

Annual Report for 2017

Division of Statewide Emergency Telecommunications

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Division of Statewide Emergency Telecommunications



STATE OF CONNECTICUT

DEPARTMENT OF EMERGENCY SERVICES & PUBLIC PROTECTION OFFICE OF THE COMMISSIONER

Introduction and Executive Summary

To the Honorable Members of the General Assembly:

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

The Division of Statewide Emergency Telecommunications provides for statewide Enhanced 9-1-1 (E911) planning and implementation, public safety telecommunicator training and certification, public safety frequency coordination, funding for regional emergency communication centers, funding for cities with population greater than 40,000, public safety answering points (PSAPs), grant assistance for capital expenses for PSAPs and financial assistance for coordinated medical emergency direction (CMED). DSET provides all state and local public safety agencies with street centerline and street address information (geographic information systems or GIS) for emergency response purposes. DSET also provides chairmanship and plan development for the six New England states 700MHz, 800MHz and 4.9MHz planning committees.

This report details the activities relating to Enhanced 9-1-1 (E9-1-1) emergency telephone service during the calendar year 2017 and the activities anticipated for the ensuing year.

Replacement of the Enhanced 9-1-1 System – An Internet Protocol (IP) based 9-1-1 system known as Next-Generation 9-1-1 (NG911) has replaced the legacy Enhanced 9-1-1 system that had been in place for more than sixteen years. The new NG911 system has the capability to process text, images and video along with the emergency call, as that technology becomes available and is cost effective to implement. NG911 is transported over the PSDN. Implementation of the NG911 call handling platform at all Connecticut Public Safety Answering Points was completed in 2017. Text-to-911 service is scheduled for 2018.

Connecticut Public Safety Data Network –The PSDN is an ultra-high speed, flexible fiber optic data network that is serving as the base transport infrastructure and interconnectivity pathway for public safety-related applications and services throughout the State. Its primary purpose is to provide the required connectivity for the NG911 system. Additionally, the network provides a single connectivity source to allow for the integration of systems, applications and currently disparate networks so that vital information and resources can easily be shared amongst the various public safety entities throughout the state. The installation of the fiber and the required network equipment is now complete at every PSAP in the state. During 2010, Connecticut was successful in leveraging our PSDN investment as the match to obtain an additional \$93.8 Million in federal funds from the Broadband Technologies Opportunities Program (BTOP). This federal

Division of Statewide Emergency Telecommunications

grant program provided funding to extend the PSDN to over 400 additional public safety sites at Fire Departments and Police Departments throughout the state, as well as providing connections to extend the Connecticut Education Network. The grant portion of the network was completed by September, 2013, meeting all federal requirements. In addition to supporting NG911 service over the network, it also is the platform for more than 75 working public safety applications in use by municipalities and other state agencies.

Emergency Notification –The CT Alert Emergency Notification System utilizes the E9-1-1 database and a citizen opt-in database in order to provide emergency notification services to our citizens. It is used to warn citizens of significant events which would impact their safety and the safety of those around them. The system can be used by State officials for large-scale notifications, and for local incident notifications managed by the local PSAP. During 2017, 142 CT Alerts were broadcast to the public, delivering over 1,588,739 messages to our citizens. 172,004 Connecticut residents have opted in to CT Alert, 11.7% of Connecticut households.

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

9-1-1 Calls – During the calendar year 2017, Connecticut's 104 public safety answering points and four State Police Secondary Answering Points processed a total of 2,220,464 9-1-1 calls, an increase of 1% over the total 9-1-1 calls made in 2016. The call count report - Appendix B - is attached.

- The number of 9-1-1 calls received from wireless telephones was 1,750,869, an increase of 0.2% over wireless calls received in 2016. Wireless 9-1-1 calls made up 78.9% of all the 9-1-1 calls in Connecticut in 2017.
- The number of 9-1-1 calls received from conventional wire-line telephones was 336,684, an increase of 1.3% over wire-line calls received in 2016. Wire-line calls comprised just 15.2% of all 9-1-1 calls in 2017.
- The number of 9-1-1 calls received from Voice of Internet Protocol (VoIP) telephones was 132,911, an increase of 11.0 % over VoIP calls received in 2016. VoIP calls were 6% of all 9-1-1 calls in 2017.

Wireline Carriers – Frontier Communications and Verizon serve as Connecticut's incumbent local exchange carriers (ILECs), 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. Two CLECs (AT&T, and Verizon Business) reported that they had updated 100% of their subscriber records within the two-day requirement for each of the four calendar quarters.

E9-1-1 Surcharge – Every telephone customer pays a monthly surcharge on their telephone bill to provide for funding the costs of 9-1-1 services. The Department of Energy and Environmental Protection, Public Utilities Regulatory Authority (PURA) sets the surcharge based upon cost and usage data provided by DSET. PURA set the current rate at .58 for FY18, which is enabling DSET to continue to fund its various programs, grants and subsidies, as well as replacement of the obsolete E911 system.

Budget – The estimated "Statewide Enhanced 9-1-1 Program" operating budget for the state FY18 is \$31,707,764. The budget is found in Appendix A.

Funding – DSET funding provides for the following PSAP initiatives:

- Training: Each PSAP is eligible for reimbursement of training costs at the rate of 10 cents per capita to provide training for certified telecommunicators and supervisors.

Division of Statewide Emergency Telecommunications

- **Funded Entities:** In 2017, 21 municipal PSAPs, seven regional emergency telecommunication centers and nine multi-town PSAPs were eligible to receive funding from DSET. Funding is based on the calculation of the funding formula in accordance with the Regulations of Connecticut.
- **Capital Expense Grants:** Funded cities and regional centers may use up to fifty percent of their funding for capital expenses. Additionally, a capital expenditure account was created based on 12.5 percent of the total funding with a cap at 25 percent in year two, which allows funded cities and regional centers to apply for capital expenditures from the fund, if matched dollar per dollar by local funds.

Capital expenditure grants totaling \$95,000 were used to improve and upgrade emergency telecommunications equipment, software and radio systems. To date, seven grants were awarded in FY 17/18 to four regional emergency communication centers and one funded municipality.

- **State Police Funding:** Approximately one-third of all 9-1-1 calls received by Connecticut PSAPs are answered by the Connecticut State Police (CSP). To support that level of effort, CSP is provided \$1 per 9-1-1 call. Total funding for FY 17/18 was \$548,195.
- **CMED Funding:** CMED (Coordinated Medical Emergency Direction) is funded at .30 per capita to give fiscal relief to towns and cities.

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

Sincerely,



Dora B. Schriro
Commissioner

Division of Statewide Emergency Telecommunications

Enhanced 9-1-1 Commission

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

The members of the Enhanced 9-1-1 Commission in 2017 were:

Chairman Ernest Herrick, representing the Volunteer Fire Service;

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

John Elsesser, representing the Council of Small Towns;

Jeffrey Morrisette, representing the State Fire Administrator;

Donald Richardson, representing Wireless Services;

Wendy Furniss, representing Department of Public Health, Division of Emergency Medical Services;

George Battle, representing the Department of Emergency Services and Public Protection, Connecticut State Police;

Clayton Northgraves, representing E9-1-1 Public Safety Answering Points;

Lee Vincent, representing the Connecticut Conference of Municipalities;

William Hackett, representing the Division of Emergency Management and Homeland Security;

Chief Marc Montminy, representing the Municipal Police Chiefs;

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

Michele Etzel, representing the Public

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Enhanced 9-1-1 Commission Meeting Schedule

All Enhanced 9-1-1 Commission Meetings are held quarterly on Fridays at:

Department of Emergency Services and Public Protection

Second Floor, Room 245
1111 Country Club Road
Middletown, CT 06457

Enhanced 9-1-1 Commission meetings were held in 2017 on the following dates:

January 6, 2017
April 7, 2017
July 7, 2017
October 6, 2017

Enhanced 9-1-1 Commission meetings dates scheduled for 2018 are as follows:

January 5, 2018
April 6, 2018
July 6, 2018
October 5, 2018

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

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NG 911 replacement of the Enhanced 9-1-1 Telecommunications System

DSET has replaced Connecticut's aging E9-1-1 system. The legacy system and equipment were no longer manufactured and the software was unsupported. The legacy E9-1-1 system was replaced by a Next Generation 9-1-1 (NG911) platform. The NG911 system is currently receiving calls from traditional networks, and it will become capable of processing emergency calls that include text messages, pictures, video and data from telematics and automatic crash notification systems.

NG911 software and hardware has been deployed in 108 PSAPs, requiring staff, equipment, expertise and financial resources. Over 2,000 telecommunicators and public safety personnel have been trained on the new system. Public education initiatives are being developed and include input from stakeholders to address changes in how 9-1-1 calls, video and photos will be handled. Implementation was delayed in 2016, while the call handling component of the system was changed. Installation of the call handling component at all Connecticut Public Safety Answering Points was completed in 2017, with text-to-911 service deployment scheduled for the spring of 2018.

Public Safety Data Network (PSDN)

The PSDN is an ultra high speed and flexible fiber optic data network that serves as a base transport infrastructure and interconnectivity pathway for public safety related applications and services throughout the State. Its primary purpose is to provide the connectivity for NG911 services. Additionally, the network provides connectivity to allow for the integration of systems and applications so that vital information and resources can easily be shared among various public safety entities throughout the State.

Phase One of the PSDN encompasses connections to the following locations: 108 PSAPs, Department of Emergency Services and Public Protection (DESPP) Headquarters, DESPP Rocky Hill, DESPP Meriden campus, and Bureau of Enterprise Systems and Technology/DAS in East Hartford, via a fiber optic network. The network provides the connectivity needed for optimal 9-1-1 services, deliver greater reliability and speed, enable improved interoperability (including radio interoperability), and reduce costs to the State for the delivery of criminal justice information system services such as Connecticut On-Line Law Enforcement Communication Teleprocessing and National Crime Information Center. Phase Two extends the network to another 403 public safety sites using the Federal Broadband Technology Opportunities Grant (BTOP) awarded in 2010.

Governance is required to manage the connections, expectations, service level and costs related to other public safety organizations taking advantage of the PSDN. In order to manage that process, the PSDN Governance Board has been created to review and approve applications for use as well as setting policy. The Board is coordinated by DSET. An on-line application process has been implemented. As of 2017, over 130 applications for use of the PSDN have been submitted with 75 working public safety applications in use by municipalities and other state agencies.

CT Alert Emergency Notification System

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

Division of Statewide Emergency Telecommunications

CT Alert has two main components:

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

The system is available for use by a number of state agencies and most of the 9-1-1 PSAPs in the state. Six PSAPs have elected not to use CT Alert, but will continue to rely on their existing systems for local alerting. CT Alert utilizes the NG911 database for geo-notifications to the public for life-threatening emergencies. The NG911 data includes only traditional wire-line telephone numbers in the state. A Citizen Opt-In Registration Web Page (CTAlert.gov) is available to the public that allows for communication pathways not included in the E9-1-1 database such as mobile phones / smart phones, VoIP landlines, 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 2017 more than 172,004 households have registered their communication pathways via the Citizen Opt-In Web Page or through the community engagement portals.

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. These locations could be where their children go to school or where other family members may reside.

In 2017 one hundred and forty-two (142) CT Alert broadcasts were made to the public, totaling over 1,588,739 emergency notifications. The types of alerts broadcast included weather information including severe weather warnings, downed power lines, missing persons and criminal activities.

Regionalization

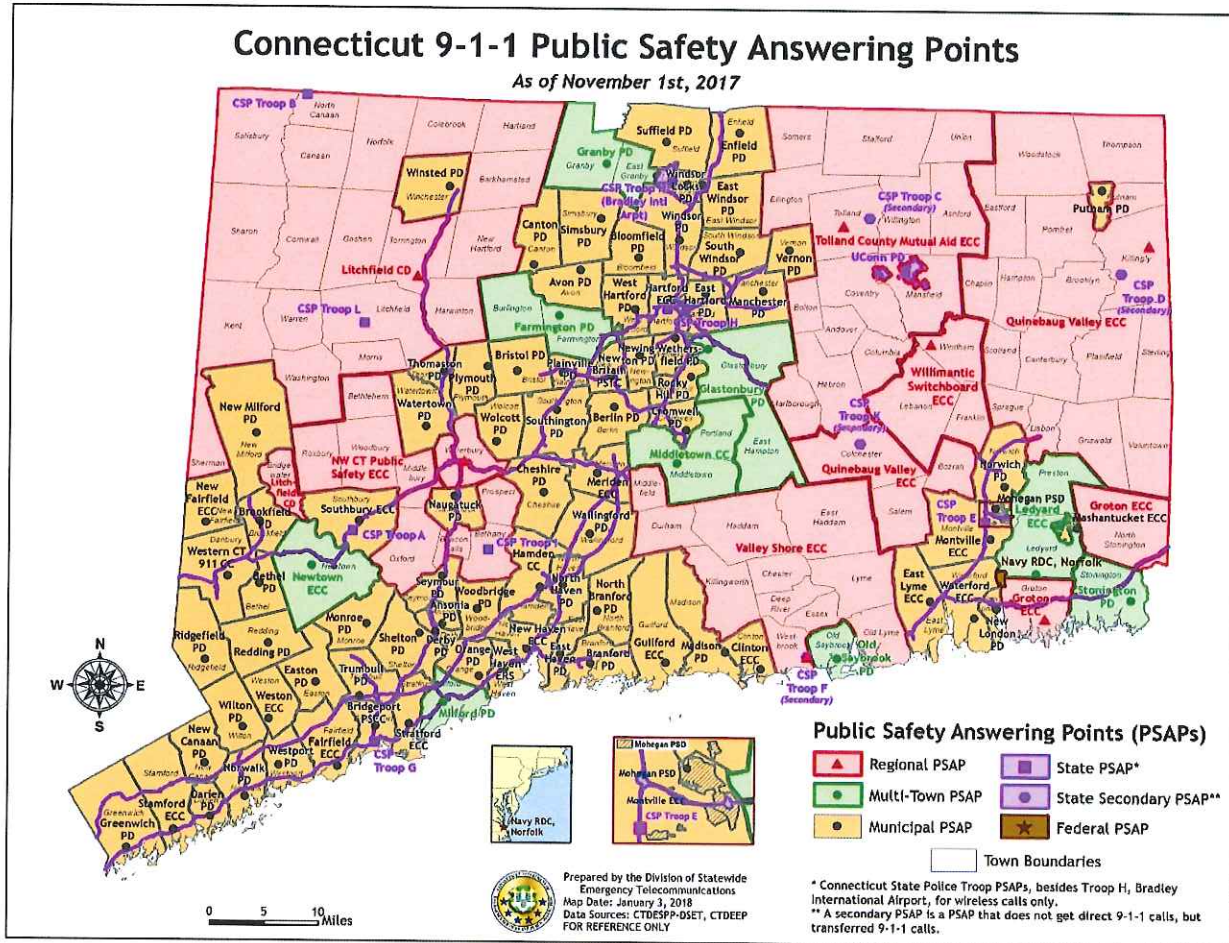
There are currently 108 Public Safety Answering Points (PSAPs) serving the 169 town/cities of Connecticut. The cost of equipping these PSAPs with hardware, software and technology is the State’s responsibility. Next Generation 9-1-1 improvements make this requirement one of significant proportion. It has long been a goal of DSET and the Enhanced 9-1-1 Commission to reduce the number of stand-alone PSAPs by encouraging consolidation. To achieve this goal DSET has funded many studies requested by local governments to consider mergers of dispatch and 9-1-1 centers. DSET also provides a number of financial incentives, such as funding to relocate telephone and radio equipment, as well as to design and plan new communication centers, for the purpose of consolidation.

DSET has elicited public input in order to formulate recommendations for regulation changes to the Regional PSAP subsidy funding formula so as to provide a more equitable distribution of funding among the regional centers. DSET has developed an alternative funding model that will provide a more equitable distribution of funds, while at the same time continue to encourage consolidation of PSAPs. These changes are designed to lessen the impact of the number of towns comprising a Regional Emergency Communications Center and place more emphasis on 911 call volume and populations served. This proposed change is currently working through the regulations revision process.

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

DSET GIS/Mapping Report



9-1-1 GIS Metrics

Street Centerline Updating – DSET continues to collect and process street and address updates that have been provided by the towns and PSAPs. DSET has verified the street names of 217,629 street segments, updated the address ranges of 10,733 street segments, and updated the location of 86,130 street segments since taking over the updating process from Tele Atlas. These updates help improve the locating of and dispatch of emergency services to 9-1-1 callers.

Address Points added to NG 9-1-1 system – DSET has added GIS building and tax parcel center address points (total of 1,047,141, as of December 31st, 2017) for many of Connecticut’s municipalities to the new NG911 system. This new GIS dataset will be used in conjunction with the GIS street centerline to further improve call location accuracy.

ALI Geocoding Results – DSET continues to increase the number of 9-1-1 ALI address records that can be mapped, or geocoded, in the 9-1-1 system. As of December 31st, 2017, the percentage of mapped ALI records has reached 99.02%

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The Region 19 current 700MHz plan allows distribution of 700 MHz general use frequency spectrum. In 2016 it received several applications from New England States; Connecticut Department of Emergency Services & Public Protection/Connecticut Telecommunications Services (10 applications), Massachusetts State Police (4 applications), New Hampshire Department of Resources & Economic Development, City of Stamford, CT. The Committee is the clearing house for the 700MHz "State Licensed" channels used in New England. Applications for other public safety entities will be provided from the CAPRAD County, on a first come first serve basis, when spectrum is exhausted, the reserve channel pool will be allocated.

The Region 19 700MHz committee has a 4.9GHz Plan on file with the FCC, it requires all New England Public Safety Services, compliance with written procedures, coordinating and sharing resources and eliminating duplicate facilities. In 2012 congress passed groundbreaking legislation for a Nationwide 700MHz Public Safety Broadband Network (NPSBN). It allocates D Block spectrum to public safety, provides \$7 billion federal funding for the network, and establishes a nationwide governance structure, the First Responder Network Authority (FirstNet). It will be a single LTE (Long Term Evolution) nationwide network, which facilitates public safety communications. It will be the first high-speed, broadband and data network dedicated to public safety. It is designed to provide interoperability and communication, between first responders, regardless of their location or device. It will also provide enhanced reliability, availability and survivability.

Region 19 800MHz Committee received applications for system modifications in 2016 from several New England States. The following applications were approved; Connecticut Department of Emergency Services & Public Protection/ Connecticut Telecommunications Services (3 applications), Town of West Hartford, CT, Farmington, CT and Portland, ME.

Telecommunicator Training and Certification

In 2017 twelve certification classes were held, 153 telecommunicators were trained and certified in 9-1-1 emergency telecommunications. In addition, 336 telecommunicators were recertified. NG 911 equipment training was provided to over 2067 telecommunicators in advance of their PSAP's NG 911 cutover. Classes were presented at the Connecticut training facility by instructors from AT&T and West Corporation. Additionally, instructors were present at each cutover to provide additional assistance as needed.

E9-1-1 Surcharge

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

In accordance with the Regulations of Connecticut State Agencies Section 28-24-10, DSET submitted its operating budget for E9-1-1 services to PURA. The budget requirements and increase in surcharge cap resulted in setting the surcharge at \$0.58 per month for a single telephone line.

Public Safety Answering Point Training Fund

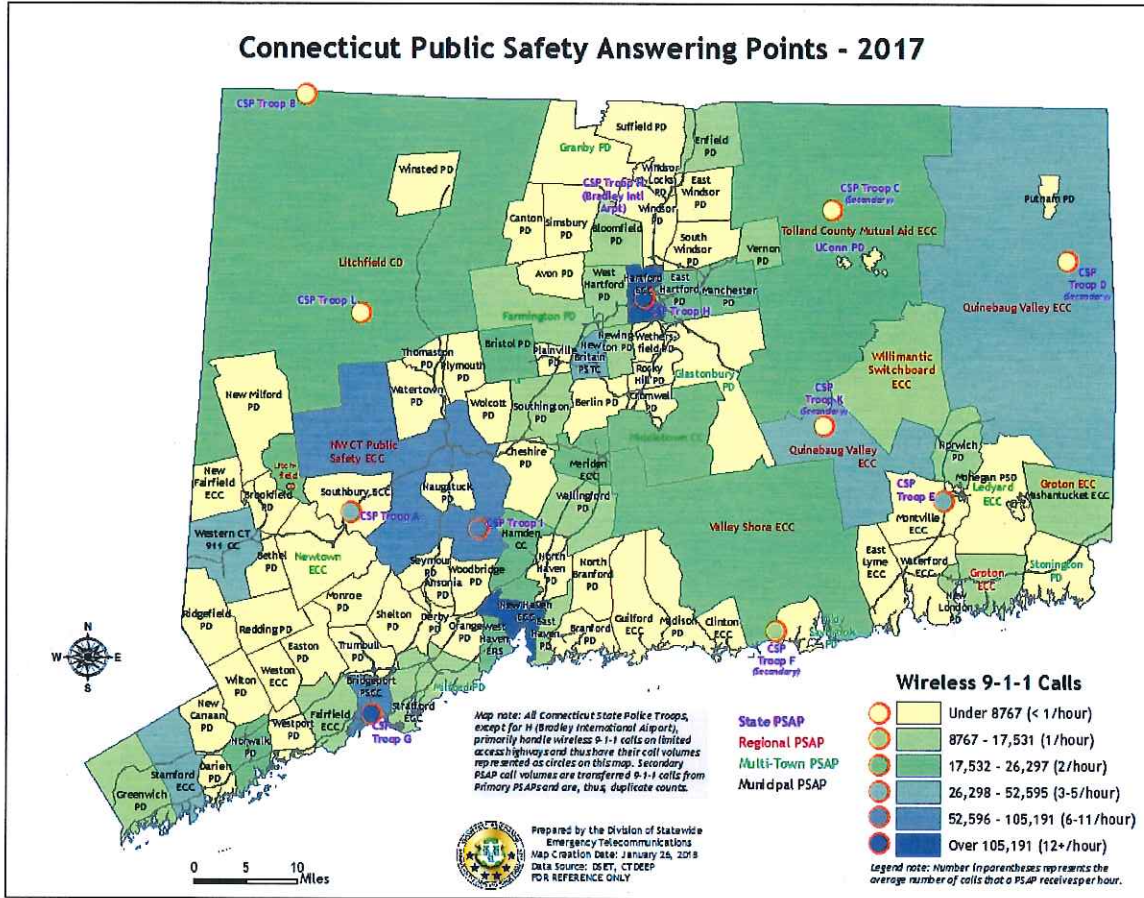
The Division of Statewide Emergency Telecommunications provides a training subsidy to public safety answering points. The intent of the funding is to provide opportunities to telecommunicators to attend various training and conferences for professional development.

At the time of this report, 26 of the state's public safety answering points had utilized this funding in fiscal year 2017. Total reimbursements for this period have exceeded \$47,643. Training includes attendance at conferences, memberships

Division of Statewide Emergency Telecommunications

using the street centerline data and 99.33% using a combination of address point and street centerline data. This is up from 98.93% and 99.23%, respectively in 2016.

Call volume maps - DSET has created PSAP-based 9-1-1 call volume maps to complement the 2017 call volume data. The four-map set consists of total call volume (see map below), wireline call volume, wireless call volume, and VoIP (Voice over Internet Protocol) call volume. All four maps will be available on the DSET website here: http://www.ct.gov/despp/cwp/view.asp?a=4437&Q=515094&desppNAV_GID=2127&desppNav=



Agency GIS/Mapping Support – DSET GIS continues to assist other agency divisions with GIS/mapping support. Examples include DSET GIS providing the Connecticut State Police (CSP) with a customized version of the 9-1-1 street centerline GIS dataset for their Computer Aided Dispatch and assisting the Crimes Analysis unit with analysis and mapping for the School Security Competitive Grant Program and Narcan Usage.

GIS Support for CT Alert – DSET continues to work with the state's emergency notification system vendor, Everbridge, to support the GIS portion of CT Alert system, including the maintenance of the mapped ALI database on a monthly basis.

2016 Statewide Orthoimagery Flight – Continuing its role from the successful 2012 Statewide Orthoimagery acquisition, the Department of Emergency Services and Public Protection (DESPP), signed a memorandum of understanding in 2015 with the Department of Transportation (DOT), the Office of Policy and Management (OPM), and the Capitol Region Council of Governments, on behalf of all state Councils of Governments, to procure a statewide high-resolution aerial orthoimagery dataset. The acquisition flight for the dataset was flown in the spring 2016 (leaf-off conditions) and covered all of Connecticut (approximately 5,266 square miles). The orthoimagery is three inch resolution and consists of 4-bands, containing true color and near infrared. Due to the continually changing Connecticut landscape, the need for orthoimagery that is regularly updated is essential for public safety/9-1-1, homeland security/emergency management, and other

Division of Statewide Emergency Telecommunications

governmental operations. The project will be jointly funded by DESPP, DOT, and the COGs, will be publicly available without license restrictions, and will support the various missions of State, Regional, and Municipal government.

As of October 5, 2017, the imagery acquisition for the flight is complete (April, 2016), the QA/QC process with the vendor is complete, and all data of the state, imagery and Lidar has been delivered. The imagery and Lidar can be viewed here: <http://cteco.uconn.edu/data/flight2016/index.htm>. The orthoimagery will also be available to download via a data download page from CT ECO.



2012
12" resolution

2016
3" resolution

GIS Support for State Emergency Operation Center (EOC) Geolab –DSET GIS continues to lend support to the EOC Geolab during disaster exercises and activations. The Geolab is used during these events to produce numerous mapping products for the EOC staff, including commodity distribution, and power outage maps. DSET GIS is also lending support to the Division of Emergency Management and Homeland Security for updating the GIS hardware and software used within the EOC Geolab.

Frequency Coordination 2017

On October 17, 2014 the FCC adopted a Report and Order, PS Docket Nos. 13-87 and WT Docket 02-378, revising the 700MHz rules for public safety narrowband channels. Specifically, the narrowband reserve channels (twenty four 12.5 kHz channels) were released for state and local public safety users. In Connecticut, 10 licenses within 6 towns in Fairfield County were impacted. T-Band incumbents will need to vacate their UHF spectrum by January 1, 2021. The public safety community does not support auctioning existing allocated public safety spectrum, specifically T-Band (470 - 512MHz) for commercial use, as it is a critical resource for first responders to ensure access to a broadband network capable of providing reliable high speed data/video/voice applications and Next Generation 9-1-1 (NG911). In 2015, Region 19 met the FCC 700MHz Amended Plan filing requirement, by allocating twenty-four 12.5KHz reserve spectrum to provide priority access, and allocated a set of six reserve channels (12.5KHz bandwidth) for the New England States. Region 19 is submitting a 700MHz Amended Plan to the FCC. If approved it will distribute twenty-four 12.5 KHz reserve channels on a five year priority basis to T-Band incumbents. 700MHz applications for all other public safety entities will be provided from the CAPRAD County frequency spectrum pool. When the general use spectrum is exhausted, the reserve channel pool will be allocated.

Division of Statewide Emergency Telecommunications

to professional organizations and training on public safety related topics such as crisis intervention, quality assurance and stress management. DSET strongly encourages utilization of these funds and opportunities. PSAPs are regularly reminded of the availability of funds and advised of training opportunities when appropriate.

Emergency Medical Dispatch

Sec. 28-25b of Connecticut General Statutes requires that each PSAP provide or arrange for emergency medical dispatch (EMD) to be provided by certified personnel. Using approved medical protocols, 9-1-1 callers can be given instructions on how to help the patient until medical services arrive. To date (FY 17/18 total reimbursements for EMD training and materials were \$17,202 for this period.

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

9-1-1 Call Counts

During the calendar year 2017, Connecticut's 104 public safety answering points and four State Police Secondary Answering Points processed a total of 2,220,464 calls, an increase of 0.98% over 9-1-1 calls made in 2016.

Wireless 9-1-1 calls made up 78.9% of all the 9-1-1 calls in Connecticut in 2017.

- The number of 9-1-1 calls received from wireless telephones was 1,750,869, an increase of 0.2% over wireless calls received in 2016.
- The number of 9-1-1 calls received from conventional wire-line telephones was 336,684, an increase of 1.3% over wire-line calls received in 2016.
- The number of 9-1-1 calls received from Voice of Internet Protocol (VoIP) telephones was 132,911, an increase of 11.0 % over VoIP calls received in 2016.

Appendix A - BUDGET FY18



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STATE OF CONNECTICUT
Department of Emergency Services and Public Protection
Dr. Dora B. Schriro, Commissioner

D.E.S.P.-P.U.R.A.
EXECUTIVE SECRETARY

March 28, 2017

Jeffrey R. Gaudiosi, Esq.
Executive Secretary
Public Utilities Regulatory Authority
10 Franklin Square
New Britain, CT 06051

RE: Docket 17-01-07 Annual Assessment Proceeding to Fund the Development and Administration of the Enhanced Emergency 9-1-1 Program - 2017.


Dear Mr. Gaudiosi:

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

The estimated "Statewide Enhanced 9-1-1 Program" operating budget for FY 2018 is \$31,707,764.66. The attached documents entitled "Requirements for the Operating Budget of the Statewide Enhanced 9-1-1 Program" provides detailed information for each budget category.

Should you require further information, please contact William Youell, Director of the Division of Statewide Emergency Telecommunications at 860-685-8108.

Sincerely,


Dr. Dora B. Schriro, Commissioner

Enclosure

Department of Emergency Services and Public Protection

DIVISION OF STATEWIDE EMERGENCY TELECOMMUNICATIONS

**Requirements for the Operating Budget
Of the Statewide Enhanced 9-1-1 Program
Fiscal Year 2018
Budget Narrative**

Item #1 9-1-1 Systems:

This category includes the cost of the E911 network, CPE maintenance and E911 database services. Estimated costs for network services/database management are \$3,217,152 for FY 2018. These costs include ISDN lines, computer services, tandem connections, database management and support services.

Estimated NG911 costs including maintenance for the following: UVN, ESInet, UPS Equipment, NG911 system and the Public Safety Data Network are \$10,583,822. Total 9-1-1 Systems costs are estimated at \$13,800,973.

Item #2 Emergency Telecommunications Services and Support:

Funding for 9-1-1 street centerline and address data updates for fiscal year 2018 is estimated at \$31,000 for hardware, software and custom formatting. Costs for provision of services to provide geographic information system (GIS) business data and geocoding are \$60,000. Total GIS costs are estimated at \$91,000.

The cost of providing translation services to all PSAPs is calculated to be \$36,000. CT Alert, Connecticut's emergency notification system used by both State officials for large-scale notifications, and local notifications managed by PSAPs to alert citizens of public safety threats is estimated at \$942,303.

Interoperability of radio systems is contingent upon the P-25 switch, which is estimated at \$495,480. Projected costs for Telecommunications Service Priority (TSP), a program that prioritizes restoration of telecommunication services in the event of a failure, is \$11,325.

Included in FY 2018 budget is \$100,000 for public education initiatives to increase awareness of Connecticut's Emergency Notification System, CT Alert, as well as NG911 which will allow Text to 9-1-1.

Total Emergency Telecommunications Services and Support are \$1,676,108.

Item #3 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 2018 requirements are \$4,993,674 for seven regional emergency communications centers (RECC).

Item #4 Funding for Cities with Populations over 40,000:

Funding for the 21 cities in Connecticut with populations in excess of 40,000 is determined by calculation of the formula in Section 28-24-3 of the regulations of the State of Connecticut. The total amount calculated for 21 cities for FY 2018 is \$3,581,795.

Item #5 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 calculated to be \$806,851 for nine multi-town PSAPs.

Item #6 CMED Subsidy:

Each municipality in the state will receive a subsidy for Coordinated Emergency Medical Direction (CMED) services as required by Connecticut General Statute Sec.28-24-(c) (2) at the rate of 30 cents per capita. Based upon a statewide population of 3,590,952, the total amount for the CMED subsidy for FY 2018 is \$1,077,285.

Item #7 PSAP Training Subsidy:

This subsidy will provide a training allowance for all PSAPs to use exclusively for the purpose of providing 9-1-1 related training for telecommunicators. This subsidy is based on 10 cents per capita, using population figures from the Department of Public Health. The total amount required for FY 2018 is \$359,787.

Item #8 Telecommunicator Certification Training:

This annual cost is for training public safety telecommunicators, required by Connecticut General Statutes Section 28-30 and reimbursement for Emergency Medical Dispatch (EMD) training. The projected cost of public safety telecommunicator training, including training on the NG9-1-1 call handling equipment and EMD is \$135,000.

Item #9 Division of Statewide Emergency Telecommunications (DSET):

The anticipated operational costs for the Division of Statewide Emergency Telecommunications for FY 2018 are \$3,089,704.

Item #10 CSP Subsidy:

This budget item provides funding for the Connecticut State Police (CSP) for the purpose of providing 9-1-1 emergency telecommunications services and is calculated with the formula of \$1.00 for each 9-1-1 call received by Connecticut State Police public safety answering points. Based on 9-1-1 call counts from 2016 the subsidy for CSP will be \$548,195.

Item #11 EMS Data Subsidy to the Department of Public Health:

This annual subsidy is intended to facilitate the collection of EMS data within the Department of Public Health as required by Connecticut General Statute Sec.28-24-(c) (7). For FY 2018 this cost is \$250,000.

Item #12 New Regionals:

This category can only be estimated. A hypothetical group of municipalities currently operating as stand-alone APs is used as the basis for estimating the cost of a new regional or multi-town emergency communications center. DSET anticipates additional regionalization efforts, estimated costs are \$119,929.

Item #13 Transition Grants:

Based on current known activity and requests, DSET estimates that one stand-alone PSAP will join another municipality to form a new multi-town PSAP. Grants are capped at \$250,000 per municipality. Total transition grant funding is estimated at \$500,000.

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. Any regional emergency communications center or funded city requesting this subsidy must provide matching local funds. The total amount budgeted for FY 2018 is \$768,459.

Total Budget Requirements:

The total amount of funding requirements for the Enhanced 911 budget for FY 2018 is \$31,707,764.

Budget Requirements FY 2018

<u>Budget Item</u>	<u>Total Requirements</u>
Item 1: 9-1-1 Systems	\$13,800,973.84
Item 2: Emergency Telecommunications Services and Support	\$1,676,108.00
Item 3: Regionals Subsidy	\$4,993,674.59
Item 4: City Subsidy	\$3,581,795.78
Item 5: Multi-Town PSAPs	\$806,851.02
Item 6: CMED Subsidy	\$1,077,285.60
Item 7: PSAP Training Subsidy	\$359,787.10
Item 8: Telecommunicator Certification Training	\$135,000.00
Item 9: DSET Costs	\$3,089,704.04
Item 10: CSP	\$548,195.00
Item 11: DPH Subsidy	\$250,000.00
Item 12 : New Multi-Town ECC	\$119,929.82
Item 13: Transition Grants	\$500,000.00
Item 14: Capital Expenses	\$768,459.85
FY 2018 Budget Requirement	\$31,707,764.66

Item #1
9-1-1 Systems FY 2018

Estimated E9-1-1 Network Cost	
Database Management	
ALISA Database Software Maintenance	\$431,832.00
Data Assurance Group MSAG Maintenance	\$1,007,118.72
IT programming and Consulting Selective Router Software Maintenance	\$9,376.80
Network Management	
Tandem Services	\$320,035.68
End Office Trunk Pkg.	\$74,991.84
End Office Transport	\$197,102.76
Tandem to Tandem and Tandem to Database Interoffice Trunking	\$19,075.08
E911 ISDN BRI flat rate @\$40 plus E911 BRI line feature pkg. @ \$26.54	\$232,373.00
Remote Monitoring and 911 callback services	\$187,629.96
Centralink 2100 State Police Lines	\$6,648.00
E911 CPE Maintenance	\$730,968.00
	\$3,217,151.84
Estimated NG 9-1-1 Network Costs	
NG911 Maintenance (UVN and ESInet)	\$196,154.00
NG911 System Platform Maintenance	\$2,863,164.00
NG 911 System Maintenance/PSDN System Maintenance	\$744,925.00
UPS Maintenance	\$48,650.00
UPS Refresh	\$548,552.00
PSDN Maintenance	\$2,951,185.00
Network Management/Monitoring	\$3,231,192.00
TOTAL NG911 Costs	\$10,583,822.00
TOTAL NETWORK COSTS	
	\$13,800,973.84

**Item #3
Funding for Regionals FY 2018**

TOWN/CITY	Population	# 911 Calls	Var.1	Var.2	FY 2018
Groton ECC					
Town of Groton	39,692				
Groton Long Point	0				
City of Groton	0				
No. Stonington	5,256				
FY 2018	44,948	1	0.8	1	\$163,430.93
Litchfield County Dispatch					
Barkhamsted	3,685				
Borough Bantam	0				
Borough Litchfield	0				
Bridgewater	1,659				
Canaan	1,185				
Colebrook	1,436				
Cornwall	1,387				
Goshen	2,904				
Hartland	2,127				
Harwinton	5,493				
Kent	2,869				
Litchfield	8,212				
Morris	2,293				
New Hartford	6,764				
Norfolk	1,643				
North Canaan	3,194				
Salisbury	3,638				
Sharon	2,706				
Sherman	3,668				
Torrington	34,906				
Warren	1,417				
Washington	3,466				
FY 2018	94,652	1	4.4	1	\$1,032,464.02
	P	N	C1	C2	Subsidy
Northwest Public Safety					
Beacon Falls	6,081				
Bethany	5,510				

**Item #3
Funding for Regionals FY 2018**

TOWN/CITY	Population	# 911 Calls	Var.1	Var.2	FY 2018
Bethlehem	3,473				
Middlebury	7,634				
Oxford	13,013				
Prospect	9,739				
Roxbury	2,187				
Waterbury	108,802				
Woodbury	9,636				
FY 2018	166,075	1	1.8	1	\$939,320.20
Quinebaug Valley ECC					
Bor. Danielson	0				
Bor. Jewett City	0				
Bozrah	2,603				
Brooklyn	8,259				
Canterbury	5,089				
Chaplin	2,255				
Colchester	16,130				
East Putnam Fire	2,497				
Eastford	1,750				
Griswold	11,830				
Hampton	1,849				
Killingly	17,131				
Lisbon	4,310				
Plainfield	15,077				
Pomfret	4,163				
Salem	4,183				
Scotland	1,686				
Sprague	2,951				
Sterling	3,764				
Thompson	9,290				
Voluntown	2,579				
Woodstock	7,838				
FY 2018	125,234	1	4.254	1	\$1,329,118.46
Tolland County Mutual Aid					
Andover	3,262				
Ashford	4,251				

**Item #3
Funding for Regionals FY 2018**

TOWN/CITY	Population	# 911 Calls	Var.1	Var.2	FY 2018
Bolton	4,947				
Columbia	5,434				
Coventry	12,438				
Ellington	15,916				
Hebron	9,552				
Mansfield	26,043				
Marlborough	6,430				
Somers	11,432				
Stafford	11,837				
Tolland	14,849				
Union	843				
Willington	5,908				
FY 2018	133,142	1	2.65	1	\$981,655.97
Valley Shore ECC					
Chester	4,277				
Deep River	4,516				
Durham	7,301				
East Haddam	9,081				
Essex	6,586				
Haddam	8,292				
Killingworth	6,455				
Lyme	2,374				
Middlefield	4,407				
Old Lyme	7,521				
Westbrook	6,902				
FY 2018	67,712	1	2.2	1	\$437,690.37
Willimantic Fire Switchboard					
Franklin	1,975				
Lebanon	7,259				
Windham	24,799				
FY 2018	34,033	1	0.6	1	\$109,994.66
<u>TOTAL SUBSIDY</u>					<u>\$4,993,674.59</u>

**Item #4
Funding for Cities: FY 2018**

Cities	Population	Calls	VAR.1	VAR.2	FY 2018
Bridgeport	P	N	C1	C2	Subsidy
FY 2018	147,629	1.47	0.1	1	\$481,346.38
Bristol					
FY 2018	60,452	1	0.1	1	\$134,324.34
Danbury					
FY 2018	84,657	1	0.1	1	\$188,107.85
East Hartford					
FY 2018	50,821	1	0.1	1	\$112,924.26
Enfield					
FY 2018	44,323	1	0.1	1	\$98,485.71
Fairfield					
FY 2018	61,523	1	0.1	1	\$136,704.11
Greenwich					
FY 2018	62,695	1	0.1	1	\$139,308.29
Hamden					
FY 2018	61,218	1	0.1	1	\$136,026.40
Hartford					
FY 2018	124,006	2.59	0.1	1	\$712,561.28
Manchester					
FY 2018	58,007	1	0.1	1	\$128,891.55
Meriden					
FY 2018	59,988	1	0.1	0	\$12,117.58
New Britain					
FY 2018	72,808	1	0.1	1	\$161,779.38

**Item #4
Funding for Cities: FY 2018**

Cities	Population	Calls	VAR.1	VAR.2	FY 2018
New Haven					
FY 2018	130,322	1.91	0.1	1	\$553,089.17
Norwalk					
FY 2018	88,485	1	0.1	1	\$196,613.67
Southington					
FY 2018	43,817	1	0.1	1	\$97,361.37
Stamford					
FY 2018	128,874	1	0.1	1	\$286,358.03
Shelton					
FY 2018	41,296	1	0.1	0	\$8,341.79
Stratford					
FY 2018	52,609	1	0.1	1	\$116,897.20
Wallingford					
FY 2018	44,893	1	0.1	1	\$99,752.25
West Hartford					
FY 2018	63,053	1	0.1	1	\$140,103.77
West Haven					
FY 2018	54,927	1	0.1	1	\$122,047.79
<u>TOTAL SUBSIDY</u>	1,536,403				\$3,581,795.78

Item #5
Funding for Mutli-Town PSAPs FY 2018

TOWN/CITY	Population	CALLS	VAR.1	VAR.2	FY 2018	
	P	N	C1	C2	Subsidy	
Farmington	25,629					
Burlington	9,623					
FY 2018	35,252	1	0.4	1	\$99,692.66	
Glastonbury	34,678					
East Hampton	12,858					
FY 2018	47,536	1	0.4	1	\$134,431.81	
Granby	11,298					
East Granby	5,199					
FY 2018	16,497	1	0.4	1	\$46,653.52	
Ledyard	15,025					
Preston	4,707					
FY 2018	19,732	1	0.4	1	\$55,802.10	
Middletown	46,756					
Portland	9,391					
FY 2018	56,147	1	0.4	1	\$158,783.72	
Milford	53,592					
Woodmont	0					
FY 2018	53,592	1	0.4	1	\$151,558.18	
Newtown	28,022					
Borough of Newtown	0					
FY 2018	28,022	1	0.4	1	\$79,246.22	
Old Saybrook	10,160					
Fenwick	0					
FY 2018	10,160	1	0.4	1	\$28,732.48	
Stonington	18,370					
Borough of Stonington	0					
FY 2018	18,370	1	0.4	1	\$51,950.36	
<u>TOTAL SUBSIDY</u>					\$806,851.02	

Item #6
CMED: FY 2018

<u>Town</u>	<u>Population</u>	<u>\$.30 Funding</u>
Andover	3,262	\$978.60
Ansonia	18,854	\$5,656.20
Ashford	4,251	\$1,275.30
Avon	18,414	\$5,524.20
Barkhamsted	3,685	\$1,105.50
Beacon Falls	6,081	\$1,824.30
Berlin	20,560	\$6,168.00
Bethany	5,510	\$1,653.00
Bethel	19,529	\$5,858.70
Bethlehem	3,473	\$1,041.90
Bloomfield	20,749	\$6,224.70
Bolton	4,947	\$1,484.10
Bozrah	2,603	\$780.90
Branford	28,145	\$8,443.50
Bridgeport	147,629	\$44,288.70
Bridgewater	1,659	\$497.70
Bristol	60,452	\$18,135.60
Brookfield	17,143	\$5,142.90
Brooklyn	8,259	\$2,477.70
Burlington	9,623	\$2,886.90
Canaan	1,185	\$355.50
Canterbury	5,089	\$1,526.70
Canton	10,330	\$3,099.00
Chaplin	2,255	\$676.50
Cheshire	29,262	\$8,778.60
Chester	4,277	\$1,283.10
Clinton	13,047	\$3,914.10
Colchester	16,130	\$4,839.00
Colebrook	1,436	\$430.80
Columbia	5,434	\$1,630.20
Cornwall	1,387	\$416.10
Coventry	12,438	\$3,731.40
Cromwell	14,043	\$4,212.90
Danbury	84,657	\$25,397.10
Darien	21,787	\$6,536.10
Deep River	4,516	\$1,354.80
Derby	12,700	\$3,810.00
Durham	7,301	\$2,190.30
East Granby	5,199	\$1,559.70
East Haddam	9,081	\$2,724.30
East Hampton	12,858	\$3,857.40
East Hartford	50,821	\$15,246.30
East Haven	28,935	\$8,680.50
East Lyme	19,343	\$5,802.90

**Item #6
CMED: FY 2018**

<u>Town</u>	<u>Population</u>	<u>\$.30 Funding</u>
East Windsor	11,400	\$3,420.00
Eastford	1,750	\$525.00
Easton	7,625	\$2,287.50
Ellington	15,916	\$4,774.80
Enfield	44,323	\$13,296.90
Essex	6,586	\$1,975.80
Fairfield	61,523	\$18,456.90
Farmington	25,629	\$7,688.70
Franklin	1,975	\$592.50
Glastonbury	34,678	\$10,403.40
Goshen	2,904	\$871.20
Granby	11,298	\$3,389.40
Greenwich	62,695	\$18,808.50
Griswold	11,830	\$3,549.00
Groton	39,692	\$11,907.60
Guilford	22,350	\$6,705.00
Haddam	8,292	\$2,487.60
Hamden	61,218	\$18,365.40
Hampton	1,849	\$554.70
Hartford	124,006	\$37,201.80
Hartland	2,127	\$638.10
Harwinton	5,493	\$1,647.90
Hebron	9,552	\$2,865.60
Kent	2,869	\$860.70
Killingly	17,131	\$5,139.30
Killingworth	6,455	\$1,936.50
Lebanon	7,259	\$2,177.70
Ledyard	15,025	\$4,507.50
Lisbon	4,310	\$1,293.00
Litchfield	8,212	\$2,463.60
Lyme	2,374	\$712.20
Madison	18,223	\$5,466.90
Manchester	58,007	\$17,402.10
Mansfield	26,043	\$7,812.90
Marlborough	6,430	\$1,929.00
Meriden	59,988	\$17,996.40
Middlebury	7,634	\$2,290.20
Middlefield	4,407	\$1,322.10
Middletown	46,756	\$14,026.80
Milford	53,592	\$16,077.60
Monroe	19,833	\$5,949.90
Montville	19,396	\$5,818.80
Morris	2,293	\$687.90
Naugatuck	31,538	\$9,461.40

Item #6
CMED: FY 2018

<u>Town</u>	<u>Population</u>	<u>\$.30 Funding</u>
New Britain	72,808	\$21,842.40
New Canaan	20,387	\$6,116.10
New Fairfield	14,126	\$4,237.80
New Hartford	6,764	\$2,029.20
New Haven	130,322	\$39,096.60
New London	27,179	\$8,153.70
New Milford	27,276	\$8,182.80
Newington	30,604	\$9,181.20
Newtown	28,022	\$8,406.60
Norfolk	1,643	\$492.90
North Branford	14,263	\$4,278.90
North Canaan	3,194	\$958.20
North Haven	23,828	\$7,148.40
North Stonington	5,256	\$1,576.80
Norwalk	88,485	\$26,545.50
Norwich	39,899	\$11,969.70
Old Lyme	7,521	\$2,256.30
Old Saybrook	10,217	\$3,065.10
Orange	13,944	\$4,183.20
Oxford	13,013	\$3,903.90
Plainfield	15,077	\$4,523.10
Plainville	17,773	\$5,331.90
Plymouth	11,813	\$3,543.90
Pomfret	4,163	\$1,248.90
Portland	9,391	\$2,817.30
Preston	4,707	\$1,412.10
Prospect	9,739	\$2,921.70
Putnam	9,372	\$2,811.60
Redding	9,293	\$2,787.90
Ridgefield	25,244	\$7,573.20
Rocky Hill	20,021	\$6,006.30
Roxbury	2,187	\$656.10
Salem	4,183	\$1,254.90
Salisbury	3,638	\$1,091.40
Scotland	1,686	\$505.80
Seymour	16,475	\$4,942.50
Sharon	2,706	\$811.80
Shelton	41,296	\$12,388.80
Sherman	3,668	\$1,100.40
Simsbury	24,348	\$7,304.40
Somers	11,432	\$3,429.60
South Windsor	25,789	\$7,736.70
Southbury	19,675	\$5,902.50
Southington	43,817	\$13,145.10

Item #6
CMED: FY 2018

<u>Town</u>	<u>Population</u>	<u>\$.30 Funding</u>
Sprague	2,951	\$885.30
Stafford	11,837	\$3,551.10
Stamford	128,874	\$38,662.20
Sterling	3,764	\$1,129.20
Stonington	18,370	\$5,511.00
Stratford	52,609	\$15,782.70
Suffield	15,662	\$4,698.60
Thomaston	7,621	\$2,286.30
Thompson	9,290	\$2,787.00
Tolland	14,849	\$4,454.70
Torrington	34,906	\$10,471.80
Trumbull	36,628	\$10,988.40
Union	843	\$252.90
Vernon	28,959	\$8,687.70
Voluntown	2,579	\$773.70
Wallingford	44,893	\$13,467.90
Warren	1,417	\$425.10
Washington	3,466	\$1,039.80
Waterbury	108,802	\$32,640.60
Waterford	19,281	\$5,784.30
Watertown	21,911	\$6,573.30
West Hartford	63,053	\$18,915.90
West Haven	54,927	\$16,478.10
Westbrook	6,902	\$2,070.60
Weston	10,387	\$3,116.10
Westport	27,899	\$8,369.70
Wethersfield	26,367	\$7,910.10
Willington	5,908	\$1,772.40
Wilton	18,714	\$5,614.20
Winchester	10,829	\$3,248.70
Windham	24,799	\$7,439.70
Windsor	29,016	\$8,704.80
Windsor Locks	12,537	\$3,761.10
Wolcott	16,673	\$5,001.90
Woodbridge	8,886	\$2,665.80
Woodbury	9,636	\$2,890.80
Woodstock	7,838	\$2,351.40
<u>TOTAL SUBSIDY</u>	3,590,952	\$1,077,285.60

Item #7
PSAP Training Funds FY 2018

<u>Public Safety Answering Point</u>	<u>Population</u>	<u>\$.10 per capita</u>		
Ansonia	18,854	\$1,885.40		
Avon PD	18,414	\$1,841.40		
Berlin PD	20,560	\$2,056.00		
Bethel PD	19,529	\$1,952.90		
Bloomfield PD	20,749	\$2,074.90		
Branford PD	28,145	\$2,814.50		
Bridgeport ECC	147,629	\$14,762.90		
Bristol PD	60,452	\$6,045.20		
Brookfield PD	17,143	\$1,714.30		
Canton PD	10,330	\$1,033.00		
Cheshire PD	29,262	\$2,926.20		
Clinton ECC	13,047	\$1,304.70		
Cromwell PD	14,034	\$1,403.40		
Danbury	84,657	\$8,465.70		
Darien PD	21,787	\$2,178.70		
Derby PD	12,700	\$1,270.00		
East Hartford PD	50,821	\$5,082.10		
East Haven FD	28,935	\$2,893.50		
East Lyme	19,343	\$1,934.30		
East Windsor PD	11,400	\$1,140.00		
Easton PD	7,625	\$762.50		
Enfield PD	44,323	\$4,432.30		
Fairfield ECC	61,523	\$6,152.30		
Farmington PD/(Burlington)	35,252	\$3,525.20		
Glastonbury PD (East Hampton)	47,536	\$4,753.60		
Granby PD/(East Granby)	16,497	\$1,649.70		
Greenwich PD	62,695	\$6,269.50		
Groton ECC	44,948	\$4,494.80		
Guilford ECC	22,350	\$2,235.00		
Hamden Central	61,218	\$6,121.80		
Hartford PD	124,006	\$12,400.60		
Ledyard ECC/(Preston)	19,732	\$1,973.20		
Litchfield County Dispatch	94,652	\$9,465.20		
Madison PD	18,223	\$1,822.30		
Manchester PD	58,007	\$5,800.70		
Meriden PD	59,988	\$5,998.80		
Middletown ECC/(Portland)	56,147	\$5,614.70		
Milford	53,592	\$5,359.20		
Monroe PD	19,833	\$1,983.30		
Montville ECC	19,396	\$1,939.60		
Naugatuck PD	31,538	\$3,153.80		
New Britain ECC	72,808	\$7,280.80		
New Canaan PD	20,387	\$2,038.70		
New Fairfield ECC	14,126	\$1,412.60		

**Item #7
PSAP Training Funds FY 2018**

Public Safety Answering Point	Population	\$.10 per capita		
New Haven ECC	130,322	\$13,032.20		
New London PD	27,179	\$2,717.90		
New Milford PD	27,276	\$2,727.60		
Newington PD	30,604	\$3,060.40		
Newtown PD	28,022	\$2,802.20		
North Branford PD	14,263	\$1,426.30		
North Haven PD	23,828	\$2,382.80		
Northwest Ct. Public Safety	166,075	\$16,607.50		
Norwalk PD	88,485	\$8,848.50		
Norwich PD	39,899	\$3,989.90		
Old Saybrook PD	10,160	\$1,016.00		
Orange PD	13,944	\$1,394.40		
Plainville PD	17,773	\$1,777.30		
Plymouth PD	11,813	\$1,181.30		
Putnam	9,372	\$937.20		
Quinebaug Valley EC	125,234	\$12,523.40		
Redding PD	9,293	\$929.30		
Ridgefield PD	25,244	\$2,524.40		
Rocky Hill PD	20,021	\$2,002.10		
Seymour PD	16,475	\$1,647.50		
Shelton PD	41,296	\$4,129.60		
Simsbury PD	24,348	\$2,434.80		
South Windsor PD	25,789	\$2,578.90		
Southbury ECC	19,675	\$1,967.50		
Southington PD	43,817	\$4,381.70		
Stamford ECC	128,874	\$12,887.40		
Stonington PD	18,370	\$1,837.00		
Stratford PD	52,609	\$5,260.90		
Suffield PD	15,662	\$1,566.20		
Thomaston PD	7,621	\$762.10		
Tolland County	133,142	\$13,314.20		
Trumbull ECC	36,628	\$3,662.80		
UCONN	12,236	\$1,223.60		
Valley Shore ECC	67,712	\$6,771.20		
Vernon PD	28,959	\$2,895.90		
Wallingford PD	44,893	\$4,489.30		
Waterford ECC	19,281	\$1,928.10		
Watertown PD	21,911	\$2,191.10		
West Hartford PD	63,053	\$6,305.30		
West Haven ERS	54,927	\$5,492.70		
Weston ECC	10,387	\$1,038.70		
Westport PD	27,899	\$2,789.90		
Wethersfield PD	26,367	\$2,636.70		
Willimantic Switchboard	34,033	\$3,403.30		

Item #7
PSAP Training Funds FY 2018

<u>Public Safety Answering Point</u>	<u>Population</u>	<u>\$.10 per capita</u>		
Wilton PD	18,714	\$1,871.40		
Windsor PD	29,016	\$2,901.60		
Windsor Locks PD	12,537	\$1,253.70		
Winsted PD	10,829	\$1,082.90		
Wolcott PD	8,886	\$888.60		
Woodbridge PD	8,925	\$892.50		
<u>TOTAL</u>		<u>\$359,787.10</u>		

Item #8
Training and Certification FY 2018

Training	
Period of FY 2018	
Telecommunicator Training Program	\$20,000.00
EMD CSP Trooper and Telecommunicator Training	\$115,000.00
<u>Total:</u>	<u>\$135,000.00</u>

Item #10
CSP Budget: FY 2018

State Police Troop	2016 # 911 Calls	Subsidy
CSP A	52,986	\$52,986
CSP B	3,496	\$3,496
CSP E	29,943	\$29,943
CSP G	207,443	\$207,443
CSP H	148,054	\$148,054
CSP I	94,012	\$94,012
CSP L	9,377	\$9,377
CSP W (BIA)	2,884	\$2,884
<u>TOTAL</u>	548,195	\$548,195

Item #11
DPH Subsidy: FY 2018

Department of Public Health		
Transfer of Funds for EMS		
Period of 2018		
EMS payment to Dept. of Public Health	\$250,000	
<u>TOTAL</u>	<u>\$250,000</u>	

**Item #12
New Multi-Town: FY 2018**

New Multi-Town ECC					
Hypothetical Multi-Town	Municipality	Population	#911 Calls	Var.1	Total FY 2018 Subsidy
Region 1	Town A	14,263			
	Town B	28,145			
		42,408	1	0.4	\$119,929.82
<u>TOTAL</u>					<u>\$119,929.82</u>

**Item #13
Transition Grants: FY 2018**

Projected Amounts Required for Transition Grants				
				Estimated
FY 2018			# of Towns	Transition @ \$250,000
Projected Transition Grants			2	\$500,000
<u>TOTAL</u>				<u>\$500,000</u>

Item #14
Capital Expense Costs: FY 2018

<u>Category</u>	<u>Subsidy FY 2018</u>		12.5% Capital	
Regionals	\$4,720,249.01		\$590,031.13	
Cities	\$1,427,429.83		\$178,428.73	
<u>TOTAL</u>			<u>\$768,459.85</u>	

Appendix B – CALL COUNT REPORT

ANSONIA PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	40	82	514	636
FEB	56	58	365	479
MAR	50	60	414	524
APR	66	66	375	507
MAY	54	65	468	587
JUN	124	86	471	681
JUL	57	93	551	701
AUG	78	74	402	554
SEP	56	66	473	595
OCT	76	62	512	650
NOV	72	61	356	489
DEC	63	66	461	590
YTD	792	839	5362	6993

BETHEL PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	89	90	303	482
FEB	76	97	293	466
MAR	69	117	314	500
APR	72	92	357	521
MAY	111	83	375	569
JUN	91	80	406	577
JUL	92	89	376	557
AUG	151	97	397	645
SEP	67	109	419	595
OCT	93	123	510	726
NOV	84	104	364	552
DEC	91	119	517	727
YTD	1086	1200	4631	6917

AVON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	94	96	325	515
FEB	81	61	259	401
MAR	109	79	324	512
APR	80	104	374	558
MAY	77	115	458	650
JUN	52	88	539	679
JUL	43	95	402	540
AUG	64	111	403	578
SEP	41	82	417	540
OCT	62	88	446	596
NOV	58	75	512	645
DEC	75	103	482	660
YTD	836	1097	4941	6874

BLOOMFIELD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	153	141	520	814
FEB	115	111	487	713
MAR	127	125	575	827
APR	175	170	616	961
MAY	185	179	891	1255
JUN	161	172	925	1258
JUL	175	164	879	1218
AUG	142	177	936	1255
SEP	159	186	881	1226
OCT	157	199	826	1182
NOV	185	136	668	989
DEC	190	174	776	1140
YTD	1924	1934	8980	12838

BERLIN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	71	66	323	460
FEB	220	53	370	643
MAR	89	61	344	494
APR	75	75	403	553
MAY	89	88	609	786
JUN	75	91	531	697
JUL	69	72	474	615
AUG	63	77	534	674
SEP	80	59	521	660
OCT	113	74	459	646
NOV	71	82	424	577
DEC	84	84	519	687
YTD	1099	882	5511	7492

BRANFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	139	151	465	755
FEB	174	121	463	758
MAR	178	151	507	836
APR	209	173	521	903
MAY	184	204	722	1110
JUN	187	171	759	1117
JUL	174	170	708	1052
AUG	207	161	591	959
SEP	180	176	628	984
OCT	198	190	699	1087
NOV	184	247	561	992
DEC	170	153	580	903
YTD	2184	2068	7204	11456

BRIDGEPORT ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	1689	173	7258	9120
FEB	1363	152	6502	8017
MAR	1575	171	6967	8713
APR	1491	142	7501	9134
MAY	1529	193	7666	9388
JUN	1689	187	8245	10121
JUL	1815	156	9207	11178
AUG	1592	180	8268	10040
SEP	1562	159	8140	9861
OCT	2441	196	9108	11745
NOV	2545	160	8125	10830
DEC	2679	175	8678	11532
YTD	21970	2044	95665	119679

CANTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	62	30	129	221
FEB	42	27	114	183
MAR	46	27	130	203
APR	48	29	127	204
MAY	113	33	311	457
JUN	57	34	243	334
JUL	60	30	220	310
AUG	42	41	208	291
SEP	60	28	198	286
OCT	62	24	200	286
NOV	67	17	253	337
DEC	69	39	198	306
YTD	728	359	2331	3418

BRISTOL PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	240	278	1143	1661
FEB	251	196	1102	1549
MAR	272	208	1258	1738
APR	208	209	1330	1747
MAY	267	236	1387	1890
JUN	393	272	1615	2280
JUL	255	334	1881	2470
AUG	308	364	1854	2526
SEP	305	286	1711	2302
OCT	224	332	1833	2389
NOV	274	270	1584	2128
DEC	269	304	1709	2282
YTD	3266	3289	18407	24962

CHESHIRE PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	235	10	245	490
FEB	162	10	285	457
MAR	201	9	335	545
APR	241	4	336	581
MAY	246	12	389	647
JUN	268	15	403	686
JUL	240	7	387	634
AUG	267	21	463	751
SEP	212	11	363	586
OCT	244	13	448	705
NOV	246	11	401	658
DEC	250	13	422	685
YTD	2812	136	4477	7425

BROOKFIELD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	120	20	211	351
FEB	102	12	227	341
MAR	124	10	229	363
APR	124	16	242	382
MAY	106	15	274	395
JUN	125	16	271	412
JUL	118	12	297	427
AUG	114	13	236	363
SEP	169	11	308	488
OCT	148	13	317	478
NOV	122	22	251	395
DEC	125	12	251	388
YTD	1497	172	3114	4783

CLINTON ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	47	38	198	283
FEB	27	28	176	231
MAR	58	58	247	363
APR	82	41	291	414
MAY	55	54	271	380
JUN	42	52	338	432
JUL	60	55	344	459
AUG	41	50	349	440
SEP	90	66	312	468
OCT	45	34	310	389
NOV	56	47	261	364
DEC	51	44	256	351
YTD	654	567	3353	4574

CROMWELL PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	81	46	240	367
FEB	79	52	262	393
MAR	77	58	266	401
APR	57	37	282	376
MAY	138	50	345	533
JUN	90	51	333	474
JUL	86	44	339	469
AUG	89	62	303	454
SEP	88	49	277	414
OCT	67	62	312	441
NOV	67	60	256	383
DEC	74	58	271	403
YTD	993	629	3486	5108

CSP TROOP B

Month	Wireline	VoIP	Wireless	Total Calls
JAN	49	19	188	256
FEB	37	17	185	239
MAR	40	16	184	240
APR	37	15	229	281
MAY	66	25	289	380
JUN	60	18	337	415
JUL	67	37	340	444
AUG	55	29	267	351
SEP	64	14	271	349
OCT	54	21	293	368
NOV	35	21	258	314
DEC	54	19	257	330
YTD	618	251	3098	3967

CSP BIA

Month	Wireline	VoIP	Wireless	Total Calls
JAN	52	5	107	164
FEB	55	5	95	155
MAR	41	8	138	187
APR	37	5	135	177
MAY	47	5	153	205
JUN	45	15	171	231
JUL	82	14	255	351
AUG	48	5	209	262
SEP	52	9	186	247
OCT	35	12	261	308
NOV	55	3	210	268
DEC	34	0	216	250
YTD	583	86	2136	2805

CSP TROOP C (Secondary)

Month	Wireline	VoIP	Wireless	Total Calls
JAN	57	21	621	699
FEB	55	19	609	683
MAR	60	27	634	721
APR	74	18	666	758
MAY	70	27	650	747
JUN	76	24	741	841
JUL	76	19	684	779
AUG	72	20	800	892
SEP	90	29	764	883
OCT	117	21	758	896
NOV	51	21	643	715
DEC	70	26	729	825
YTD	868	272	8299	9439

CSP TROOP A

Month	Wireline	VoIP	Wireless	Total Calls
JAN	26	11	3680	3717
FEB	26	8	3309	3343
MAR	58	10	4223	4291
APR	19	12	4846	4877
MAY	35	14	5665	5714
JUN	24	16	4811	4851
JUL	30	9	4473	4512
AUG	31	15	4165	4211
SEP	26	16	4106	4148
OCT	32	18	4403	4453
NOV	28	21	4042	4091
DEC	33	11	4045	4089
YTD	368	161	51768	52297

CSP TROOP D (Secondary)

Month	Wireline	VoIP	Wireless	Total Calls
JAN	62	15	439	516
FEB	49	7	412	468
MAR	52	7	437	496
APR	85	15	496	596
MAY	71	12	577	660
JUN	64	15	598	677
JUL	60	13	622	695
AUG	76	12	563	651
SEP	70	18	533	621
OCT	76	25	597	698
NOV	56	14	543	613
DEC	61	19	536	616
YTD	782	172	6353	7307

CSP TROOP E

Month	Wireline	VoIP	Wireless	Total Calls
JAN	58	33	2011	2102
FEB	45	30	1786	1861
MAR	62	23	1834	1919
APR	51	39	2461	2551
MAY	55	39	2514	2608
JUN	47	36	2695	2778
JUL	37	38	2736	2811
AUG	57	41	2562	2660
SEP	45	36	2142	2223
OCT	49	61	2366	2476
NOV	53	34	2116	2203
DEC	30	37	2153	2220
YTD	589	447	27376	28412

CSP TROOP H

Month	Wireline	VoIP	Wireless	Total Calls
JAN	16	15	11376	11407
FEB	15	19	10421	10455
MAR	20	16	11044	11080
APR	35	14	10998	11047
MAY	33	19	12059	12111
JUN	35	15	12577	12627
JUL	18	12	12847	12877
AUG	30	14	12217	12261
SEP	61	16	11536	11613
OCT	30	17	11251	11298
NOV	20	22	10509	10551
DEC	30	17	10631	10678
YTD	343	196	137466	138005

CSP TROOP F (Secondary)

Month	Wireline	VoIP	Wireless	Total Calls
JAN	29	35	726	790
FEB	32	29	575	636
MAR	25	40	628	693
APR	28	48	743	819
MAY	41	44	838	923
JUN	43	45	993	1081
JUL	36	51	1137	1224
AUG	39	56	1006	1101
SEP	28	44	830	902
OCT	71	57	883	1011
NOV	22	63	794	879
DEC	42	47	807	896
YTD	436	559	9960	10955

CSP TROOP I

Month	Wireline	VoIP	Wireless	Total Calls
JAN	27	40	7265	7332
FEB	9	24	6189	6222
MAR	28	18	6238	6284
APR	21	23	6593	6637
MAY	19	21	7229	7269
JUN	33	27	7488	7548
JUL	24	37	10241	10302
AUG	53	31	7777	7861
SEP	14	21	6481	6516
OCT	23	35	7066	7124
NOV	26	37	6258	6321
DEC	21	32	6129	6182
YTD	298	346	84954	85598

CSP TROOP G

Month	Wireline	VoIP	Wireless	Total Calls
JAN	17	14	13489	13520
FEB	26	9	12209	12244
MAR	17	18	13457	13492
APR	16	26	14342	14384
MAY	25	10	15489	15524
JUN	19	14	16780	16813
JUL	22	16	17681	17719
AUG	19	20	16190	16229
SEP	32	23	14487	14542
OCT	24	17	13951	13992
NOV	34	29	12502	12565
DEC	15	23	12746	12784
YTD	266	219	173323	173808

CSP TROOP K (Secondary)

Month	Wireline	VoIP	Wireless	Total Calls
JAN	43	40	657	740
FEB	39	41	533	613
MAR	41	40	588	669
APR	54	57	567	678
MAY	52	57	695	804
JUN	105	40	836	981
JUL	51	50	980	1081
AUG	75	33	823	931
SEP	46	45	673	764
OCT	73	45	859	977
NOV	47	43	670	760
DEC	46	53	790	889
YTD	672	544	8671	9887

CSP TROOP L

Month	Wireline	VoIP	Wireless	Total Calls
JAN	66	10	584	660
FEB	62	10	498	570
MAR	69	7	529	605
APR	82	17	560	659
MAY	83	6	665	754
JUN	87	17	741	845
JUL	112	7	768	887
AUG	95	10	637	742
SEP	85	11	614	710
OCT	82	23	695	800
NOV	92	32	629	753
DEC	72	19	715	806
YTD	987	169	7635	8791

EAST HARTFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	220	227	1423	1870
FEB	199	215	1298	1712
MAR	222	196	1378	1796
APR	184	204	1400	1788
MAY	259	251	1501	2011
JUN	208	246	1504	1958
JUL	221	213	1612	2046
AUG	261	238	1778	2277
SEP	264	210	1811	2285
OCT	216	228	2039	2483
NOV	258	217	1614	2089
DEC	218	264	1798	2280
YTD	2730	2709	19156	24595

DARIEN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	183	5	201	389
FEB	137	6	224	367
MAR	221	9	320	550
APR	201	8	304	513
MAY	165	7	346	518
JUN	186	18	342	546
JUL	194	10	368	572
AUG	216	22	321	559
SEP	140	15	319	474
OCT	184	15	331	530
NOV	203	10	337	550
DEC	187	3	376	566
YTD	2217	128	3789	6134

EAST HAVEN FD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	181	173	586	940
FEB	147	150	487	784
MAR	144	202	567	913
APR	131	159	670	960
MAY	249	33	794	1076
JUN	189	197	888	1274
JUL	200	197	885	1282
AUG	166	207	941	1314
SEP	163	176	854	1193
OCT	175	180	857	1212
NOV	137	197	688	1022
DEC	161	173	773	1107
YTD	2043	2044	8990	13077

DERBY PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	63	41	384	488
FEB	74	38	388	500
MAR	64	33	418	515
APR	51	37	453	541
MAY	74	60	503	637
JUN	132	47	570	749
JUL	74	54	621	749
AUG	70	57	543	670
SEP	89	58	556	703
OCT	90	56	552	698
NOV	85	49	474	608
DEC	66	43	527	636
YTD	932	573	5989	7494

EAST LYME ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	116	38	201	355
FEB	85	24	176	285
MAR	94	43	198	335
APR	102	37	224	363
MAY	127	43	194	364
JUN	121	46	247	414
JUL	118	32	372	522
AUG	110	59	311	480
SEP	205	57	320	582
OCT	132	50	370	552
NOV	102	38	265	405
DEC	102	54	256	412
YTD	1414	521	3134	5069

EAST WINDSOR PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	67	25	300	392
FEB	91	28	276	395
MAR	74	14	316	404
APR	83	32	300	415
MAY	67	12	331	410
JUN	149	30	461	640
JUL	87	34	480	601
AUG	89	40	451	580
SEP	75	26	400	501
OCT	88	28	405	521
NOV	104	26	421	551
DEC	91	18	460	569
YTD	1065	313	4601	5979

FAIRFIELD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	396	46	902	1344
FEB	375	42	847	1264
MAR	476	72	1270	1818
APR	612	69	1476	2157
MAY	584	91	1336	2011
JUN	526	98	1530	2154
JUL	523	76	1408	2007
AUG	473	81	1306	1860
SEP	441	87	1283	1811
OCT	496	93	1431	2020
NOV	487	53	1249	1789
DEC	418	60	1273	1751
YTD	5807	868	15311	21986

EASTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	47	2	71	120
FEB	33	1	69	103
MAR	64	1	51	116
APR	102	3	81	186
MAY	62	3	108	173
JUN	49	0	70	119
JUL	61	3	113	177
AUG	52	2	96	150
SEP	44	0	92	136
OCT	67	12	108	187
NOV	47	2	63	112
DEC	33	1	94	128
YTD	661	30	1016	1707

FARMINGTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	180	149	619	948
FEB	162	159	612	933
MAR	192	132	581	905
APR	174	130	700	1004
MAY	178	168	682	1028
JUN	143	157	775	1075
JUL	157	160	724	1041
AUG	153	174	736	1063
SEP	150	146	704	1000
OCT	318	218	898	1434
NOV	198	204	783	1185
DEC	179	188	988	1355
YTD	2184	1985	8802	12971

ENFIELD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	541	13	746	1300
FEB	369	27	674	1070
MAR	524	28	914	1466
APR	452	30	957	1439
MAY	498	25	992	1515
JUN	453	16	1081	1550
JUL	397	19	1122	1538
AUG	412	21	1164	1597
SEP	394	23	1015	1432
OCT	445	20	1032	1497
NOV	416	17	865	1298
DEC	398	13	1017	1428
YTD	5299	252	11579	17130

GLASTONBURY PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	287	51	592	930
FEB	251	69	520	840
MAR	277	70	599	946
APR	255	74	595	924
MAY	245	55	651	951
JUN	287	96	685	1068
JUL	253	64	692	1009
AUG	297	59	758	1114
SEP	225	59	738	1022
OCT	277	85	845	1207
NOV	289	80	679	1048
DEC	288	113	828	1229
YTD	3231	875	8182	12288

GRANBY PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	99	3	186	288
FEB	83	3	179	265
MAR	102	4	206	312
APR	129	4	199	332
MAY	108	2	257	367
JUN	165	12	302	479
JUL	118	2	297	417
AUG	116	14	273	403
SEP	112	0	270	382
OCT	102	9	270	381
NOV	83	9	221	313
DEC	129	5	259	393
YTD	1346	67	2919	4332

GUILFORD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	75	69	335	479
FEB	60	47	252	359
MAR	70	58	270	398
APR	128	81	349	558
MAY	88	100	419	607
JUN	82	76	433	591
JUL	74	84	489	647
AUG	64	101	447	612
SEP	75	59	435	569
OCT	69	82	488	639
NOV	82	74	405	561
DEC	67	80	366	513
YTD	934	911	4688	6533

GREENWICH PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	797	138	707	1642
FEB	673	120	575	1368
MAR	744	113	618	1475
APR	747	122	748	1617
MAY	813	131	1041	1985
JUN	844	131	1066	2041
JUL	844	146	1122	2112
AUG	895	143	1204	2242
SEP	890	171	1113	2174
OCT	850	249	1089	2188
NOV	780	149	1111	2040
DEC	887	170	1090	2147
YTD	9764	1783	11484	23031

HAMDEN ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	335	303	1499	2137
FEB	355	287	1482	2124
MAR	334	315	1589	2238
APR	321	279	1525	2125
MAY	332	309	1606	2247
JUN	319	308	1693	2320
JUL	329	328	1824	2481
AUG	332	276	1672	2280
SEP	359	327	1852	2538
OCT	397	359	1937	2693
NOV	383	313	1614	2310
DEC	410	316	1788	2514
YTD	4206	3720	20081	28007

GROTON ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	201	181	972	1354
FEB	186	185	875	1246
MAR	190	161	934	1285
APR	170	146	929	1245
MAY	190	186	979	1355
JUN	178	159	1094	1431
JUL	252	183	1377	1812
AUG	218	163	1355	1736
SEP	195	177	1274	1646
OCT	247	173	1368	1788
NOV	176	171	1012	1359
DEC	187	217	1092	1496
YTD	2390	2102	13261	17753

HARTFORD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	1134	883	9189	11206
FEB	936	758	8322	10016
MAR	1047	824	9379	11250
APR	1106	914	9467	11487
MAY	1188	930	10141	12259
JUN	1157	965	10776	12898
JUL	1098	960	11288	13346
AUG	1167	941	10074	12182
SEP	1072	956	10414	12442
OCT	1172	926	9988	12086
NOV	1154	969	10948	13071
DEC	1161	1027	10491	12679
YTD	13392	11053	120477	144922

LEDYARD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	54	68	476	598
FEB	45	71	503	619
MAR	51	49	445	545
APR	44	74	462	580
MAY	54	75	513	642
JUN	58	60	467	585
JUL	66	109	574	749
AUG	57	121	598	776
SEP	28	67	519	614
OCT	70	124	875	1069
NOV	44	75	486	605
DEC	47	132	566	745
YTD	618	1025	6484	8127

MANCHESTER PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	524	42	1214	1780
FEB	463	35	1248	1746
MAR	460	43	1269	1772
APR	468	37	1271	1776
MAY	484	49	1504	2037
JUN	633	105	1790	2528
JUL	498	86	1782	2366
AUG	582	129	1757	2468
SEP	561	98	1648	2307
OCT	551	120	1827	2498
NOV	485	126	1471	2082
DEC	569	120	1751	2440
YTD	6278	990	18532	25800

LITCHFIELD CTY ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	783	156	1449	2388
FEB	662	127	1253	2042
MAR	712	138	1439	2289
APR	690	150	1648	2488
MAY	955	178	2045	3178
JUN	957	163	2542	3662
JUL	836	185	2385	3406
AUG	852	175	2105	3132
SEP	841	153	2034	3028
OCT	812	173	2007	2992
NOV	846	136	1772	2754
DEC	840	127	1899	2866
YTD	9786	1861	22578	34225

MASHANTUCKET PS

Month	Wireline	VoIP	Wireless	Total Calls
JAN	45	8	23	76
FEB	60	1	31	92
MAR	62	2	37	101
APR	110	0	51	161
MAY	44	2	37	83
JUN	44	1	29	74
JUL	52	3	43	98
AUG	43	13	46	102
SEP	30	6	36	72
OCT	39	2	44	85
NOV	37	1	28	66
DEC	42	1	35	78
YTD	608	40	440	1088

MADISON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	57	57	208	322
FEB	78	70	180	328
MAR	82	55	170	307
APR	54	60	200	314
MAY	138	71	380	589
JUN	85	77	487	649
JUL	109	87	388	584
AUG	70	89	357	516
SEP	80	76	291	447
OCT	77	97	367	541
NOV	80	43	220	343
DEC	70	58	235	363
YTD	980	840	3483	5303

MERIDEN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	371	45	1528	1944
FEB	357	43	1419	1819
MAR	396	53	1518	1967
APR	547	60	1921	2528
MAY	382	36	1744	2162
JUN	391	51	1681	2123
JUL	403	32	1939	2374
AUG	473	52	1835	2360
SEP	461	46	1679	2186
OCT	523	41	1793	2357
NOV	436	43	1562	2041
DEC	432	51	1593	2076
YTD	5172	553	20212	25937

MIDDLETOWN FD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	334	228	1322	1884
FEB	277	157	1206	1640
MAR	359	210	1385	1954
APR	536	279	2016	2831
MAY	588	298	2019	2905
JUN	521	235	1935	2691
JUL	403	210	1890	2503
AUG	416	209	1734	2359
SEP	336	226	1896	2458
OCT	365	203	1729	2297
NOV	394	215	1584	2193
DEC	385	213	1500	2098
YTD	4914	2683	20216	27813

MONROE PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	102	12	342	456
FEB	75	8	240	323
MAR	145	15	278	438
APR	113	9	289	411
MAY	95	9	347	451
JUN	205	25	433	663
JUL	138	9	433	580
AUG	154	20	435	609
SEP	128	6	353	487
OCT	103	11	383	497
NOV	111	11	331	453
DEC	133	14	362	509
YTD	1502	149	4226	5877

MILFORD FD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	497	35	789	1321
FEB	386	26	751	1163
MAR	430	53	933	1416
APR	372	44	803	1219
MAY	392	43	930	1365
JUN	409	48	1119	1576
JUL	437	47	1244	1728
AUG	444	61	1173	1678
SEP	485	34	1042	1561
OCT	457	39	1061	1557
NOV	505	31	975	1511
DEC	486	28	1076	1590
YTD	5300	489	11896	17685

MONTVILLE ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	126	33	410	569
FEB	101	41	429	571
MAR	170	46	508	724
APR	105	33	466	604
MAY	109	30	552	691
JUN	132	32	576	740
JUL	101	32	598	731
AUG	111	25	586	722
SEP	151	35	551	737
OCT	132	67	598	797
NOV	97	33	569	699
DEC	82	37	607	726
YTD	1417	444	6450	8311

MOHEGAN TRIBAL PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	209	0	26	235
FEB	198	0	34	232
MAR	243	0	31	274
APR	197	1	24	222
MAY	234	11	30	275
JUN	191	2	30	223
JUL	252	11	23	286
AUG	210	12	34	256
SEP	211	29	24	264
OCT	273	26	38	337
NOV	166	27	42	235
DEC	191	30	32	253
YTD	2575	149	368	3092

NAUGATUCK PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	139	105	523	767
FEB	109	83	483	675
MAR	245	108	560	913
APR	139	113	710	962
MAY	129	107	594	830
JUN	155	115	699	969
JUL	158	103	604	865
AUG	147	106	562	815
SEP	127	115	589	831
OCT	126	137	626	889
NOV	117	92	564	773
DEC	148	92	576	816
YTD	1739	1276	7090	10105

NEW BRITAIN ERC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	758	239	2781	3778
FEB	369	235	2401	3005
MAR	398	276	2534	3208
APR	476	321	3396	4193
MAY	575	399	3692	4666
JUN	515	330	3534	4379
JUL	491	330	3483	4304
AUG	486	309	3375	4170
SEP	460	342	3148	3950
OCT	533	281	3169	3983
NOV	438	300	2732	3470
DEC	391	316	2971	3678
YTD	5890	3678	37216	46784

NEW HAVEN ERC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	1696	786	7239	9721
FEB	1321	812	6222	8355
MAR	1612	905	7350	9867
APR	1772	1045	9776	12593
MAY	2136	1108	10147	13391
JUN	1792	945	10331	13068
JUL	1614	958	11104	13676
AUG	1778	1059	10399	13236
SEP	1655	1041	9618	12314
OCT	1659	996	9561	12216
NOV	1511	817	8257	10585
DEC	1499	887	7847	10233
YTD	20045	11359	107851	139255

NEW CANAAN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	228	8	156	392
FEB	195	3	153	351
MAR	249	4	240	493
APR	218	3	247	468
MAY	245	1	323	569
JUN	220	19	335	574
JUL	236	4	290	530
AUG	185	2	192	379
SEP	257	3	299	559
OCT	328	13	365	706
NOV	290	15	301	606
DEC	284	7	346	637
YTD	2935	82	3247	6264

NEW LONDON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	255	77	1148	1480
FEB	195	58	1102	1355
MAR	222	92	1114	1428
APR	222	83	1134	1439
MAY	255	91	1308	1654
JUN	225	77	1429	1731
JUL	281	102	1713	2096
AUG	253	88	1421	1762
SEP	282	206	1537	2025
OCT	290	86	1431	1807
NOV	237	56	1018	1311
DEC	216	73	1144	1433
YTD	2933	1089	15499	19521

NEW FAIRFIELD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	84	3	181	268
FEB	84	1	138	223
MAR	70	5	169	244
APR	67	2	195	264
MAY	72	6	210	288
JUN	90	10	234	334
JUL	78	1	253	332
AUG	86	13	174	273
SEP	80	5	176	261
OCT	141	3	237	381
NOV	70	1	182	253
DEC	66	15	186	267
YTD	988	65	2335	3388

NEW MILFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	163	22	375	560
FEB	110	24	359	493
MAR	146	19	434	599
APR	141	17	450	608
MAY	151	27	494	672
JUN	135	21	557	713
JUL	141	25	545	711
AUG	148	34	472	654
SEP	157	24	453	634
OCT	166	27	464	657
NOV	190	57	446	693
DEC	143	19	465	627
YTD	1791	316	5514	7621

NEWINGTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	287	22	604	913
FEB	258	28	613	899
MAR	239	20	657	916
APR	283	25	1066	1374
MAY	409	36	1068	1513
JUN	297	41	912	1250
JUL	308	32	895	1235
AUG	291	46	830	1167
SEP	291	42	874	1207
OCT	268	34	784	1086
NOV	265	42	737	1044
DEC	263	24	721	1008
YTD	3459	392	9761	13612

NORTH HAVEN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	145	134	486	765
FEB	120	161	532	813
MAR	127	139	508	774
APR	119	113	502	734
MAY	123	135	624	882
JUN	115	110	550	775
JUL	204	137	726	1067
AUG	141	148	718	1007
SEP	141	153	657	951
OCT	172	137	707	1016
NOV	286	145	653	1084
DEC	175	129	686	990
YTD	1868	1641	7349	10858

NEWTOWN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	276	9	265	550
FEB	193	18	221	432
MAR	180	9	270	459
APR	203	12	301	516
MAY	371	14	467	852
JUN	230	9	457	696
JUL	271	11	505	787
AUG	240	22	353	615
SEP	249	10	424	683
OCT	210	11	489	710
NOV	251	11	393	655
DEC	233	7	358	598
YTD	2907	143	4503	7553

NORWALK PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	802	53	1534	2389
FEB	695	65	1311	2071
MAR	1060	66	1918	3044
APR	971	50	1842	2863
MAY	1012	72	2247	3331
JUN	1024	51	2046	3121
JUL	1024	49	2382	3455
AUG	908	70	2178	3156
SEP	880	50	2064	2994
OCT	905	62	2178	3145
NOV	846	67	2042	2955
DEC	872	84	2244	3200
YTD	10999	739	23986	35724

NORTH BRANFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	106	48	199	353
FEB	105	40	166	311
MAR	112	39	183	334
APR	76	52	212	340
MAY	92	46	212	350
JUN	78	52	238	368
JUL	72	46	244	362
AUG	75	67	231	373
SEP	69	44	246	359
OCT	85	51	411	547
NOV	52	72	233	357
DEC	46	58	269	373
YTD	968	615	2844	4427

NORWICH PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	291	211	1434	1936
FEB	215	184	1217	1616
MAR	254	175	1269	1698
APR	248	164	1301	1713
MAY	271	178	1486	1935
JUN	268	189	1489	1946
JUL	223	229	1764	2216
AUG	224	184	1497	1905
SEP	246	167	1418	1831
OCT	234	188	1457	1879
NOV	387	197	1502	2086
DEC	245	209	1433	1887
YTD	3106	2275	17267	22648

NW CT PUB SAFETY ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	982	823	6446	8251
FEB	935	706	5523	7164
MAR	994	772	6212	7978
APR	564	443	4973	5980
MAY	693	519	5420	6632
JUN	578	471	4975	6024
JUL	1069	802	7955	9826
AUG	1198	834	7434	9466
SEP	1059	796	6885	8740
OCT	1208	888	8012	10108
NOV	1183	802	6550	8535
DEC	1138	784	7236	9158
YTD	11601	8640	77621	97862

PLAINVILLE PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	105	84	319	508
FEB	99	77	255	431
MAR	98	76	301	475
APR	80	91	261	432
MAY	109	92	316	517
JUN	115	79	319	513
JUL	102	69	321	492
AUG	128	95	469	692
SEP	53	96	410	559
OCT	62	100	398	560
NOV	56	75	382	513
DEC	55	89	316	460
YTD	1062	1023	4067	6152

OLD SAYBROOK PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	51	72	180	303
FEB	55	62	188	305
MAR	98	72	287	457
APR	83	57	290	430
MAY	81	56	294	431
JUN	91	64	347	502
JUL	78	83	335	496
AUG	120	88	349	557
SEP	71	88	274	433
OCT	78	82	307	467
NOV	62	61	285	408
DEC	75	76	270	421
YTD	943	861	3406	5210

PLYMOUTH PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	23	28	224	275
FEB	31	29	209	269
MAR	26	43	244	313
APR	29	38	233	300
MAY	27	38	229	294
JUN	38	46	322	406
JUL	66	46	315	427
AUG	27	62	331	420
SEP	26	38	239	303
OCT	56	32	283	371
NOV	36	33	244	313
DEC	33	37	224	294
YTD	418	470	3097	3985

ORANGE PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	161	10	426	597
FEB	137	12	335	484
MAR	128	13	412	553
APR	142	19	382	543
MAY	120	10	439	569
JUN	141	20	495	656
JUL	153	10	464	627
AUG	156	14	491	661
SEP	197	19	518	734
OCT	156	20	582	758
NOV	169	20	578	767
DEC	179	25	510	714
YTD	1839	192	5632	7663

PUTNAM PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	50	25	140	215
FEB	49	9	100	158
MAR	54	9	135	198
APR	59	23	139	221
MAY	58	14	154	226
JUN	121	20	166	307
JUL	57	22	170	249
AUG	77	13	149	239
SEP	62	8	167	237
OCT	65	14	158	237
NOV	76	23	116	215
DEC	58	26	198	282
YTD	786	206	1792	2784

QUINEBAUG VALLEY ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	635	220	2248	3103
FEB	544	201	1946	2691
MAR	668	216	2321	3205
APR	640	231	2211	3082
MAY	630	295	2638	3563
JUN	575	242	2938	3755
JUL	666	257	3164	4087
AUG	643	257	2863	3763
SEP	596	263	2815	3674
OCT	715	256	3321	4292
NOV	611	244	2577	3432
DEC	600	264	2638	3502
YTD	7523	2946	31680	42149

ROCKY HILL PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	198	40	395	633
FEB	172	37	354	563
MAR	197	40	346	583
APR	196	34	358	588
MAY	221	39	395	655
JUN	211	53	427	691
JUL	192	42	474	708
AUG	270	43	451	764
SEP	219	61	525	805
OCT	273	46	508	827
NOV	171	54	445	670
DEC	254	36	565	855
YTD	2574	525	5243	8342

REDDING PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	57	5	100	162
FEB	58	2	98	158
MAR	68	3	127	198
APR	49	1	121	171
MAY	64	0	122	186
JUN	74	2	158	234
JUL	87	1	161	249
AUG	156	5	218	379
SEP	87	1	136	224
OCT	87	5	229	321
NOV	86	13	176	275
DEC	88	5	224	317
YTD	961	43	1870	2874

SEYMOUR PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	66	54	275	395
FEB	65	50	236	351
MAR	87	33	244	364
APR	177	39	303	519
MAY	61	46	306	413
JUN	82	53	346	481
JUL	60	41	310	411
AUG	74	43	295	412
SEP	55	27	299	381
OCT	66	44	328	438
NOV	66	46	269	381
DEC	63	36	258	357
YTD	922	512	3469	4903

RIDGEFIELD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	111	84	178	373
FEB	105	71	210	386
MAR	118	129	259	506
APR	153	76	183	412
MAY	147	95	276	518
JUN	106	115	298	519
JUL	120	106	259	485
AUG	130	122	281	533
SEP	106	88	240	434
OCT	173	106	324	603
NOV	130	90	279	499
DEC	150	112	326	588
YTD	1549	1194	3113	5856

SHELTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	247	135	563	945
FEB	294	111	498	903
MAR	248	116	531	895
APR	298	163	680	1141
MAY	282	141	796	1219
JUN	312	126	773	1211
JUL	289	163	865	1317
AUG	239	142	708	1089
SEP	262	152	716	1130
OCT	261	161	822	1244
NOV	315	136	802	1253
DEC	275	149	706	1130
YTD	3322	1695	8460	13477

SIMSBURY PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	200	68	206	474
FEB	131	57	194	382
MAR	169	66	196	431
APR	138	53	217	408
MAY	184	82	322	588
JUN	162	102	355	619
JUL	161	80	378	619
AUG	167	102	307	576
SEP	149	93	268	510
OCT	149	83	280	512
NOV	134	85	256	475
DEC	139	102	268	509
YTD	1883	973	3247	6103

SOUTHINGTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	288	15	759	1062
FEB	275	16	768	1059
MAR	261	24	742	1027
APR	281	20	736	1037
MAY	261	23	855	1139
JUN	352	23	1032	1407
JUL	312	28	1221	1561
AUG	349	33	1132	1514
SEP	336	26	1013	1375
OCT	303	23	1051	1377
NOV	342	23	952	1317
DEC	365	26	933	1324
YTD	3725	280	11194	15199

SOUTH WINDSOR PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	173	19	428	620
FEB	172	21	352	545
MAR	167	20	369	556
APR	193	28	425	646
MAY	194	24	492	710
JUN	172	34	466	672
JUL	160	22	481	663
AUG	186	21	505	712
SEP	261	38	485	784
OCT	233	35	634	902
NOV	168	28	453	649
DEC	227	24	538	789
YTD	2306	314	5628	8248

STAMFORD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	1380	171	2772	4323
FEB	1315	160	2470	3945
MAR	1439	170	2750	4359
APR	1306	198	2916	4420
MAY	1411	188	3325	4924
JUN	1420	188	3444	5052
JUL	1898	164	3741	5803
AUG	1339	167	3369	4875
SEP	1356	173	3446	4975
OCT	1300	186	3488	4974
NOV	1353	146	2957	4456
DEC	1266	162	3434	4862
YTD	16783	2073	38112	56968

SOUTHBURY PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	351	3	189	543
FEB	321	8	225	554
MAR	297	7	236	540
APR	326	4	239	569
MAY	330	6	267	603
JUN	248	1	207	456
JUL	350	12	316	678
AUG	332	23	300	655
SEP	339	22	283	644
OCT	342	20	299	661
NOV	327	27	260	614
DEC	310	30	288	628
YTD	3873	163	3109	7145

STONINGTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	78	71	274	423
FEB	63	84	259	406
MAR	82	84	241	407
APR	117	103	360	580
MAY	105	113	379	597
JUN	92	78	515	685
JUL	117	88	535	740
AUG	118	74	500	692
SEP	101	120	388	609
OCT	110	73	383	566
NOV	91	60	300	451
DEC	83	71	402	556
YTD	1157	1019	4536	6712

STRATFORD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	524	27	945	1496
FEB	133	7	267	407
MAR	633	39	1049	1721
APR	539	38	1203	1780
MAY	614	43	1325	1982
JUN	581	46	1393	2020
JUL	628	51	1482	2161
AUG	585	54	1305	1944
SEP	577	28	1149	1754
OCT	597	42	1221	1860
NOV	596	44	1204	1844
DEC	642	31	1235	1908
YTD	6649	450	13778	20877

TOLLAND COUNTY ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	610	254	1926	2790
FEB	556	250	1712	2518
MAR	668	281	1936	2885
APR	576	269	2017	2862
MAY	602	281	2163	3046
JUN	624	251	2312	3187
JUL	634	233	2230	3097
AUG	594	259	2236	3089
SEP	727	282	2447	3456
OCT	699	293	2671	3663
NOV	616	269	2122	3007
DEC	650	342	2336	3328
YTD	7556	3264	26108	36928

SUFFIELD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	111	30	144	285
FEB	87	17	124	228
MAR	100	23	127	250
APR	109	20	131	260
MAY	87	21	179	287
JUN	101	26	177	304
JUL	92	19	217	328
AUG	90	29	151	270
SEP	99	40	165	304
OCT	106	26	230	362
NOV	80	43	142	265
DEC	75	23	160	258
YTD	1137	317	1947	3401

TRUMBULL PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	295	76	413	784
FEB	293	75	354	722
MAR	295	79	434	808
APR	294	89	402	785
MAY	303	92	460	855
JUN	383	81	543	1007
JUL	377	84	510	971
AUG	350	86	470	906
SEP	294	77	484	855
OCT	317	82	513	912
NOV	375	74	510	959
DEC	359	68	606	1033
YTD	3935	963	5699	10597

THOMASTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	56	4	107	167
FEB	37	6	74	117
MAR	49	4	90	143
APR	41	1	88	130
MAY	33	4	120	157
JUN	46	8	127	181
JUL	49	3	120	172
AUG	47	2	120	169
SEP	47	16	117	180
OCT	93	3	144	240
NOV	46	6	101	153
DEC	65	4	107	176
YTD	609	61	1315	1985

UCONN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	195	0	181	376
FEB	245	0	260	505
MAR	320	3	322	645
APR	332	0	277	609
MAY	281	2	252	535
JUN	173	0	156	329
JUL	436	0	119	555
AUG	285	0	233	518
SEP	270	10	401	681
OCT	315	0	358	673
NOV	242	0	280	522
DEC	154	1	204	359
YTD	3248	16	3043	6307

VALLEY SHORE ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	269	193	1243	1705
FEB	220	178	1150	1548
MAR	258	253	1489	2000
APR	271	236	1596	2103
MAY	252	288	1671	2211
JUN	263	259	1810	2332
JUL	235	238	2112	2585
AUG	303	252	1968	2523
SEP	251	246	1738	2235
OCT	289	272	1779	2340
NOV	249	233	1446	1928
DEC	262	244	1436	1942
YTD	3122	2892	19438	25452

WATERFORD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	183	41	536	760
FEB	148	46	496	690
MAR	167	40	483	690
APR	151	41	587	779
MAY	169	42	593	804
JUN	171	41	680	892
JUL	241	47	970	1258
AUG	160	44	879	1083
SEP	170	75	766	1011
OCT	192	73	812	1077
NOV	172	57	688	917
DEC	179	44	647	870
YTD	2103	591	8137	10831

VERNON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	136	131	675	942
FEB	190	101	555	846
MAR	186	145	663	994
APR	163	140	774	1077
MAY	271	156	774	1201
JUN	186	157	732	1075
JUL	137	142	772	1051
AUG	156	163	856	1175
SEP	109	149	870	1128
OCT	131	149	936	1216
NOV	116	175	754	1045
DEC	124	141	929	1194
YTD	1905	1749	9290	12944

WATERTOWN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	150	4	409	563
FEB	131	8	321	460
MAR	133	8	360	501
APR	120	7	412	539
MAY	129	13	416	558
JUN	164	9	429	602
JUL	133	5	496	634
AUG	242	10	483	735
SEP	148	25	503	676
OCT	137	8	545	690
NOV	194	11	480	685
DEC	168	4	501	673
YTD	1849	112	5355	7316

WALLINGFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	232	135	591	958
FEB	183	146	553	882
MAR	195	134	606	935
APR	293	146	654	1093
MAY	255	167	871	1293
JUN	289	158	833	1280
JUL	822	176	873	1871
AUG	237	143	889	1269
SEP	234	178	796	1208
OCT	221	151	880	1252
NOV	253	133	792	1178
DEC	236	150	809	1195
YTD	3450	1817	9147	14414

WEST HARTFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	268	337	983	1588
FEB	254	270	916	1440
MAR	274	350	1032	1656
APR	279	343	1095	1717
MAY	281	349	1185	1815
JUN	271	414	1245	1930
JUL	300	368	1096	1764
AUG	299	360	1205	1864
SEP	286	358	1165	1809
OCT	382	340	1226	1948
NOV	306	365	1330	2001
DEC	264	329	1307	1900
YTD	3464	4183	13785	21432

WEST HAVEN ERS

Month	Wireline	VoIP	Wireless	Total Calls
JAN	336	232	1583	2151
FEB	296	209	1551	2056
MAR	488	237	1781	2506
APR	427	334	2390	3151
MAY	390	350	2841	3581
JUN	331	295	2231	2857
JUL	412	312	2656	3380
AUG	410	290	2713	3413
SEP	330	247	2117	2694
OCT	350	262	2015	2627
NOV	349	254	1871	2474
DEC	330	235	1800	2365
YTD	4449	3257	25549	33255

WESTPORT PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	241	25	340	606
FEB	182	12	299	493
MAR	230	28	369	627
APR	361	48	517	926
MAY	331	21	522	874
JUN	529	40	526	1095
JUL	284	28	596	908
AUG	274	33	531	838
SEP	270	30	486	786
OCT	360	36	625	1021
NOV	308	27	580	915
DEC	273	25	543	841
YTD	3643	353	5934	9930

WESTERN CT COMM CTR

Month	Wireline	VoIP	Wireless	Total Calls
JAN	422	385	1961	2768
FEB	476	269	1807	2552
MAR	474	316	1883	2673
APR	398	383	2194	2975
MAY	505	382	2215	3102
JUN	418	365	2362	3145
JUL	468	390	2349	3207
AUG	462	337	2321	3120
SEP	448	367	2336	3151
OCT	681	414	2940	4035
NOV	469	424	2719	3612
DEC	459	425	2564	3448
YTD	5680	4457	27651	37788

WETHERSFIELD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	235	16	558	809
FEB	195	16	565	776
MAR	238	14	556	808
APR	193	19	675	887
MAY	192	7	606	805
JUN	292	22	723	1037
JUL	208	13	773	994
AUG	256	17	662	935
SEP	215	24	678	917
OCT	232	16	731	979
NOV	232	30	657	919
DEC	256	26	681	963
YTD	2744	220	7865	10829

WESTON ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	45	5	158	208
FEB	35	2	165	202
MAR	58	0	170	228
APR	76	9	149	234
MAY	52	4	205	261
JUN	58	2	175	235
JUL	75	5	223	303
AUG	77	14	141	232
SEP	80	12	184	276
OCT	58	27	207	292
NOV	63	20	184	267
DEC	58	3	191	252
YTD	735	103	2152	2990

WILLIMANTIC SB ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	265	20	871	1156
FEB	293	13	740	1046
MAR	286	17	847	1150
APR	256	22	870	1148
MAY	380	15	1094	1489
JUN	295	18	1095	1408
JUL	303	34	1268	1605
AUG	333	20	1178	1531
SEP	312	43	1138	1493
OCT	309	25	1169	1503
NOV	275	19	1021	1315
DEC	282	27	1098	1407
YTD	3589	273	12389	16251

WILTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	168	7	269	444
FEB	130	11	200	341
MAR	126	6	244	376
APR	254	4	303	561
MAY	260	9	409	678
JUN	248	9	405	662
JUL	270	3	449	722
AUG	261	28	358	647
SEP	214	4	361	579
OCT	257	16	370	643
NOV	219	9	356	584
DEC	173	11	411	595
YTD	2580	117	4135	6832

WINSTED PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	85	2	192	279
FEB	75	0	193	268
MAR	84	4	211	299
APR	77	0	226	303
MAY	84	3	235	322
JUN	59	2	249	310
JUL	68	6	263	337
AUG	171	2	401	574
SEP	81	12	279	372
OCT	109	7	297	413
NOV	71	8	262	341
DEC	80	6	262	348
YTD	1044	52	3070	4166

WINDSOR LOCKS PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	110	9	231	350
FEB	79	12	199	290
MAR	109	8	225	342
APR	119	2	240	361
MAY	68	4	272	344
JUN	101	27	285	413
JUL	137	14	277	428
AUG	34	8	381	423
SEP	106	21	262	389
OCT	131	7	318	456
NOV	115	11	336	462
DEC	147	8	296	451
YTD	1256	131	3322	4709

WOLCOTT PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	35	63	304	402
FEB	48	18	198	264
MAR	50	48	326	424
APR	47	35	376	458
MAY	103	61	603	767
JUN	92	90	596	778
JUL	53	58	416	527
AUG	50	81	407	538
SEP	43	53	378	474
OCT	56	64	476	596
NOV	41	61	375	477
DEC	42	46	378	466
YTD	660	678	4833	6171

WINDSOR PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	134	166	489	789
FEB	106	159	485	750
MAR	144	150	578	872
APR	135	144	562	841
MAY	159	170	595	924
JUN	154	167	656	977
JUL	157	175	629	961
AUG	195	173	729	1097
SEP	184	174	683	1041
OCT	193	154	776	1123
NOV	174	198	717	1089
DEC	181	173	718	1072
YTD	1916	2003	7617	11536

WOODBRIIDGE PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	95	15	202	312
FEB	80	44	211	335
MAR	89	26	198	313
APR	95	10	203	308
MAY	74	25	220	319
JUN	65	25	229	319
JUL	76	12	226	314
AUG	101	28	199	328
SEP	123	14	240	377
OCT	100	25	294	419
NOV	91	19	266	376
DEC	101	15	239	355
YTD	1090	258	2727	4075

Connecticut (Statewide) 2017***Year-To-Date Totals***

Wireline:	336,684
VoIP:	132,911
Wireless:	1,750,869
Total Calls:	2,220,464
