533	4241

WILLIMANTIC SB ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	373	3	815	1191
FEB	318	5	640	963
MAR	334	0	838	1172
APR	358	1	814	1173
MAY	389	3	902	1294
JUN	353	6	896	1255
JUL	390	9	961	1360
AUG	361	6	845	1212
SEP	327	5	863	1195
OCT	381	4	908	1293
NOV	292	2	739	1033
DEC	363	3	924	1290
YTD	4239	47	10145	14431

WINDSOR PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	390	19	408	817
FEB	331	26	353	710
MAR	445	26	386	857
APR	348	22	380	750
MAY	426	26	455	907
JUN	344	29	431	804
JUL	376	26	420	822
AUG	341	36	390	767
SEP	365	32	410	807
OCT	349	30	394	773
NOV	300	55	383	738
DEC	275	109	437	821
YTD	4290	436	4847	9573

WINSTED PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	112	5	173	290
FEB	109	1	151	261
MAR	147	0	189	336
APR	118	2	131	251
MAY	120	0	240	360
JUN	141	1	218	360
JUL	110	1	200	311
AUG	124	2	214	340
SEP	111	2	196	309
OCT	103	0	189	292
NOV	108	1	161	270
DEC	106	3	203	312
YTD	1409	18	2265	3692

WOLCOTT PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	146	1	353	500
FEB	156	2	297	455
MAR	145	2	272	419
APR	143	1	274	418
MAY	151	2	392	545
JUN	128	1	339	468
JUL	167	0	317	484
AUG	140	3	326	469
SEP	122	1	307	430
OCT	153	0	361	514
NOV	139	1	293	433
DEC	122	15	356	493
YTD	1712	29	3887	5628

WOODBRIIDGE PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	110	0	173	283
FEB	132	0	175	307
MAR	140	2	236	378
APR	115	7	205	327
MAY	142	0	223	365
JUN	152	3	229	384
JUL	136	3	229	368
AUG	132	2	217	351
SEP	136	3	204	343
OCT	114	2	178	294
NOV	124	1	219	344
DEC	143	7	236	386
YTD	1576	30	2524	4130

Connecticut (Statewide) 2010*Year-To-Date Totals*

Wireline:	602,680
VoIP:	30,993
Wireless:	1,641,821
Total Calls:	2,275,494
