

2003
Annual Report
to the General Assembly

concerning
Enhanced 9-1-1
Emergency Telephone Service

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

February 15, 2004

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INTRODUCTION and EXECUTIVE SUMMARY

To Honorable Members of the General Assembly:

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

This report details the activities relating to Enhanced 9-1-1 (E 9-1-1) emergency telephone service during the calendar year 2003 and the activity anticipated for the ensuing year.

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

A summary of activities is provided below.

E9-1-1 Commission - The Commission has been addressing the issues related to the implementation of the Federal Communications Commission's (FCC) mandate that location information be provided to public safety answering points (PSAPs) for cell phone callers calling 9-1-1.

9-1-1 Calls - A total of 2,610,021 calls to 9-1-1 were processed during calendar year 2003 by 107 Public Safety Answering Points (PSAPs). This represents a 1.5% increase over the number of 9-1-1 calls processed the year before.

Emergency Medical Service (EMS) - Public Act 00-51 requires PSAPs to submit quarterly reports regarding the number of requests for emergency medical service and response time. The percent of PSAPs complying with this mandate ranged from a low of 43.5% (April - June 2003 quarter) to 60.2% (January - March 2003 quarter).

Emergency Medical Dispatch (EMD) - Public Act 00-51 also requires PSAPs to provide or arrange for EMD to 9-1-1 callers. EMD refers to instructions provided to the 9-1-1 caller by PSAP personnel prior to the arrival of medical services. As of December 31, 2003, 55 PSAPs (51.4%) met this requirement.

Upgrading PSAP Workstations - This ongoing initiative involves the purchase and installation of new hardware, new software and training. This upgrade is necessary for this State to comply with the FCC's Phase II Wireless mandate to provide location information for cellular phone users.

OSET has purchased new computer servers and flat-screen monitors for all 107 PSAPs. Installation of new equipment began in February 2004 and is expected to be completed by June 2004. With the purchase of new hardware, upgrades to existing software are also being made. Additionally, new geographic information system (GIS) software is being provided. The GIS mapping software will provide location information from 9-1-1 callers using cell phones.

GDT Enterprise License - Street center-line data obtained for the purpose of plotting the locations of cell phone callers was purchased from Geographic Data Technology (GDT) Inc. Under the terms of this agreement, use of GDT's street center-line data is expanded beyond 9-1-1 use to towns and other statutorily recognized entities (such as regional planning agencies and housing authorities) for use in their recognized duties. Entities recognized as participating municipalities under Connecticut General Statute 7-425 (1) may obtain copies of GDT street center-line data pursuant to signing a Memorandum of Understanding with the Department of Public Safety.

Wireless Carriers - The six companies providing wireless service (wireless carriers) are working towards compliance of FCC requirements to implement technologies that will provide location information for calls made from cell phone. These companies are: AT&T Wireless, Cingular Wireless, Nextel, Sprint PCS, T-Mobile and Verizon Wireless. Four carriers are already compliant for at least one mode of location technology. Full compliance is anticipated for August of 2004.

Wireline Carriers - Connecticut is served by one incumbent local exchange carrier (ILEC), that is SBC/SNET, and eight facility-based competitive local exchange carriers (CLECs). Facility-based CLECs own the equipment necessary to provide the ability to make telephone calls. All facility-based wireline carriers are required to report on network performance. Specifically, these carriers are required to update the E9-1-1 database with changes in their subscribers' records (e.g., name, address, telephone number changes) within two days of such change. Four of the eight providers consistently reported on update performance.

Focus Groups - OSET has begun a series of focus groups of PSAP personnel to determine the PSAPs' needs for the next generation of enhanced 9-1-1 technology. The series will conclude in June 2004. The findings will help define future PSAP technology.

E9-1-1 Surcharge - Every telephone customer pays a monthly surcharge on his or her telephone bill to underwrite the costs of 9-1-1 services. The Department of Public Utility Control (DPUC) sets the surcharge based upon cost and usage data provided by OSET. The current rates ranges starts at twenty cents per line per month with a downward sliding scale for customers that have multiple lines. OSET is preparing its budget for submission to DPUC in March 2004.

Budget - The estimated "Statewide Enhanced 9-1-1 Program" operating budget for state fiscal year 2003-2004 is \$17,688,334.24. A carryover from state fiscal year 2002-2003 of \$1,942,020.40 and interest/income of \$5,000,000 will reduce fiscal year 2003-2004 operating budget requirements to \$10,746,313.84. The budget is found in Appendix A.

E9-1-1 COMMISSION MEMBERS

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

The members of the Enhanced 9-1-1 Commission in 2003 were:

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

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 2003 on the following dates:

January 9, 2003, Thursday
April 4, 2003, Friday
July 11, 2003, Friday
October 3, 2003, Friday

Meeting dates scheduled for 2004 are as follows:

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

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

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

Meetings are open to the public.

E9-1-1 WIRELESS PHASE II

In accordance with Federal Communications Commission (FCC) Docket 94-102, wireless carriers began implementing Phase II Wireless in Connecticut during 2003.

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

An E2 interface has been added to the E9-1-1 database to facilitate the routing of latitude and longitude information to the PSAPs from wireless carriers. In 2004, geographic information systems (GIS) mapping workstations will be installed at all PSAPs to display the location of wireless callers on a map.

Currently, wireless carriers use three different modes of service or technologies to provide cell phone service. These technologies are Code Division Multiple Access (CDMA), Global System for Mobile Communication (GSM) and Time Division Multiple Access (TDMA). (See Glossary for an explanation of these terms.) Four of the six wireless carriers providing service in the State were Phase II compliant by the end of 2003, for at least one mode of wireless service.

Wireless Carrier	Mode of Service	Phase II Technologies	Compliance Status
AT&T WIRELESS	TDMA	Network	Compliant
AT&T WIRELESS	GSM	Network	Anticipated Compliance: January 31, 2004
CINGULAR WIRELESS	TDMA	Network	Compliant
CINGULAR WIRELESS	GSM	Network	Anticipated Compliance: March 12, 2004
NEXTEL	TDMA	Handset	Compliant
SPRINT PCS	CDMA	Handset	Anticipated Compliance: April 1, 2004
T-MOBILE	GSM	Network	Anticipated Compliance: August 2004
VERIZON WIRELESS	CDMA	Handset	Compliant

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

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

ENHANCED 9-1-1 PSAP WORKSTATIONS

Federal Communications Commission (FCC) Docket 94-102 requirements for the location of cellular 9-1-1 calls require that PSAP equipment be upgraded and added to in order for PSAPs to be able to view call location information on a computer generated map. An upgrade to the existing E9-1-1 workstations at PSAPs is being implemented to accommodate the deployment of Phase II wireless service and to replace aging E9-1-1 hardware that is incurring higher maintenance costs every year.

The most important new feature is the addition of a geographic information system (GIS) mapping software to the E9-1-1 workstation. This screen will indicate the location of a person making a wireless 9-1-1 call on a map. This map will also indicate the location of the wireless cell site that facilitated routing the call to that PSAP. This feature will greatly assist public safety agencies in responding to a wireless 9-1-1 call when the caller does not know his or her location.

The GIS base map was purchased from Geographic Data Technology (GDT) Inc. Corrections to GIS data will be continually incorporated into the GDT map and provided to PSAPs twice yearly. Additionally, use of GDT's software is expanded beyond E9-1-1 use to towns and other statutorily recognized entities (such as regional planning agencies and housing authorities) for use in their recognized duties.

Existing E9-1-1 computer hardware will be replaced with a more robust platform to accommodate the faster processing needs of ESRI-based GIS mapping software and to facilitate the upgrade of call-handling software. The call-handling software upgrade will provide PSAPs with improved capability to store and handle 9-1-1 call records.

The workstation upgrade will be deployed at the existing 107 PSAPs and at 4 State Police Troops that will assume full PSAP responsibilities during 2004. Installation of all new workstations is estimated to be completed by June 2004.

ENHANCED 9-1-1 NETWORK AND DATABASE MANAGEMENT SYSTEM (DBMS) PERFORMANCE

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

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

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

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

E9-1-1 DATABASE UPDATE PERFORMANCE

Time Period	% ALI & Selective Routing Records Updated in 2 Days (based on sampled records)
1/03 – 3/03	100%
4/03 – 6/03	100%
7/03 – 9/03	97.82%
10/03 – 12/03	100%

SYSTEM PERFORMANCE JANUARY – DECEMBER 2003

Total number of ALI Retrieval Attempts made by PSAPs = 2,714,184

ALI (Address) Record Not Found = 50,120 (1.8% of all ALI Retrieval Attempts)

Misroutes/Mismatches = 0

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

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

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

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

CLEC	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Cox Communications	100%	100%	100%	100%
WORLDCOM - Brooks Fiber	71.81%	96.98%	75.22%	97.93%
WORLDCOM - MCI	91.94%	97.18%	92.90%	81.12%
AT&T -TCG	IR	100%	64.44%	100%
AT&T - Comcast	93.29%	47.34%	0%	37.34%
Choice One Communications	NR	99.33%	NR	100%
Paetec Communications	NR	100%	NR	NR
Conversent Communications	NR	100%	NR	NR

IR = Incomplete Report

NR = No Report or Data Submitted Late

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

E9-1-1 CALL VOLUME - 2003 DATA COMPARED TO 2002 DATA

PSAP NAME	Wireline Calls				Wireless Calls				Total Calls			
	2003	2002	Change	% Change	2003	2002	Change	% Change	2003	2002	Change	% Change
Ansonia PD	4,345	4,976	-631	-12.7%	1,577	1,006	571	56.8%	5,922	5,982	-60	-1.0%
Avon PD	2,979	5,857	-2,878	-49.1%	4,309	284	4,025	1417.3%	7,288	6,141	1,147	18.7%
Berlin PD	3,914	5,492	-1,578	-28.7%	3,356	1,121	2,235	199.4%	7,270	6,613	657	9.9%
Bethel PD	3,887	4,469	-582	-13.0%	2,126	390	1,736	445.1%	6,013	4,859	1,154	23.7%
Bloomfield PD	8,480	11,175	-2,695	-24.1%	4,685	785	3,900	496.8%	13,165	11,960	1,205	10.1%
Branford PD	7,201	9,020	-1,819	-20.2%	4,358	1,834	2,524	137.6%	11,559	10,854	705	6.5%
Bridgeport FD	92,588	106,048	-13,460	-12.7%	18,707	4,030	14,677	364.2%	111,295	110,078	1,217	1.1%
Bristol PD	15,428	24,267	-8,839	-36.4%	11,310	484	10,826	2236.8%	26,738	24,751	1,987	8.0%
Brookfield PD	2,865	5,615	-2,750	-49.0%	3,890	798	3,092	387.5%	6,755	6,413	342	5.3%
Canton PD	1,413	2,726	-1,313	-48.2%	2,092	101	1,991	1971.3%	3,505	2,827	678	24.0%
Cheshire PD	5,156	7,449	-2,293	-30.8%	3,265	708	2,557	361.2%	8,421	8,157	264	3.2%
Clinton ECC	2,200	2,340	-140	-6.0%	753	596	157	26.3%	2,953	2,936	17	0.6%
Colchester ECC	8,588	8,417	171	2.0%	12,066	11,928	138	1.2%	20,654	20,345	309	1.5%
Cromwell PD	2,879	3,085	-206	-6.7%	1,272	988	284	28.7%	4,151	4,073	78	1.9%
Danbury FD	24,308	28,061	-3,753	-13.4%	12,677	6,118	6,559	107.2%	36,985	34,179	2,806	8.2%
Darien PD	5,091	5,809	-718	-12.4%	1,999	1,138	861	75.7%	7,090	6,947	143	2.1%
Derby PD	3,605	4,110	-505	-12.3%	2,654	1,338	1,316	98.4%	6,259	5,448	811	14.9%
East Hartford PD	16,267	18,708	-2,441	-13.0%	6,439	2,649	3,790	143.1%	22,706	21,357	1,349	6.3%
East Haven FD	7,586	9,102	-1,516	-16.7%	3,576	1,579	1,997	126.5%	11,162	10,681	481	4.5%
East Lyme ECC	13,887	23,241	-9,354	-40.2%	661	146	515	352.7%	14,548	23,387	-8,839	-37.8%
East Windsor PD	2,742	3,689	-947	-25.7%	1,917	629	1,288	204.8%	4,659	4,318	341	7.9%
Easton PD	1,307	1,502	-195	-13.0%	460	238	222	93.3%	1,767	1,740	27	1.6%
Enfield PD	8,356	9,640	-1,284	-13.3%	3,567	1,848	1,719	93.0%	11,923	11,488	435	3.8%
Fairfield ECC	12,881	15,585	-2,704	-17.4%	6,587	3,287	3,300	100.4%	19,468	18,872	596	3.2%
Farmington PD	4,930	9,310	-4,380	-47.0%	6,746	821	5,925	721.7%	11,676	10,131	1,545	15.3%
Glastonbury PD	5,424	6,213	-789	-12.7%	2,747	1,098	1,649	150.2%	8,171	7,311	860	11.8%
Granby PD	2,300	4,854	-2,554	-52.6%	2,821	123	2,698	2193.5%	5,121	4,977	144	2.9%
Greenwich PD	19,609	22,967	-3,358	-14.6%	7,015	3,486	3,529	101.2%	26,624	26,453	171	0.6%
Groton ECC	11,474	13,810	-2,336	-16.9%	6,206	2,256	3,950	175.1%	17,680	16,066	1,614	10.0%
Guilford ECC	4,938	5,042	-104	-2.1%	545	373	172	46.1%	5,483	5,415	68	1.3%

E9-1-1 CALL VOLUME - 2003 DATA COMPARED TO 2002 DATA

PSAP NAME	Wireline Calls				Wireless Calls				Total Calls			
	2003	2002	Change	% Change	2003	2002	Change	% Change	2003	2002	Change	% Change
Hamden ECC	16,273	19,057	-2,784	-14.6%	8,411	3,438	4,973	144.6%	24,684	22,495	2,189	9.7%
Hartford PD	105,506	131,537	-26,031	-19.8%	47,096	21,599	25,497	118.0%	152,602	153,136	-534	-0.3%
Ledyard ECC	4,502	7,174	-2,672	-37.2%	2,920	34	2,886	8488.2%	7,422	7,208	214	3.0%
Litchfield LCD	12,532	11,618	914	7.9%	8,787	17,726	-8,939	-50.4%	21,319	29,344	-8,025	-27.3%
Madison PD	3,225	3,377	-152	-4.5%	1,044	812	232	28.6%	4,269	4,189	80	1.9%
Manchester PD	15,367	16,259	-892	-5.5%	6,775	4,112	2,663	64.8%	22,142	20,371	1,771	8.7%
Meriden PD	17,293	19,268	-1,975	-10.3%	7,688	3,860	3,828	99.2%	24,981	23,128	1,853	8.0%
Middlebury PD	1,160	1,836	-676	-36.8%	1,089	479	610	127.3%	2,249	2,315	-66	-2.9%
Middletown FD	14,490	24,403	-9,913	-40.6%	6,224	4,482	1,742	38.9%	20,714	28,885	-8,171	-28.3%
Milford FD	12,411	14,620	-2,209	-15.1%	6,754	3,357	3,397	101.2%	19,165	17,977	1,188	6.6%
Monroe PD	3,136	5,726	-2,590	-45.2%	3,216	460	2,756	599.1%	6,352	6,186	166	2.7%
Montville ECC	13,865	14,460	-595	-4.1%	2,528	89	2,439	2740.4%	16,393	14,549	1,844	12.7%
Naugatuck PD	6,919	7,022	-103	-1.5%	1,640	1,361	279	20.5%	8,559	8,383	176	2.1%
New Britain ERC	29,191	34,127	-4,936	-14.5%	10,979	4,352	6,627	152.3%	40,170	38,479	1,691	4.4%
New Canaan PD	5,403	4,814	589	12.2%	1,714	667	1,047	157.0%	7,117	5,481	1,636	29.8%
New Fairfield PD	3,182	3,075	107	3.5%	588	74	514	694.6%	3,770	3,149	621	19.7%
New Haven ECC	80,121	90,399	-10,278	-11.4%	41,984	16,646	25,338	152.2%	122,105	107,045	15,060	14.1%
New London PD	40,011	39,415	596	1.5%	5,711	2,695	3,016	111.9%	45,722	42,110	3,612	8.6%
New Milford PD	5,165	6,906	-1,741	-25.2%	4,150	630	3,520	558.7%	9,315	7,536	1,779	23.6%
Newington PD	6,878	11,744	-4,866	-41.4%	7,115	1,325	5,790	437.0%	13,993	13,069	924	7.1%
Newtown PD	4,638	5,725	-1,087	-19.0%	2,617	1,246	1,371	110.0%	7,255	6,971	284	4.1%
North Branford PD	2,452	2,634	-182	-6.9%	1,341	564	777	137.8%	3,793	3,198	595	18.6%
North Haven PD	6,067	6,286	-219	-3.5%	2,394	1,940	454	23.4%	8,461	8,226	235	2.9%
Northwest CT PS	11,175	8,399	2,776	33.1%	58,441	54,884	3,557	6.5%	69,616	63,283	6,333	10.0%
Norwalk PD	27,058	30,934	-3,876	-12.5%	12,790	7,334	5,456	74.4%	39,848	38,268	1,580	4.1%
Norwich PD	13,944	15,429	-1,485	-9.6%	5,631	2,657	2,974	111.9%	19,575	18,086	1,489	8.2%
Old Saybrook PD	2,629	2,626	3	0.1%	961	644	317	49.2%	3,590	3,270	320	9.8%
Orange PD	2,916	4,003	-1,087	-27.2%	3,320	1,758	1,562	88.9%	6,236	5,761	475	8.2%
Plainville PD	4,831	6,176	-1,345	-21.8%	2,104	640	1,464	228.8%	6,935	6,816	119	1.7%
Plymouth EC	2,319	3,702	-1,383	-37.4%	1,299	148	1,151	777.7%	3,618	3,850	-232	-6.0%

E9-1-1 CALL VOLUME - 2003 DATA COMPARED TO 2002 DATA

PSAP NAME	Wireline Calls				Wireless Calls				Total Calls			
	2003	2002	Change	% Change	2003	2002	Change	% Change	2003	2002	Change	% Change
Putnam PD	2,502	2,645	-143	-5.4%	260	213	47	22.1%	2,762	2,858	-96	-3.4%
Quinebaug ECC	17,906	18,287	-381	-2.1%	16,961	15,158	1,803	11.9%	34,867	33,445	1,422	4.3%
Redding PD	2,104	2,542	-438	-17.2%	1,152	184	968	526.1%	3,256	2,726	530	19.4%
Ridgefield PD	5,586	7,876	-2,290	-29.1%	3,155	587	2,568	437.5%	8,741	8,463	278	3.3%
Rocky Hill PD	4,686	5,630	-944	-16.8%	2,356	766	1,590	207.6%	7,042	6,396	646	10.1%
Seymour PD	2,940	3,085	-145	-4.7%	947	438	509	116.2%	3,887	3,523	364	10.3%
Shelton PD	9,185	10,136	-951	-9.4%	3,405	1,773	1,632	92.0%	12,590	11,909	681	5.7%
Simsbury PD	3,652	4,974	-1,322	-26.6%	1,935	282	1,653	586.2%	5,587	5,256	331	6.3%
South Central ECC	5,725	6,189	-464	-7.5%	1,538	282	1,256	445.4%	7,263	6,471	792	12.2%
South Windsor	4,066	5,041	-975	-19.3%	2,602	531	2,071	390.0%	6,668	5,572	1,096	19.7%
Southbury PD	4,423	4,168	255	6.1%	889	534	355	66.5%	5,312	4,702	610	13.0%
Southington PD	8,131	9,264	-1,133	-12.2%	3,465	1,681	1,784	106.1%	11,596	10,945	651	5.9%
Stamford PD	51,926	57,610	-5,684	-9.9%	20,592	10,626	9,966	93.8%	72,518	68,236	4,282	6.3%
State Police Trp. A	2,906	2,778	128	4.6%	56,380	61,714	-5,334	-8.6%	59,286	64,492	-5,206	-8.1%
State Police Trp. B	1,809	1,969	-160	-8.1%	4,279	3,230	1,049	32.5%	6,088	5,199	889	17.1%
State Police Trp. E	5,668	7,338	-1,670	-22.8%	60,890	60,241	649	1.1%	66,558	67,579	-1,021	-1.5%
State Police Trp. G	4,965	5,358	-393	-7.3%	306,717	347,048	-40,331	-11.6%	311,682	352,406	-40,724	-11.6%
State Police Trp. H	16,897	7,025	9,872	140.5%	235,279	242,311	-7,032	-2.9%	252,176	249,336	2,840	1.1%
State Police Trp. I	9,391	5,769	3,622	62.8%	111,834	103,510	8,324	8.0%	121,225	109,279	11,946	10.9%
State Police Trp. L	3,092	3,803	-711	-18.7%	5,583	4,086	1,497	36.6%	8,675	7,889	786	10.0%
State Police Trp. W	1,893	5,943	-4,050	-68.1%	2,401	39	2,362	6056.4%	4,294	5,982	-1,688	-28.2%
Stonington PD	3,891	5,798	-1,907	-32.9%	3,256	619	2,637	426.0%	7,147	6,417	730	11.4%
Stratford PD	16,319	17,496	-1,177	-6.7%	6,830	3,479	3,351	96.3%	23,149	20,975	2,174	10.4%
Suffield PD	2,237	2,664	-427	-16.0%	797	9	788	8755.6%	3,034	2,673	361	13.5%
Thomaston PD	1,023	1,239	-216	-17.4%	334	162	172	106.2%	1,357	1,401	-44	-3.1%
Tolland Cty. MADC	16,889	16,851	38	0.2%	30,004	27,855	2,149	7.7%	46,893	44,706	2,187	4.9%
Torrington PD	8,969	9,597	-628	-6.5%	3,045	1,725	1,320	76.5%	12,014	11,322	692	6.1%
Trumbull PD	8,501	9,641	-1,140	-11.8%	3,695	1,328	2,367	178.2%	12,196	10,969	1,227	11.2%
UCONN PD	4,598	5,288	-690	-13.0%	748	204	544	266.7%	5,346	5,492	-146	-2.7%
Valley Shore EC	9,683	8,783	900	10.2%	53,887	55,713	-1,826	-3.3%	63,570	64,496	-926	-1.4%

E9-1-1 CALL VOLUME - 2003 DATA COMPARED TO 2002 DATA

PSAP NAME	Wireline Calls				Wireless Calls				Total Calls			
	2003	2002	Change	% Change	2003	2002	Change	% Change	2003	2002	Change	% Change
Vernon PD	6,401	6,550	-149	-2.3%	2,195	1,778	417	23.5%	8,596	8,328	268	3.2%
Wallingford FD	7,925	10,332	-2,407	-23.3%	4,958	2,045	2,913	142.4%	12,883	12,377	506	4.1%
Waterbury PD	48,840	52,002	-3,162	-6.1%	18,316	14,446	3,870	26.8%	67,156	66,448	708	1.1%
Waterford ECC	5,231	7,608	-2,377	-31.2%	4,388	1,116	3,272	293.2%	9,619	8,724	895	10.3%
Watertown PD	3,936	4,910	-974	-19.8%	2,655	756	1,899	251.2%	6,591	5,666	925	16.3%
West Hartford PD	13,310	19,069	-5,759	-30.2%	10,329	2,777	7,552	271.9%	23,639	21,846	1,793	8.2%
West Haven ERS	21,501	25,509	-4,008	-15.7%	10,781	3,654	7,127	195.0%	32,282	29,163	3,119	10.7%
Weston ECC	2,337	2,951	-614	-20.8%	1,162	312	850	272.4%	3,499	3,263	236	7.2%
Westport PD	7,193	8,121	-928	-11.4%	3,903	2,323	1,580	68.0%	11,096	10,444	652	6.2%
Wethersfield PD	5,894	7,761	-1,867	-24.1%	4,101	1,149	2,952	256.9%	9,995	8,910	1,085	12.2%
Willimantic FSB	12,740	20,024	-7,284	-36.4%	7,640	332	7,308	2201.2%	20,380	20,356	24	0.1%
Wilton PD	3,899	5,832	-1,933	-33.1%	3,055	810	2,245	277.2%	6,954	6,642	312	4.7%
Windsor PD	6,369	3,255	3,114	95.7%	3,128	333	2,795	839.3%	9,497	3,588	5,909	164.7%
Windsor Locks PD	2,734	7,790	-5,056	-64.9%	1,202	1,025	177	17.3%	3,936	8,815	-4,879	-55.3%
Winsted PD	2,217	2,694	-477	-17.7%	1,264	504	760	150.8%	3,481	3,198	283	8.8%
Wolcott PD	2,345	2,513	-168	-6.7%	883	590	293	49.7%	3,228	3,103	125	4.0%
Woodbridge PD	1,800	2,163	-363	-16.8%	1,206	612	594	97.1%	3,006	2,775	231	8.3%
Total	1,177,522	1,379,201	-201,679	-14.6%	1,432,499	1,193,083	239,416	20.1%	2,610,021	2,572,284	37,737	1.5%

* Deep River EEC ceased operation as a PSAP July 1, 2003.

E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2003

PSAP Name	Month	Wireline	Wireless	Total Calls
Ansonia	January	379	76	455
	February	314	86	400
	March	331	95	426
	April	345	90	435
	May	380	120	500
	June	378	119	497
	July	401	130	531
	August	355	156	511
	September	361	173	534
	October	397	158	555
	November	335	178	513
	December	369	196	565
Total		4,345	1,577	5,922

Berlin	January	520	398	918
	February	482	340	822
	March	284	191	475
	April	250	192	442
	May	300	247	547
	June	291	239	530
	July	287	323	610
	August	287	290	577
	September	348	270	618
	October	301	262	563
	November	290	280	570
	December	274	324	598
Total		3,914	3,356	7,270

Bloomfield	January	640	312	952
	February	622	365	987
	March	689	367	1,056
	April	702	322	1,024
	May	770	397	1,167
	June	738	367	1,105
	July	730	450	1,180
	August	742	468	1,210
	September	728	394	1,122
	October	754	360	1,114
	November	651	429	1,080
	December	714	454	1,168
Total		8,480	4,685	13,165

PSAP Name	Month	Wireline	Wireless	Total Calls
Avon	January	223	358	581
	February	226	335	561
	March	254	364	618
	April	212	275	487
	May	250	303	553
	June	315	330	645
	July	216	381	597
	August	227	526	753
	September	237	438	675
	October	271	367	638
	November	244	316	560
	December	304	316	620
Total		2,979	4,309	7,288

Bethel	January	359	128	487
	February	293	124	417
	March	301	145	446
	April	340	128	468
	May	326	188	514
	June	342	198	540
	July	292	185	477
	August	387	204	591
	September	281	202	483
	October	348	194	542
	November	295	230	525
	December	323	200	523
Total		3,887	2,126	6,013

Branford	January	556	220	776
	February	559	273	832
	March	529	237	766
	April	582	293	875
	May	597	340	937
	June	623	354	977
	July	676	400	1,076
	August	700	559	1,259
	September	644	428	1,072
	October	560	365	925
	November	577	423	1,000
	December	598	466	1,064
Total		7,201	4,358	11,559

E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2003

PSAP Name	Month	Wireline	Wireless	Total Calls
Bridgeport	January	7,064	635	7,699
	February	6,446	726	7,172
	March	7,303	1,028	8,331
	April	7,451	955	8,406
	May	8,148	1,357	9,505
	June	8,656	1,744	10,400
	July	9,140	2,228	11,368
	August	9,182	2,281	11,463
	September	7,939	2,123	10,062
	October	7,184	1,827	9,011
	November	7,102	1,749	8,851
	December	6,973	2,054	9,027
Total		92,588	18,707	111,295

Brookfield	January	256	220	476
	February	235	212	447
	March	205	279	484
	April	220	248	468
	May	262	293	555
	June	294	329	623
	July	238	432	670
	August	242	378	620
	September	247	431	678
	October	262	351	613
	November	212	336	548
	December	192	381	573
Total		2,865	3,890	6,755

Cheshire	January	423	238	661
	February	365	216	581
	March	438	229	667
	April	383	209	592
	May	422	241	663
	June	449	259	708
	July	479	308	787
	August	426	358	784
	September	421	316	737
	October	486	268	754
	November	403	297	700
	December	461	326	787
Total		5,156	3,265	8,421

PSAP Name	Month	Wireline	Wireless	Total Calls
Bristol	January	1,304	786	2,090
	February	1,132	933	2,065
	March	1,267	885	2,152
	April	1,181	801	1,982
	May	1,391	994	2,385
	June	1,390	1,106	2,496
	July	1,406	981	2,387
	August	1,435	1,110	2,545
	September	1,218	960	2,178
	October	1,283	922	2,205
	November	1,180	846	2,026
	December	1,241	986	2,227
Total		15,428	11,310	26,738

Canton	January	137	163	300
	February	95	142	237
	March	114	169	283
	April	104	172	276
	May	108	192	300
	June	135	187	322
	July	147	207	354
	August	89	173	262
	September	120	182	302
	October	122	185	307
	November	121	172	293
	December	121	148	269
Total		1,413	2,092	3,505

Clinton	January	189	31	220
	February	153	40	193
	March	171	43	214
	April	150	46	196
	May	184	51	235
	June	212	69	281
	July	192	82	274
	August	231	102	333
	September	167	108	275
	October	216	54	270
	November	156	48	204
	December	179	79	258
Total		2,200	753	2,953

E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2003

PSAP Name	Month	Wireline	Wireless	Total Calls
Colchester	January	688	903	1,591
	February	575	929	1,504
	March	726	1,032	1,758
	April	846	737	1,583
	May	726	842	1,568
	June	740	814	1,554
	July	728	1,436	2,164
	August	790	1,361	2,151
	September	698	1,026	1,724
	October	682	914	1,596
	November	676	918	1,594
	December	713	1,154	1,867
Total		8,588	12,066	20,654

Danbury	January	1,880	813	2,693
	February	1,839	858	2,697
	March	1,929	895	2,824
	April	1,904	779	2,683
	May	2,018	1,064	3,082
	June	2,119	1,105	3,224
	July	2,153	1,154	3,307
	August	2,255	1,484	3,739
	September	2,010	1,274	3,284
	October	2,069	970	3,039
	November	1,988	1,066	3,054
	December	2,144	1,215	3,359
Total		24,308	12,677	36,985

Deep River	January	158	6	164
	February	181	7	188
	March	172	4	176
	April	184	11	195
	May	177	7	184
	June	169	13	182
	July	Ceased operation July 1, 2003		
	August			
	September			
	October			
	November			
	December			
Total		1,041	48	1,089

PSAP Name	Month	Wireline	Wireless	Total Calls
Cromwell	January	251	81	332
	February	177	62	239
	March	217	99	316
	April	219	86	305
	May	218	115	333
	June	288	122	410
	July	261	142	403
	August	285	160	445
	September	242	73	315
	October	270	89	359
	November	221	109	330
	December	230	134	364
Total		2,879	1,272	4,151

Darlen	January	398	114	512
	February	326	105	431
	March	415	100	515
	April	418	104	522
	May	459	140	599
	June	460	210	670
	July	458	201	659
	August	509	248	757
	September	398	220	618
	October	407	172	579
	November	427	174	601
	December	416	211	627
Total		5,091	1,999	7,090

Derby	January	298	170	468
	February	257	172	429
	March	295	173	468
	April	238	160	398
	May	300	216	516
	June	311	208	519
	July	321	253	574
	August	348	296	644
	September	341	252	593
	October	329	223	552
	November	268	236	504
	December	299	295	594
Total		3,605	2,654	6,259

E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2003

PSAP Name	Month	Wireline	Wireless	Total Calls
East Hartford	January	1,357	498	1,855
	February	1,219	385	1,604
	March	1,309	396	1,705
	April	1,256	414	1,670
	May	1,399	498	1,897
	June	1,353	472	1,825
	July	1,410	733	2,143
	August	1,556	847	2,403
	September	1,404	558	1,962
	October	1,371	556	1,927
	November	1,372	542	1,914
	December	1,261	540	1,801
Total		16,267	6,439	22,706

East Lyme	January	1,856	33	1,889
	February	1,667	30	1,697
	March	1,836	27	1,863
	April	2,092	38	2,130
	May	2,012	36	2,048
	June	2,129	33	2,162
	July	493	127	620
	August	432	100	532
	September	332	67	399
	October	327	55	382
	November	372	58	430
	December	339	57	396
Total		13,887	661	14,548

Easton	January	134	19	153
	February	79	25	104
	March	109	37	146
	April	76	35	111
	May	127	29	156
	June	126	34	160
	July	119	29	148
	August	112	28	140
	September	97	44	141
	October	118	40	158
	November	101	62	163
	December	109	78	187
Total		1,307	460	1,767

PSAP Name	Month	Wireline	Wireless	Total Calls
East Haven	January	621	179	800
	February	580	200	780
	March	527	209	736
	April	551	195	746
	May	651	234	885
	June	684	277	961
	July	701	403	1,104
	August	666	482	1,148
	September	653	387	1,040
	October	671	345	1,016
	November	611	324	935
	December	670	341	1,011
Total		7,586	3,576	11,162

East Windsor	January	176	111	287
	February	247	91	338
	March	210	104	314
	April	232	100	332
	May	247	158	405
	June	270	140	410
	July	249	202	451
	August	241	249	490
	September	224	197	421
	October	236	202	438
	November	226	166	392
	December	184	197	381
Total		2,742	1,917	4,659

Enfield	January	686	244	930
	February	617	248	865
	March	658	261	919
	April	656	205	861
	May	661	279	940
	June	753	304	1,057
	July	710	401	1,111
	August	761	425	1,186
	September	728	347	1,075
	October	718	278	996
	November	653	264	917
	December	755	311	1,066
Total		8,356	3,567	11,923

E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2003

PSAP Name	Month	Wireline	Wireless	Total Calls
Fairfield	January	998	328	1,326
	February	993	338	1,331
	March	952	367	1,319
	April	1,175	430	1,605
	May	1,103	414	1,517
	June	1,102	573	1,675
	July	1,150	671	1,821
	August	1,147	803	1,950
	September	1,034	770	1,804
	October	1,154	663	1,817
	November	968	541	1,509
	December	1,105	689	1,794
Total		12,881	6,587	19,468

Glastonbury	January	468	192	660
	February	407	214	621
	March	433	190	623
	April	435	182	617
	May	470	216	686
	June	455	206	661
	July	495	291	786
	August	464	296	760
	September	412	271	683
	October	482	255	737
	November	435	208	643
	December	468	226	694
Total		5,424	2,747	8,171

Greenwich	January	1,691	346	2,037
	February	1,497	334	1,831
	March	1,542	332	1,874
	April	1,560	347	1,907
	May	1,618	473	2,091
	June	1,701	626	2,327
	July	1,657	797	2,454
	August	1,762	840	2,602
	September	1,640	767	2,407
	October	1,684	646	2,330
	November	1,553	714	2,267
	December	1,704	793	2,497
Total		19,609	7,015	26,624

PSAP Name	Month	Wireline	Wireless	Total Calls
Farmington	January	387	472	859
	February	372	438	810
	March	376	500	876
	April	426	357	783
	May	436	557	993
	June	454	563	1,017
	July	445	734	1,179
	August	404	797	1,201
	September	422	680	1,102
	October	425	617	1,042
	November	359	472	831
	December	424	559	983
Total		4,930	6,746	11,676

Granby	January	175	203	378
	February	137	186	323
	March	187	222	409
	April	147	195	342
	May	180	192	372
	June	212	233	445
	July	220	356	576
	August	255	356	611
	September	213	284	497
	October	198	191	389
	November	200	173	373
	December	176	230	406
Total		2,300	2,821	5,121

Groton	January	948	344	1,292
	February	840	362	1,202
	March	929	379	1,308
	April	946	387	1,333
	May	941	438	1,379
	June	987	492	1,479
	July	1,090	762	1,852
	August	1,097	671	1,768
	September	938	594	1,532
	October	910	551	1,461
	November	920	563	1,483
	December	928	663	1,591
Total		11,474	6,206	17,680

E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2003

PSAP Name	Month	Wireline	Wireless	Total Calls
Guilford	January	434	22	456
	February	354	24	378
	March	389	25	414
	April	396	22	418
	May	434	35	469
	June	460	24	484
	July	453	57	510
	August	393	77	470
	September	379	56	435
	October	424	56	480
	November	397	59	456
	December	425	88	513
Total		4,938	545	5,483

Hartford	January	8,150	2,917	11,067
	February	7,477	3,022	10,499
	March	8,628	3,410	12,038
	April	8,684	3,324	12,008
	May	9,214	3,639	12,853
	June	9,564	3,998	13,562
	July	10,031	4,803	14,834
	August	10,253	5,199	15,452
	September	8,992	4,373	13,365
	October	9,266	4,244	13,510
	November	7,780	4,060	11,840
	December	7,467	4,107	11,574
Total		105,506	47,096	152,602

Litchfield County	January	1,075	1,068	2,143
	February	1,036	885	1,921
	March	870	827	1,697
	April	919	932	1,851
	May	1,023	823	1,846
	June	1,099	715	1,814
	July	1,111	805	1,916
	August	1,283	718	2,001
	September	1,277	487	1,764
	October	1,039	478	1,517
	November	871	486	1,357
	December	929	563	1,492
Total		12,532	8,787	21,319

PSAP Name	Month	Wireline	Wireless	Total Calls
Hamden	January	1,328	532	1,860
	February	1,100	541	1,641
	March	1,300	587	1,887
	April	1,279	630	1,909
	May	1,370	658	2,028
	June	1,424	702	2,126
	July	1,535	805	2,340
	August	1,468	917	2,385
	September	1,451	794	2,245
	October	1,428	734	2,162
	November	1,286	678	1,964
	December	1,304	833	2,137
Total		16,273	8,411	24,684

Ledyard	January	398	201	599
	February	290	159	449
	March	370	244	614
	April	333	215	548
	May	360	235	595
	June	438	249	687
	July	396	295	691
	August	451	319	770
	September	348	238	586
	October	393	248	641
	November	346	210	556
	December	379	307	686
Total		4,502	2,920	7,422

Madison	January	260	55	315
	February	228	70	298
	March	238	70	308
	April	241	54	295
	May	267	70	337
	June	253	102	355
	July	305	132	437
	August	336	133	469
	September	247	99	346
	October	254	91	345
	November	297	71	368
	December	299	97	396
Total		3,225	1,044	4,269

E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2003

PSAP Name	Month	Wireline	Wireless	Total Calls
Manchester	January	1,204	434	1,638
	February	1,148	381	1,529
	March	1,218	454	1,672
	April	1,286	482	1,768
	May	1,404	591	1,995
	June	1,357	613	1,970
	July	1,369	670	2,039
	August	1,374	700	2,074
	September	1,284	599	1,883
	October	1,272	549	1,821
	November	1,235	584	1,819
	December	1,216	718	1,934
Total		15,367	6,775	22,142

Middlebury	January	106	78	184
	February	79	85	164
	March	98	94	192
	April	99	74	173
	May	103	67	170
	June	77	90	167
	July	94	113	207
	August	122	112	234
	September	100	106	206
	October	103	91	194
	November	92	80	172
	December	87	99	186
Total		1,160	1,089	2,249

Milford	January	1,009	353	1,362
	February	919	517	1,436
	March	1,015	440	1,455
	April	915	402	1,317
	May	1,102	495	1,597
	June	1,146	619	1,765
	July	1,112	781	1,893
	August	1,109	817	1,926
	September	1,040	692	1,732
	October	997	556	1,553
	November	994	496	1,490
	December	1,053	586	1,639
Total		12,411	6,754	19,165

PSAP Name	Month	Wireline	Wireless	Total Calls
Meriden	January	1,264	465	1,729
	February	1,268	576	1,844
	March	1,444	551	1,995
	April	1,417	542	1,959
	May	1,477	548	2,025
	June	1,565	665	2,230
	July	1,582	727	2,309
	August	1,536	717	2,253
	September	1,492	748	2,240
	October	1,537	678	2,215
	November	1,275	691	1,966
	December	1,436	780	2,216
Total		17,293	7,688	24,981

Middletown	January	1,142	349	1,491
	February	1,128	360	1,488
	March	1,173	372	1,545
	April	1,162	408	1,570
	May	1,223	463	1,686
	June	1,246	504	1,750
	July	1,467	694	2,161
	August	1,308	754	2,062
	September	1,230	618	1,848
	October	1,217	568	1,785
	November	1,065	547	1,612
	December	1,129	587	1,716
Total		14,490	6,224	20,714

Monroe	January	272	199	471
	February	240	229	469
	March	239	290	529
	April	226	164	390
	May	283	239	522
	June	284	251	535
	July	267	304	571
	August	293	299	592
	September	231	330	561
	October	273	280	553
	November	260	285	545
	December	268	346	614
Total		3,136	3,216	6,352

E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2003

PSAP Name	Month	Wireline	Wireless	Total Calls
Montville	January	1,087	150	1,237
	February	919	148	1,067
	March	1,101	147	1,248
	April	1,066	191	1,257
	May	1,206	178	1,384
	June	1,113	174	1,287
	July	1,213	276	1,489
	August	1,374	269	1,643
	September	1,355	214	1,569
	October	1,190	201	1,391
	November	1,041	207	1,248
	December	1,200	373	1,573
Total		13,865	2,528	16,393

New Britain	January	2,227	635	2,862
	February	2,096	731	2,827
	March	2,353	787	3,140
	April	2,244	731	2,975
	May	2,393	925	3,318
	June	2,599	906	3,505
	July	2,658	1,133	3,791
	August	2,514	1,095	3,609
	September	2,426	983	3,409
	October	2,351	954	3,305
	November	2,271	933	3,204
	December	3,059	1,166	4,225
Total		29,191	10,979	40,170

New Fairfield	January	280	21	301
	February	224	21	245
	March	230	22	252
	April	248	23	271
	May	274	20	294
	June	304	32	336
	July	270	41	311
	August	294	78	372
	September	303	70	373
	October	242	60	302
	November	287	109	396
	December	226	91	317
Total		3,182	588	3,770

PSAP Name	Month	Wireline	Wireless	Total Calls
Naugatuck	January	533	108	641
	February	502	108	610
	March	533	135	668
	April	527	118	645
	May	625	128	753
	June	632	135	767
	July	594	155	749
	August	649	164	813
	September	604	147	751
	October	537	142	679
	November	554	155	709
	December	629	145	774
Total		6,919	1,640	8,559

New Canaan	January	400	79	479
	February	355	63	418
	March	370	100	470
	April	418	91	509
	May	466	118	584
	June	532	145	677
	July	475	127	602
	August	473	196	669
	September	424	211	635
	October	490	205	695
	November	463	188	651
	December	537	191	728
Total		5,403	1,714	7,117

New Haven	January	5,998	2,404	8,402
	February	5,398	2,594	7,992
	March	6,346	2,878	9,224
	April	6,501	3,012	9,513
	May	6,796	3,179	9,975
	June	7,398	3,574	10,972
	July	7,671	4,301	11,972
	August	7,617	4,536	12,153
	September	7,087	4,153	11,240
	October	6,662	3,641	10,303
	November	6,324	3,672	9,996
	December	6,323	4,040	10,363
Total		80,121	41,984	122,105

E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2003

PSAP Name	Month	Wireline	Wireless	Total Calls
New London	January	3,746	362	4,108
	February	4,476	323	4,799
	March	3,905	374	4,279
	April	3,564	365	3,929
	May	3,536	440	3,976
	June	2,963	434	3,397
	July	3,029	721	3,750
	August	3,108	620	3,728
	September	2,851	592	3,443
	October	2,798	455	3,253
	November	2,578	452	3,030
	December	3,457	573	4,030
Total		40,011	5,711	45,722

Newington	January	553	431	984
	February	546	451	997
	March	532	466	998
	April	551	417	968
	May	566	569	1,135
	June	563	645	1,208
	July	560	874	1,434
	August	625	783	1,408
	September	641	626	1,267
	October	563	689	1,252
	November	553	564	1,117
	December	625	600	1,225
Total		6,878	7,115	13,993

North Branford	January	200	79	279
	February	188	125	313
	March	180	81	261
	April	190	76	266
	May	215	111	326
	June	217	113	330
	July	199	117	316
	August	206	140	346
	September	233	142	375
	October	209	108	317
	November	191	105	296
	December	224	144	368
Total		2,452	1,341	3,793

PSAP Name	Month	Wireline	Wireless	Total Calls
New Milford	January	444	315	759
	February	387	252	639
	March	418	336	754
	April	382	287	669
	May	417	409	826
	June	461	370	831
	July	477	429	906
	August	476	369	845
	September	398	376	774
	October	434	333	767
	November	409	322	731
	December	462	352	814
Total		5,165	4,150	9,315

Newtown	January	342	178	520
	February	336	172	508
	March	390	196	586
	April	307	152	459
	May	333	211	544
	June	420	212	632
	July	470	223	693
	August	448	215	663
	September	369	324	693
	October	434	286	720
	November	385	225	610
	December	404	223	627
Total		4,638	2,617	7,255

North Haven	January	536	175	711
	February	483	149	632
	March	453	169	622
	April	489	156	645
	May	500	155	655
	June	501	165	666
	July	584	286	870
	August	521	263	784
	September	534	230	764
	October	515	206	721
	November	469	186	655
	December	482	254	736
Total		6,067	2,394	8,461

E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2003

PSAP Name	Month	Wireline	Wireless	Total Calls
Northwest Connecticut	January	735	4,481	5,216
	February	810	4,339	5,149
	March	872	5,437	6,309
	April	819	4,358	5,177
	May	1,016	5,007	6,023
	June	922	5,293	6,215
	July	847	5,606	6,453
	August	1,326	6,752	8,078
	September	1,148	4,105	5,253
	October	1,011	4,203	5,214
	November	810	3,908	4,718
	December	859	4,952	5,811
Total		11,175	58,441	69,616

Norwich	January	1,073	363	1,436
	February	986	315	1,301
	March	1,082	453	1,535
	April	1,074	355	1,429
	May	1,243	438	1,681
	June	1,184	391	1,575
	July	1,265	654	1,919
	August	1,328	603	1,931
	September	1,315	620	1,935
	October	1,210	479	1,689
	November	1,039	416	1,455
	December	1,145	544	1,689
Total		13,944	5,631	19,575

Orange	January	221	193	414
	February	199	237	436
	March	238	217	455
	April	219	206	425
	May	236	264	500
	June	281	257	538
	July	282	295	577
	August	221	305	526
	September	232	347	579
	October	271	333	604
	November	249	341	590
	December	267	325	592
Total		2,916	3,320	6,236

PSAP Name	Month	Wireline	Wireless	Total Calls
Norwalk	January	2,105	697	2,802
	February	1,953	633	2,586
	March	2,196	801	2,997
	April	2,142	664	2,806
	May	2,462	939	3,401
	June	2,446	1,109	3,555
	July	2,297	1,413	3,710
	August	2,479	1,528	4,007
	September	2,215	1,433	3,648
	October	2,272	1,180	3,452
	November	2,171	1,147	3,318
	December	2,320	1,246	3,566
Total		27,058	12,790	39,848

Old Saybrook	January	183	46	229
	February	191	44	235
	March	184	55	239
	April	187	40	227
	May	251	60	311
	June	247	93	340
	July	245	164	409
	August	258	168	426
	September	223	93	316
	October	208	58	266
	November	204	66	270
	December	248	74	322
Total		2,629	961	3,590

Plainville	January	373	145	518
	February	356	170	526
	March	371	171	542
	April	426	136	562
	May	423	194	617
	June	418	159	577
	July	407	198	605
	August	424	212	636
	September	381	179	560
	October	415	166	581
	November	412	200	612
	December	425	174	599
Total		4,831	2,104	6,935

E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2003

PSAP Name	Month	Wireline	Wireless	Total Calls
Plymouth	January	173	96	269
	February	178	111	289
	March	205	104	309
	April	188	99	287
	May	192	106	298
	June	228	126	354
	July	229	126	355
	August	176	114	290
	September	182	102	284
	October	200	102	302
	November	187	112	299
	December	181	101	282
Total		2,319	1,299	3,618

Quinebaug Valley	January	1,529	1,271	2,800
	February	1,290	1,289	2,579
	March	1,528	1,470	2,998
	April	1,399	1,246	2,645
	May	1,482	1,126	2,608
	June	1,486	1,153	2,639
	July	1,705	2,130	3,835
	August	1,634	1,827	3,461
	September	1,479	1,642	3,121
	October	1,493	1,126	2,619
	November	1,401	1,225	2,626
	December	1,480	1,456	2,936
Total		17,906	16,961	34,867

Ridgefield	January	491	204	695
	February	427	192	619
	March	467	227	694
	April	431	217	648
	May	470	234	704
	June	515	246	761
	July	440	262	702
	August	484	415	899
	September	461	336	797
	October	440	251	691
	November	454	291	745
	December	506	280	786
Total		5,586	3,155	8,741

PSAP Name	Month	Wireline	Wireless	Total Calls
Putnam	January	197	9	206
	February	216	16	232
	March	207	17	224
	April	194	13	207
	May	182	18	200
	June	207	21	228
	July	258	32	290
	August	241	33	274
	September	217	47	264
	October	212	13	225
	November	179	18	197
	December	192	23	215
Total		2,502	260	2,762

Redding	January	141	50	191
	February	127	84	211
	March	140	69	209
	April	127	75	202
	May	156	70	226
	June	200	83	283
	July	172	77	249
	August	168	127	295
	September	196	156	352
	October	179	136	315
	November	321	89	410
	December	177	136	313
Total		2,104	1,152	3,256

Rocky Hill	January	400	163	563
	February	355	147	502
	March	375	191	566
	April	346	143	489
	May	432	152	584
	June	412	219	631
	July	431	276	707
	August	393	232	625
	September	387	259	646
	October	414	194	608
	November	355	202	557
	December	386	178	564
Total		4,686	2,356	7,042

E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2003

PSAP Name	Month	Wireline	Wireless	Total Calls
Seymour	January	224	60	284
	February	246	86	332
	March	220	86	306
	April	225	73	298
	May	228	73	301
	June	261	72	333
	July	263	95	358
	August	287	81	368
	September	260	87	347
	October	229	71	300
	November	228	72	300
	December	269	91	360
Total		2,940	947	3,887

Simsbury	January	342	163	505
	February	236	164	400
	March	279	135	414
	April	331	77	408
	May	302	136	438
	June	308	130	438
	July	315	168	483
	August	336	206	542
	September	296	173	469
	October	338	234	572
	November	269	161	430
	December	300	188	488
Total		3,652	1,935	5,587

South Windsor	January	342	181	523
	February	295	171	466
	March	314	194	508
	April	306	162	468
	May	334	216	550
	June	348	174	522
	July	378	256	634
	August	316	228	544
	September	357	194	551
	October	362	255	617
	November	371	245	616
	December	343	326	669
Total		4,066	2,602	6,668

PSAP Name	Month	Wireline	Wireless	Total Calls
Shelton	January	777	211	988
	February	686	191	877
	March	752	217	969
	April	645	196	841
	May	753	257	1,010
	June	835	284	1,119
	July	771	313	1,084
	August	891	340	1,231
	September	728	290	1,018
	October	788	322	1,110
	November	706	326	1,032
	December	853	458	1,311
Total		9,185	3,405	12,590

South Central	January	435	95	530
	February	467	111	578
	March	482	110	592
	April	417	101	518
	May	449	106	555
	June	474	132	606
	July	450	141	591
	August	502	152	654
	September	482	163	645
	October	505	155	660
	November	505	108	613
	December	557	164	721
Total		5,725	1,538	7,263

Southbury	January	295	67	362
	February	293	53	346
	March	370	69	439
	April	360	47	407
	May	446	63	509
	June	380	74	454
	July	378	66	444
	August	430	115	545
	September	389	86	475
	October	358	104	462
	November	317	68	385
	December	407	77	484
Total		4,423	889	5,312

E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2003

PSAP Name	Month	Wireline	Wireless	Total Calls
Southington	January	625	196	821
	February	596	228	824
	March	655	229	884
	April	647	198	845
	May	705	237	942
	June	737	303	1,040
	July	694	426	1,120
	August	723	277	1,000
	September	649	337	986
	October	737	324	1,061
	November	660	306	966
	December	703	404	1,107
Total		8,131	3,465	11,596

PSAP Name	Month	Wireline	Wireless	Total Calls
Stamford	January	4,150	937	5,087
	February	3,705	1,009	4,714
	March	4,263	1,827	6,090
	April	4,135	1,442	5,577
	May	4,411	1,254	5,665
	June	4,733	1,741	6,474
	July	4,501	2,168	6,669
	August	4,831	2,463	7,294
	September	4,191	2,110	6,301
	October	4,425	1,722	6,147
	November	4,185	1,830	6,015
	December	4,396	2,089	6,485
Total		51,926	20,592	72,518

State Police Troop A	Month	Wireline	Wireless	Total Calls
State Police Troop A	January	149	4,179	4,328
	February	163	4,000	4,163
	March	180	4,516	4,696
	April	256	3,955	4,211
	May	237	4,605	4,842
	June	252	4,899	5,151
	July	279	5,044	5,323
	August	425	6,341	6,766
	September	341	5,185	5,526
	October	251	4,406	4,657
	November	157	4,267	4,424
	December	216	4,983	5,199
Total		2,906	56,380	59,286

State Police Troop B	Month	Wireline	Wireless	Total Calls
State Police Troop B	January	140	291	431
	February	98	362	460
	March	136	389	525
	April	119	359	478
	May	156	357	513
	June	178	348	526
	July	195	368	563
	August	193	341	534
	September	140	318	458
	October	169	378	547
	November	157	364	521
	December	128	404	532
Total		1,809	4,279	6,088

State Police Troop E	Month	Wireline	Wireless	Total Calls
State Police Troop E	January	367	4,128	4,495
	February	340	4,353	4,693
	March	475	4,790	5,265
	April	426	4,695	5,121
	May	512	4,799	5,311
	June	476	4,860	5,336
	July	609	7,379	7,988
	August	634	7,240	7,874
	September	663	5,670	6,333
	October	472	4,031	4,503
	November	348	3,799	4,147
	December	346	5,146	5,492
Total		5,668	60,890	66,558

State Police Troop G	Month	Wireline	Wireless	Total Calls
State Police Troop G	January	367	22,713	23,080
	February	722	23,174	23,896
	March	392	26,384	26,776
	April	363	24,766	25,129
	May	483	27,487	27,970
	June	412	26,386	26,798
	July	443	26,746	27,189
	August	511	32,711	33,222
	September	441	28,280	28,721
	October	326	21,309	21,635
	November	240	21,113	21,353
	December	265	25,648	25,913
Total		4,965	306,717	311,682

E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2003

PSAP Name	Month	Wireline	Wireless	Total Calls
State Police Troop H	January	1,235	18,074	19,309
	February	1,156	17,280	18,436
	March	858	18,632	19,490
	April	1,191	16,468	17,659
	May	1,410	19,110	20,520
	June	1,483	19,858	21,341
	July	2,017	24,865	26,882
	August	2,777	25,828	28,605
	September	2,989	23,206	26,195
	October	1,135	17,831	18,966
	November	351	16,121	16,472
	December	295	18,006	18,301
Total		16,897	235,279	252,176

State Police Troop L	January	220	373	593
	February	219	425	644
	March	264	400	664
	April	238	411	649
	May	271	461	732
	June	302	484	786
	July	276	519	795
	August	288	666	954
	September	280	432	712
	October	247	493	740
	November	241	402	643
	December	246	517	763
Total		3,092	5,583	8,675

Stonington	January	286	164	450
	February	279	180	459
	March	251	212	463
	April	298	199	497
	May	360	237	597
	June	339	246	585
	July	431	403	834
	August	422	517	939
	September	301	411	712
	October	300	227	527
	November	322	214	536
	December	302	246	548
Total		3,891	3,256	7,147

PSAP Name	Month	Wireline	Wireless	Total Calls
State Police Troop I	January	659	7,659	8,318
	February	620	7,659	8,279
	March	782	8,224	9,006
	April	712	7,914	8,626
	May	920	8,463	9,383
	June	864	9,334	10,198
	July	1,032	10,950	11,982
	August	1,180	11,684	12,864
	September	1,477	10,771	12,248
	October	500	9,382	9,882
	November	295	8,970	9,265
	December	350	10,824	11,174
Total		9,391	111,834	121,225

State Police Troop W	January	294	182	476
	February	258	216	474
	March	110	228	338
	April	140	221	361
	May	164	205	369
	June	161	234	395
	July	160	280	440
	August	116	209	325
	September	88	151	239
	October	113	145	258
	November	153	147	300
	December	136	183	319
Total		1,893	2,401	4,294

Stratford	January	1,261	321	1,582
	February	1,180	346	1,526
	March	1,226	484	1,710
	April	1,236	459	1,695
	May	1,379	498	1,877
	June	1,577	624	2,201
	July	1,519	703	2,222
	August	1,529	882	2,411
	September	1,380	738	2,118
	October	1,394	571	1,965
	November	1,291	550	1,841
	December	1,347	654	2,001
Total		16,319	6,830	23,149

E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2003

PSAP Name	Month	Wireline	Wireless	Total Calls
Suffield	January	228	79	307
	February	213	39	252
	March	188	48	236
	April	148	47	195
	May	193	51	244
	June	167	56	223
	July	158	88	246
	August	212	75	287
	September	208	71	279
	October	171	80	251
	November	160	76	236
	December	191	87	278
Total		2,237	797	3,034

Tolland County	January	1,281	2,250	3,531
	February	1,241	2,301	3,542
	March	1,352	2,177	3,529
	April	1,357	2,270	3,627
	May	1,422	2,378	3,800
	June	1,428	2,101	3,529
	July	1,489	3,698	5,187
	August	1,418	3,331	4,749
	September	1,469	3,026	4,495
	October	1,551	2,207	3,758
	November	1,460	2,082	3,542
	December	1,421	2,183	3,604
Total		16,889	30,004	46,893

Trumbull	January	718	246	964
	February	688	218	906
	March	735	262	997
	April	683	241	924
	May	720	272	992
	June	693	315	1,008
	July	797	343	1,140
	August	698	361	1,059
	September	727	332	1,059
	October	658	388	1,046
	November	658	332	990
	December	726	385	1,111
Total		8,501	3,695	12,196

PSAP Name	Month	Wireline	Wireless	Total Calls
Thomaston	January	82	24	106
	February	93	30	123
	March	103	30	133
	April	74	31	105
	May	89	23	112
	June	89	29	118
	July	80	29	109
	August	94	36	130
	September	75	24	99
	October	86	31	117
	November	63	25	88
	December	95	22	117
Total		1,023	334	1,357

Torrington	January	670	193	863
	February	634	224	858
	March	709	171	880
	April	777	156	933
	May	835	271	1,106
	June	789	269	1,058
	July	767	291	1,058
	August	784	284	1,068
	September	784	274	1,058
	October	751	311	1,062
	November	700	290	990
	December	769	311	1,080
Total		8,969	3,045	12,014

University of Connecticut	January	342	25	367
	February	324	42	366
	March	348	41	389
	April	557	87	644
	May	304	34	338
	June	267	25	292
	July	340	34	374
	August	426	58	484
	September	492	118	610
	October	538	125	663
	November	329	95	424
	December	331	64	395
Total		4,598	748	5,346

E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2003

PSAP Name	Month	Wireline	Wireless	Total Calls
Valley Shore	January	648	3,884	4,532
	February	537	3,837	4,374
	March	709	4,004	4,713
	April	718	3,834	4,552
	May	772	4,125	4,897
	June	836	4,629	5,465
	July	1,007	7,089	8,096
	August	1,018	6,917	7,935
	September	1,004	4,703	5,707
	October	838	3,382	4,220
	November	768	3,424	4,192
	December	828	4,059	4,887
Total		9,683	53,887	63,570

Wallingford	January	616	385	1,001
	February	594	345	939
	March	651	413	1,064
	April	616	335	951
	May	721	451	1,172
	June	676	379	1,055
	July	722	428	1,150
	August	710	390	1,100
	September	663	388	1,051
	October	671	495	1,166
	November	635	424	1,059
	December	650	525	1,175
Total		7,925	4,958	12,883

Waterford	January	384	270	654
	February	365	253	618
	March	384	262	646
	April	378	281	659
	May	463	323	786
	June	494	279	773
	July	504	520	1,024
	August	541	553	1,094
	September	449	468	917
	October	364	356	720
	November	431	413	844
	December	474	410	884
Total		5,231	4,388	9,619

PSAP Name	Month	Wireline	Wireless	Total Calls
Vernon	January	499	158	657
	February	440	150	590
	March	496	140	636
	April	526	142	668
	May	582	191	773
	June	623	170	793
	July	582	231	813
	August	578	244	822
	September	535	217	752
	October	513	177	690
	November	500	195	695
	December	527	180	707
Total		6,401	2,195	8,596

Waterbury	January	4,002	1,165	5,167
	February	3,558	1,300	4,858
	March	4,125	1,354	5,479
	April	3,985	1,278	5,263
	May	4,435	1,424	5,859
	June	4,517	1,503	6,020
	July	4,437	1,597	6,034
	August	4,572	1,831	6,403
	September	3,899	1,780	5,679
	October	3,993	1,528	5,521
	November	3,456	1,512	4,968
	December	3,861	2,044	5,905
Total		48,840	18,316	67,156

Watertown	January	301	178	479
	February	301	189	490
	March	308	189	497
	April	346	168	514
	May	359	219	578
	June	337	219	556
	July	341	235	576
	August	348	285	633
	September	304	214	518
	October	354	227	581
	November	310	214	524
	December	327	318	645
Total		3,936	2,655	6,591

E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2003

PSAP Name	Month	Wireline	Wireless	Total Calls
West Hartford	January	1,092	752	1,844
	February	1,063	720	1,783
	March	1,103	849	1,952
	April	1,028	623	1,651
	May	1,215	922	2,137
	June	1,129	774	1,903
	July	1,127	996	2,123
	August	1,095	1,008	2,103
	September	1,216	971	2,187
	October	1,193	931	2,124
	November	1,026	869	1,895
	December	1,023	914	1,937
Total		13,310	10,329	23,639

Weston	January	189	68	257
	February	180	80	260
	March	242	94	336
	April	189	83	272
	May	216	86	302
	June	189	89	278
	July	196	100	296
	August	196	129	325
	September	187	128	315
	October	192	112	304
	November	161	84	245
	December	200	109	309
Total		2,337	1,162	3,499

Wethersfield	January	496	226	722
	February	436	252	688
	March	524	264	788
	April	482	243	725
	May	513	374	887
	June	497	391	888
	July	515	486	1,001
	August	441	425	866
	September	510	408	918
	October	485	374	859
	November	493	316	809
	December	502	342	844
Total		5,894	4,101	9,995

PSAP Name	Month	Wireline	Wireless	Total Calls
West Haven	January	1,802	574	2,376
	February	1,658	609	2,267
	March	1,749	634	2,383
	April	1,649	665	2,314
	May	1,749	719	2,468
	June	1,888	977	2,865
	July	2,026	1,278	3,304
	August	1,843	1,469	3,312
	September	1,851	1,128	2,979
	October	1,801	891	2,692
	November	1,577	920	2,497
	December	1,908	917	2,825
Total		21,501	10,781	32,282

Westport	January	616	164	780
	February	554	169	723
	March	574	229	803
	April	592	182	774
	May	647	274	921
	June	630	358	988
	July	671	436	1,107
	August	664	480	1,144
	September	519	530	1,049
	October	572	358	930
	November	564	298	862
	December	590	425	1,015
Total		7,193	3,903	11,096

Willimantic	January	949	549	1,498
	February	900	585	1,485
	March	1,000	657	1,657
	April	991	560	1,551
	May	995	550	1,545
	June	1,119	572	1,691
	July	1,145	933	2,078
	August	1,037	948	1,985
	September	1,037	841	1,878
	October	1,283	412	1,695
	November	1,136	468	1,604
	December	1,148	565	1,713
Total		12,740	7,640	20,380

E9-1-1 MONTHLY CALL VOLUME BY PSAP FOR 2003

PSAP Name	Month	Wireline	Wireless	Total Calls
Wilton	January	302	198	500
	February	269	207	476
	March	294	178	472
	April	266	168	434
	May	346	213	559
	June	348	244	592
	July	358	278	636
	August	348	320	668
	September	366	333	699
	October	340	326	666
	November	345	286	631
	December	317	304	621
Total		3,899	3,055	6,954

Windsor Locks	January	211	48	259
	February	197	72	269
	March	231	77	308
	April	205	55	260
	May	202	96	298
	June	259	121	380
	July	212	129	341
	August	223	108	331
	September	232	104	336
	October	243	152	395
	November	253	125	378
	December	266	115	381
Total		2,734	1,202	3,936

Wolcott	January	203	45	248
	February	160	46	206
	March	196	77	273
	April	171	69	240
	May	199	56	255
	June	219	54	273
	July	230	89	319
	August	213	108	321
	September	185	98	283
	October	187	72	259
	November	177	71	248
	December	205	98	303
Total		2,345	883	3,228

PSAP Name	Month	Wireline	Wireless	Total Calls
Windsor	January	539	209	748
	February	528	249	777
	March	534	200	734
	April	468	215	683
	May	523	234	757
	June	537	234	771
	July	574	351	925
	August	572	340	912
	September	514	310	824
	October	528	268	796
	November	463	243	706
	December	589	275	864
Total		6,369	3,128	9,497

Winsted	January	198	85	283
	February	154	75	229
	March	162	71	233
	April	152	104	256
	May	160	81	241
	June	191	130	321
	July	243	91	334
	August	237	136	373
	September	182	148	330
	October	180	103	283
	November	168	120	288
	December	190	120	310
Total		2,217	1,264	3,481

Woodbridge	January	128	60	188
	February	123	87	210
	March	148	105	253
	April	145	71	216
	May	116	96	212
	June	167	92	259
	July	139	74	213
	August	167	115	282
	September	175	116	291
	October	192	98	290
	November	157	135	292
	December	143	157	300
Total		1,800	1,206	3,006

E9-1-1 SYSTEM TRAINING

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

The three steps to the certification process are:

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

Seven training classes were held during the 2003 calendar year. 213 students were trained. Of those students, 194 (91.1%) passed the Telecommunicator's certification examination.

Telecommunicator Training classes held in 2003 were as follows:

- January 13 -24, Department of Public Safety, Middletown
- March 10 - 20, Connecticut State Police Troop G, Bridgeport
- March 24 - May 7, Department of Public Safety, Middletown
- May 12 - 22, Department of Public Safety, Middletown
- July 21 - 29, Cromwell Fire Department, Cromwell
- October 20 - 28, New Haven Regional Fire Academy, New Haven
- December 1 - 9, Department of Public Safety, Middletown.

EMERGENCY MEDICAL DISPATCH (EMD)

Public Act 00-151 requires that “not later than July 1, 2004, each PSAP shall provide emergency medical dispatch (EMD) or shall arrange for EMD to be provided . . .” EMD refers to instructions provided to the 9-1-1 caller by PSAP personnel prior to the arrival of medical services. As of December 31, 2003, 55 PSAPs (51.4%) met this requirement.

To date, 537 students have registered for EMD training, 219 students for calendar year 2003.

- 400 have completed 3-Day EMD training.
- 97 have completed 1-Day training.
- 40 are pending training.

OSET reimburses municipalities for training expenses related to EMD. To date, municipalities have been reimbursed \$107, 717.00 for EMD training.

- FY 01-02 - \$17,970.00
- FY 02-03 - \$33,396.00
- FY 03-04 - \$56,351.00

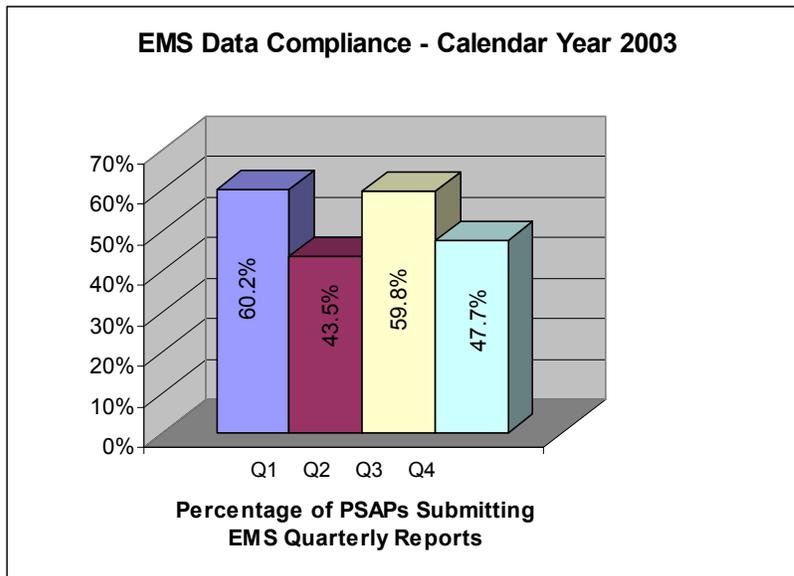
PSAPs with EMD:

Avon	Ledyard	Simsbury
Bethel	Middletown	Southington
Bristol	Middlebury	South Central ECC
Branford	Milford	South Windsor
Clinton	Montville	Stamford
Colchester	New Britain	Suffield
Cromwell	New Haven	Thomaston
Danbury	New London	Tolland
East Hartford	New Milford	Torrington
East Haven	Newtown	Valley Shore
Easton	North Branford	Waterbury
Enfield	North Haven	Wallingford
Fairfield	Northwest CT Public Safety	West Hartford
Farmington	Norwalk	West Haven
Glastonbury	Orange	Westport
Greenwich	Putnam	Wilton
Groton	Quinebaug Valley ECC	Woodbridge
Hamden	Redding	
Hartford	Ridgefield	

EMERGENCY MEDICAL SERVICE (EMS) DATA COLLECTION

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

OSET has collected data from PSAPs for each quarter of 2003. The number and percentages of PSAPs submitting quarterly reports is as follows:



- Quarter 1 - 65 PSAPs submitted reports (60.2%)
- Quarter 2 - 47 PSAPs submitted reports (43.5%)
- Quarter 3 - 64 PSAPs submitted reports (59.8%)
- Quarter 4 - 51 PSAPs submitted reports (46.7%)

Reports are submitted to the Department of Public Health. They are also posted on the OSET web site www.state.ct.us/dps/DFEBS/OSET.htm under "E9-1-1 PSAP Fractile EMS Response Distribution Reports. A chart reflecting quarterly EMS data submissions by PSAP for calendar year 2003 follows.

EMS Quarterly Reports Submitted by PSAPs During 2003

PSAP Name	Q1 Jan - Mar	Q2 Apr - Jun	Q3 Jul - Sep	Q4 Oct - Dec
Ansonia PD	NDS	NDS	X	X
Avon PD	X	NDS	X	X
Berlin PD	X	X	X	X
Bethel PD	NDS	NDS	NDS	NDS
Bloomfield PD	X	X	X	X
Branford PD	NDS	NDS	NDS	NDS
Bridgeport FD	X	NDS	NDS	X
Bristol PD	NDS	NDS	NDS	NDS
Brookfield PD	X	X	X	X
Canton PD	NDS	NDS	NDS	X
Cheshire PD	X	X	X	X
Clinton PD	NDS	NDS	X	NDS
Colchester ECC	X	X	X	X
Cromwell PD	X	X	X	X
Danbury FD	X	X	X	X
Darien PD	X	X	X	X
Deep River ECC	X	X	N/A *	N/A *
Derby PD	X	X	X	NDS
East Hartford PD	NDS	NDS	NDS	NDS
East Haven FD	X	X	NDS	X
East Lyme ECC	NDS	NDS	X	X
East Windsor PD	NDS	X	NDS	NDS
Easton PD	NDS	NDS	X	X
Enfield ECC	X	NDS	X	NDS
Fairfield ECC	NDS	NDS	X	X
Farmington PD	NDS	NDS	NDS	NDS
Glastonbury PD	X	NDS	NDS	NDS
Granby PD	X	X	NDS	NDS
Greenwich PD	NDS	NDS	NDS	NDS
Groton ECC	X	NDS	X	X
Guilford ECC	NDS	NDS	X	X
Hamden Central Comm.	X	X	NDS	NDS
Hartford PD	X	NDS	X	NDS
Ledyard ECC	X	NDS	X	NDS
Litchfield County Dispatch	X	X	X	X
Madison PD	X	X	X	X
Manchester PD	X	X	X	X
Meriden ECC	NDS	NDS	NDS	NDS
Middlebury PD	X	X		X
Middletown Central Comm.	X	X	X	X
Milford FD	X	NDS	X	X
Monroe PD	NDS	NDS	NDS	NDS
Montville Dispatch	X	X	X	X
Naugatuck PD	NDS	NDS	X	NDS
New Britain ERC	NDS	NDS	NDS	NDS
New Canaan PD	X	X	X	X

X = Complete data submitted on time

NDS = No data submitted

N/A * = Not applicable; Deep River EEC ceased operation as a PSAP July 1, 2003.

PSAP Name	Q1	Q2	Q3	Q4
	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec
New Fairfield ECC	NDS	NDS	NDS	NDS
New Haven ERC	X	X	NDS	X
New London PD	X	NDS	X	NDS
New Milford PD	NDS	NDS	X	NDS
Newington PD	X	X	X	X
Newtown PD	X	X	NDS	X
North Branford PD	NDS	NDS	X	X
North Haven ECC	NDS	NDS	NDS	NDS
Northwest CT ECC	X	X	NDS	NDS
Norwalk PD	NDS	NDS	NDS	NDS
Norwich PD	NDS	NDS	NDS	NDS
Old Saybrook PD	X	X	X	NDS
Orange PD	X	X	X	X
Plainville PD	X	X	X	X
Plymouth PD	X	X	NDS	NDS
Putnam PD	NDS	NDS	X	NDS
Quinebaug Valley ECC	X	X	X	X
Redding ECC	X	NDS	NDS	X
Ridgefield PD	X	X	X	X
Rocky Hill PD	X	NDS	NDS	NDS
Seymour PD	X	NDS	NDS	X
Shelton PD	NDS	NDS	X	NDS
Simsbury PD	X	NDS	X	NDS
South Central ECC	X	X	NDS	X
South Windsor PD	NDS	X	X	X
Southbury Public Safety	X	X	NDS	NDS
Southington PD	NDS	NDS	NDS	NDS
Stamford ECC	X	NDS	X	X
State Troop A	X	NDS	NDS	NDS
State Troop B	X	NDS	NDS	NDS
State Troop E	X	X	X	NDS
State Troop G	X	NDS	NDS	NDS
State Troop H	X	X	X	NDS
State Troop I	NDS	NDS	NDS	NDS
State Troop L	X	NDS	NDS	NDS
State Troop W	X	NDS	X	NDS
Stonington PD	X	NDS	X	X
Stratford PD	X	X	X	NDS
Suffield PD	X	NDS	X	NDS
Thomaston PD	NDS	NDS	X	NDS
Tolland County ECC	X	NDS	NDS	NDS
Torrington PD	NDS	NDS	NDS	NDS
Trumbull PD	NDS	NDS	X	NDS
UCONN PD	X	X	NDS	X
Valley Shore ECC	NDS	NDS	X	X
Vernon PD	X	X	X	NDS

X = Complete data submitted on time

NDS = No data submitted

N/A * = Not applicable; Deep River EEC ceased operation as a PSAP July 1, 2003.

PSAP Name	Q1 Jan - Mar	Q2 Apr - Jun	Q3 Jul - Sep	Q4 Oct - Dec
Wallingford PD	X	X	X	X
Waterbury PD	NDS	NDS	NDS	NDS
Waterford ECC	NDS	NDS	NDS	NDS
Watertown PD	X	X	X	X
West Hartford PD	X	X	X	X
West Haven E.R.S.	NDS	NDS	X	X
Weston ECC	NDS	NDS	X	X
Westport PD	X	X	X	NDS
Wethersfield PD	X	X	NDS	NDS
Willimantic ECC	NDS	X	X	X
Wilton PD	NDS	NDS	X	X
Windsor PD	NDS	X	NDS	X
Windsor Locks PD	NDS	NDS	X	X
Winsted PD	NDS	NDS	NDS	NDS
Wolcott PD	X	X	X	NDS
Woodbridge PD	NDS	NDS	X	NDS
Total Submissions	65 or 60.2%	47 or 43.5%	64 or 59.3%	51 46.7%

X = Complete data submitted on time

NDS = No data submitted

N/A * = Not applicable; Deep River EEC ceased operation as a PSAP July 1, 2003.

REQUESTS FOR RADIO FREQUENCIES

The Office of Statewide Emergency Telecommunications is responsible for the coordination of radio frequency requests for public safety agencies within the State. Seventy-six (76) requests for frequencies were processed during the 2003 calendar year.

<u>Town/Agency/Organization</u>	<u># of Applications</u>
American Medical Response	1
Bridgeport Fire Department	1
Burrville Volunteer Fire Department	1
Clinton, City of	1
Clinton, Town of	2
Colchester Emergency Communication Center	1
Columbia Volunteer Fire Department	1
Corrections, Department of	2
Danbury, City of	1
Derby, City of	1
Derby, Town of, Fire Department	1
Durham, Town of	1
East Granby, Town of	1
East Hartford, Town of	6
Echo Hose Hook & Ladder Ambulance Corp.	3
Glastonbury, Town of	3
Greater Hartford Transit District	1
Greenwich, Town of	1
Harwinton Westside Volunteer Fire Department	1
Hazardville, Village of	1
Middletown, City of	2
Monroe, Town of	1
New Fairfield, Town of	1
New Hartford Volunteer Ambulance Service Inc.	2
North Branford, Town of	1
North Canaan Volunteer Ambulance Corp.	1
North Haven, Town of	1
Norwalk Transit District	1
Plainville, Town of	2
Quinebaug Valley Emergency Communications	4
Rocky Hill, Town of	1
South Central Chiefs of Police	2
South Central Connecticut Regional Water Authority	1
Southbury Ambulance Association	1
Naugatuck Valley Technical College, State of Connecticut	1
Sterling, Town of	1
Stevenson Volunteer Fire Co.	1

<u>Town/Agency/Organization</u>	<u># of Applications</u>
Suffield, Town of	1
Terryville, City of	1
Thomaston, Town of	1
Thomaston, Town of, Police Department	1
Thompsonville Fire	1
Turn of the River Fire Department	1
US Attorney's Office	1
Vernon, Town of	1
Waterford, Town of	1
West Hartford, Town of	3
Western Connecticut State University	1
Weston, Town of	2
Wethersfield Volunteer Ambulance Association	2
Wethersfield, Town of	1
Windsor Locks, Town of	1
Woodbridge, Town of	2
Total	76

E9-1-1- SURCHARGE

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

In accordance with the provisions of the Regulations of the State Of Connecticut Section 28-24-10, OSET submitted its operating budget for E9-1-1- service, and the implementation of Section 28-24-1 through 28-24-11 to the DPUC for fiscal year 2003-2004. The budget requirements resulted in setting the surcharge at twenty cents (20¢) per month for a single telephone line for the period June 1, 2003 through May 30, 2004. There is a sliding scale for customers with multiple phone lines. The current surcharge rates are listed below.

# of Lines	Per-Line Assessment
1	\$0.20 per line
2	\$0.15 per line
3	\$0.13 per line
4-5	\$0.12 per line
6-10	\$0.10per line
11-25	\$0.08 per line
26-50	\$0.07 per line
51-99	\$0.05 per line
100+	\$0.04 per line

See Appendix A for the budget submitted to DPUC for fiscal year 2003 - 2004.

GLOSSARY

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

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

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

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

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

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 (ESRI) is a geographic information system (GIS) software vendor/provider.

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

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

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

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

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

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

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

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

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

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

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

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