

Annual Report for 2018

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. The Connecticut Telecommunications System (CTS) is also under the purview of DSET and is responsible for land mobile radio and other inter-operable communications for State Police as well as municipalities, federal and other state agencies.

This report details the activities relating to Statewide Emergency Telecommunications service during the calendar year 2018 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 Public Safety Data Network. Implementation of the NG911 call handling platform at all Connecticut Public Safety Answering Points was completed in 2017. Text-to-911 service was deployed in 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

Division of Statewide Emergency Telecommunications

currently disparate networks so that vital information and resources can easily be shared amongst the various public safety entities throughout the state. The installation of the fiber and the required network equipment is now complete at every PSAP in the state. During 2010, Connecticut was successful in leveraging our PSDN investment as the match to obtain an additional \$93.8 Million in federal funds from the Broadband Technologies Opportunities Program (BTOP). This federal grant program provided funding to extend the PSDN to over 400 additional public safety sites at Fire Departments and Police Departments throughout the state, as well as providing connections to extend the Connecticut Education Network. The 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 90 working public safety applications in use by municipalities and other state agencies.

Emergency Notification –The CT Alert Emergency Notification System utilizes the 9-1-1 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 2018, 148 CT Alerts were broadcast to the public, delivering over 1,204,855 messages to our citizens. Over 169,000 Connecticut residents have opted in to CT Alert, representing 13.0% 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 2018, Connecticut's 105 public safety answering points and four State Police Secondary Answering Points processed a total of 2,172,495 9-1-1 calls, a decrease of 2.2% from the total 9-1-1 calls made in 2017.

- The number of 9-1-1 calls received from wireless telephones was 1,725,584, a decrease of 1.4% from wireless calls received in 2017. Wireless 9-1-1 calls made up 79.4% of all the 9-1-1 calls in Connecticut in 2018.
- The number of 9-1-1 calls received from conventional wire-line telephones was 312,744, a decrease of 7.1% from wireline calls received in 2017. Wireline calls comprised just 14.4% of all 9-1-1 calls in 2018.
- The number of 9-1-1 calls received from Voice of Internet Protocol (VoIP) telephones was 134,167, an increase of 1.0% over VoIP calls received in 2017. VoIP calls were 6.2% of all 9-1-1 calls in 2018.

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 9-1-1 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.

9-1-1 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 .57 for 2018, 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 FY 2019 is \$29,770,052.54. The budget is found in Appendix A.

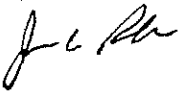
Funding – DSET funding provides for the following PSAP initiatives:

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- Training: Each PSAP is eligible for reimbursement of training costs at the rate of 10 cents per capita to provide training for certified telecommunicators and supervisors.
- Funded Entities: In 2018, 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, 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 \$276,011.45 were used to improve and upgrade emergency telecommunications equipment, software and radio systems. To date, eight grants were awarded in FY19 to three 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 FY19 was \$493,683.
- 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,



James C. Rovella
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 2018 were:

Chairman John Elsesser, representing the Council of Small Towns

Brandon Robertson, representing Connecticut Conference of Municipalities

Alfred Dudek Jr., representing the Municipal Fire Chiefs

Robert Guthrie, representing Volunteer Fire Service

Jeffrey Morrissette, representing the State Fire Administrator

Donald Richardson, representing Wireless Services

Raffaella Coler, representing Department of Public Health, Division of Emergency Medical Services

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

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

Marc Montminy, representing the Municipal Police Chiefs

Joanne Miles, represent E9-1-1 Public Safety Answering Point Managers

Tammy Wright, representing E9-1-1 Public Safety Answering Point Telecommunicators

Michele Etzel, representing the Public

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 2018 on the following dates:

January 5, 2018
May 4, 2018
July 6, 2018
October 5, 2018

Enhanced 9-1-1 Commission meetings dates scheduled for 2019 are as follows:

January 4, 2019
April 5, 2019
July 12, 2019
October 4, 2019

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 Text-to-911, and it will eventually become capable of processing emergency calls that include pictures, video and data from telematics and automatic crash notification systems.

NG911 software and hardware has been deployed in 109 PSAPs statewide. Over 2,050 telecommunicators and public safety personnel have been trained on the new system. Public education initiatives were developed and included input from stakeholders to address the new Text-to-911 service. Installation of the call handling component at all Connecticut Public Safety Answering Points was completed in 2017, with Text-to-911 service deployed in August 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: 109 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 2018, over 150 applications for use of the PSDN have been submitted with over 90 working public safety applications in use by municipalities and other state agencies.

CT Alert Emergency Notification System

The CT Alert Emergency Notification 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.

CT Alert has two main components:

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- 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 which 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 9-1-1 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 2018 more than 169,000 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.

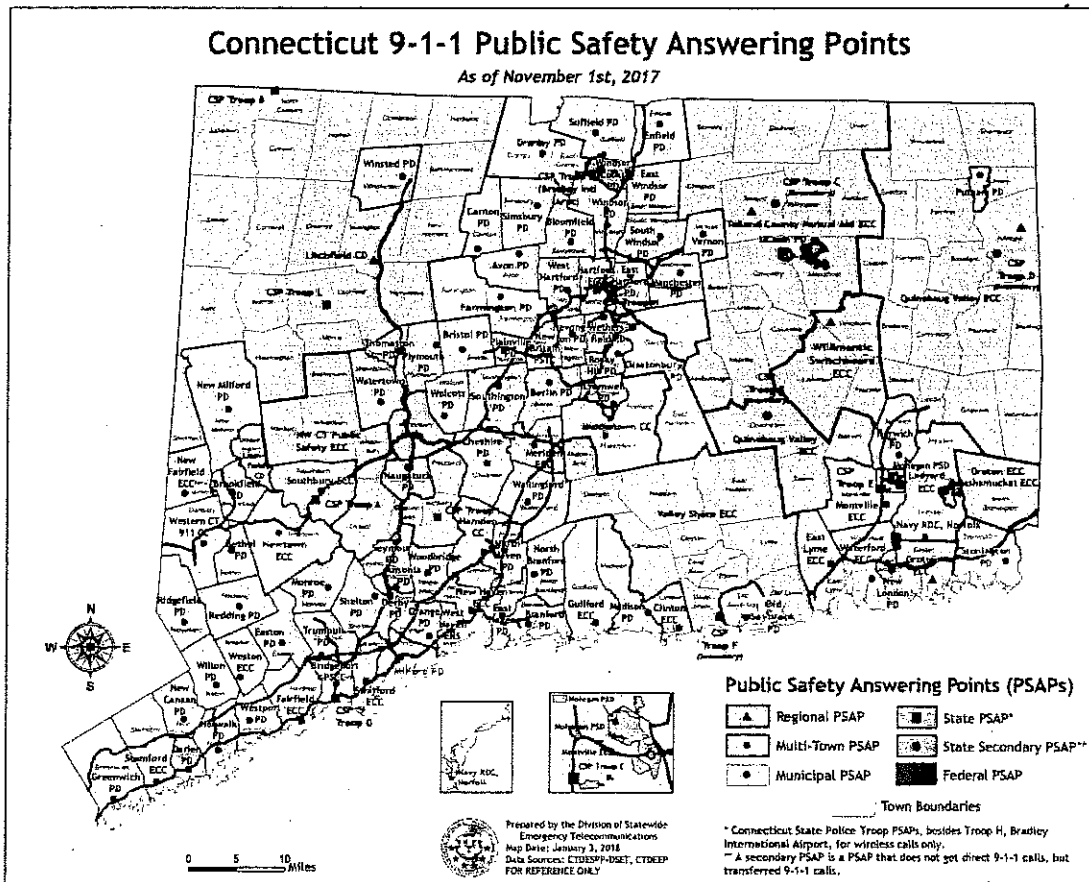
In 2018 one hundred and forty-eight (148) CT Alert broadcasts were made to the public, totaling 1,204,855 emergency notifications. The types of alerts broadcast included weather information including severe weather warnings, downed power lines, missing persons and criminal activities.

Regionalization

There are currently 109 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. 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 had 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 had developed an alternative funding model that would have provided a more equitable distribution of funds, while at the same time continue to encourage consolidation of PSAPs. These changes were 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. However, due to overwhelming opposition in the 2018 comments and hearing process, this proposed regulation revision has been withdrawn.

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 227,123 street segments, updated the address ranges of 11,242 street segments, and updated the location of 95,370 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 1,125,842, as of December 31st, 2018) 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, 2018, the percentage of mapped ALI records has reached 99.10% using the street centerline data and 99.41% using a combination of address point and street centerline data. This is up from 99.02% and 99.33%, respectively in 2017.

Call volume maps DSET has created PSAP-based 9-1-1 call volume maps to complement the 2018 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:

<https://portal.ct.gov/DESPP/Division-of-Statewide-Emergency-Telecommunications/911-In-Connecticut/9-1-1-Statistical-Reports>

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Frequency Coordination 2018

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.

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 2018 nine certification classes were held, 136 telecommunicators were trained and certified in 9-1-1 emergency telecommunications. In addition, 283 telecommunicators were recertified. NG 911 equipment training was provided to 145 telecommunicators. Classes were presented at the Connecticut training facility by instructors from AT&T and West Corporation.

9-1-1 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 9-1-1 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)

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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 resulted in setting the surcharge at \$0.57 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 2019. Total reimbursements for this period have exceeded \$64,827.40.

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

Emergency Medical Dispatch

Sec. 28-25b of Connecticut General Statutes requires that each PSAP provide or arrange for emergency medical dispatch (EMD) to be provided by certified personnel. Using approved medical protocols, 9-1-1 callers can be given instructions on how to help the patient until medical services arrive. To date in fiscal year 2019 total reimbursements for EMD training and materials were \$25,396 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 2018, Connecticut's 105 public safety answering points and four State Police Secondary Answering Points processed a total of 2,172,495 9-1-1 calls, a decrease of 2.2% over the total 9-1-1 calls made in 2017.

- The number of 9-1-1 calls received from wireless telephones was 1,725,584, a decrease of 1.4% over wireless calls received in 2017. Wireless 9-1-1 calls made up 79.4% of all the 9-1-1 calls in Connecticut in 2018.
- The number of 9-1-1 calls received from conventional wire-line telephones was 312,744, a decrease of 7.1% over wireline calls received in 2017. Wireline calls comprised just 14.4% of all 9-1-1 calls in 2018.
- The number of 9-1-1 calls received from Voice of Internet Protocol (VoIP) telephones was 134,167, an increase of 1.0% over VoIP calls received in 2017. VoIP calls were 6.2% of all 9-1-1 calls in 2018.

Connecticut Telecommunications System

DSET also oversees the Connecticut Telecommunications System (CTS) which provides land mobile radio and other inter-operable communications for the State Police as well as municipalities, Federal and other state agencies, with over 15,000 radios in use. CTS manages and maintains the microwave transport system for the statewide radio network as well

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as the 33 state owned and 32 leased or shared tower facilities including licensing, contracts, security and structural requirements. CTS responsibility includes the Network Control Center which operates on a 24/7/365 basis.

In addition to the daily 24/7/365 support of the statewide radio system, DSET is near completion of a statewide upgrade of the system. This \$64.5 million, 4 year project, replaces end of life equipment with the latest IP-based architecture technology increasing much needed capacity and adding features in order to enhance radio communications for first responders and other public safety entities in Connecticut. This is an extremely complex deployment involving multiple vendors and partners, stringent project management control, effective contract compliance, managing radio licensing requirements, negotiating tower agreements, tower structural analysis and strict fiscal management.

DSET/CTS has begun sharing the new Land Mobile Radio system (LMR) with municipalities saving potentially millions of dollars compared to towns purchasing their own radio systems. In February, 2018 the Town of Stonington signed an MOU with DESPP allowing the town to join the State's LMR system. This type of agreement was the first of its kind in the state. By joining the state system, the town saved significant costs on a mission critical radio system, gained interoperability with statewide users of the system and enhanced the coverage area for users in the Stonington area. Groton and Norwich have committed to join the state system as well and there is significant interest in from many other municipalities.

Appendix A – BUDGET 2018

Budget Requirements FY 2019

<u>Budget Item</u>	<u>Total Requirements</u>
Item 1: 9-1-1 Systems	\$12,025,590.52
Item 2: Emergency Telecommunications Services and Support	\$1,722,491.00
Item 3: Regionals Subsidy	\$4,945,307.90
Item 4: City Subsidy	\$3,479,277.61
Item 5: Multi-Town PSAPs	\$802,428.98
Item 6: CMED Subsidy	\$1,072,929.60
Item 7: PSAP Training Subsidy	\$359,118.50
Item 8: Telecommunicator Certification Training	\$110,000.00
Item 9: DSET Costs	\$3,084,116.72
Item 10: CSP	\$493,683.00
Item 11: DPH Subsidy	\$250,000.00
Item 12 : New Multi-Town ECC	\$251,692.00
Item 13: Transition Grants	\$500,000.00
Item 14: Capital Expense Grants	\$673,416.71
FY 2019 Budget Requirement	<u>\$29,770,052.54</u>

Item #1
Funding for Regionals FY 2019

<u>Database Management</u>	<u>Funding Amount</u>
ALISA Database Software Maintenance	\$431,832.00
Data Assurance Group MSAG Maintenance	\$1,007,118.72
IT programming and Consulting Selective Router Software Maintenance	\$9,376.80
TOTAL Database Management Costs	\$1,448,327.52
Estimated NG 9-1-1 Network Costs	
NG 911 System Platform Maintenance	\$3,243,384.00
PSDN Network Maintenance	\$2,332,095.00
PSDN System Maintenance	\$744,953.00
PSDN Equipment Refresh	\$200,000.00
Network Management/Monitoring	\$3,231,192.00
UPS Refresh and Maintenance	\$164,000.00
Disaster Recovery Backup Network	\$446,433.00
Network Security Audit	\$215,206.00
TOTAL NG911 Costs	\$10,577,263.00
<u>TOTAL NETWORK COSTS</u>	<u>\$12,025,590.52</u>

Item #2
Funding for Regionals FY 2019

Emergency Telecommunications Services and Support	
GIS Software and Hardware	\$31,000
GIS Data -Business Data, Geocoding	\$60,000
Translation Services	\$36,000
TSP	\$11,325
P-25	\$491,542
Public Education	\$175,000
Emergency Notification Systems	\$917,624
Total:	\$1,722,491

Item #3
Funding for Regionals FY 2019

	Population	# 911 Calls	Var.1	Var.2	FY 2019
Groton ECC					
Town of Groton	39,261				
Groton Long Point	0				
City of Groton	0				
No. Stonington	5,271				
FY 2019	44,532	1	0.8	1	\$161,116.78
Litchfield County Dispatch					
Barkhamsted	3,664				
Borough Bantam	0				
Borough Litchfield	0				
Bridgewater	1,648				
Canaan	1,177				
Colebrook	1,430				
Cornwall	1,380				
Goshen	2,891				
Hartland	2,117				
Harwinton	5,466				
Kent	2,819				
Litchfield	8,175				
Morris	2,279				
New Hartford	6,733				
Norfolk	1,632				
North Canaan	3,186				
Salisbury	3,618				
Sharon	2,714				
Sherman	3,641				
Torrington	34,646				
Warren	1,408				
Washington	3,452				
FY 2019	94,076	1	4.4	1	\$1,021,100.90
	P		N C1	C2	Subsidy
Northwest Public Safety					
Beacon Falls	6,095				
Bethany	5,488				

Item #3
Funding for Regionals FY 2019

	Population	# 911 Calls	Var.1	Var.2	FY 2019
Bethlehem	3,447				
Middlebury	7,641				
Oxford	12,984				
Prospect	9,755				
Roxbury	2,176				
Waterbury	108,272				
Woodbury	9,591				
FY 2019	165,449	1	1.8	1	\$931,146.97
Quinebaug Valley ECC					
Bor. Danielson	0				
Bor. Jewett City	0				
Bozrah	2,578				
Brooklyn	8,205				
Canterbury	5,065				
Chaplin	2,246				
Colchester	16,061				
East Putnam Fire	2,497				
Eastford	1,750				
Griswold	11,719				
Hampton	1,837				
Killingly	17,069				
Lisbon	4,281				
Plainfield	15,067				
Pomfret	4,149				
Salem	4,167				
Scotland	1,678				
Sprague	2,921				
Sterling	3,741				
Thompson	9,266				
Voluntown	2,565				
Woodstock	7,823				
FY 2019	124,685	1	4.254	1	\$1,316,740.93
Tolland County Mutual Aid					
Andover	3,252				
Ashford	4,236				

Item #3
Funding for Regionals FY 2019

	Population	# 911 Calls	Var.1	Var.2	FY 2019
Bolton	4,930				
Columbia	5,433				
Coventry	12,433				
Ellington	16,071				
Hebron	9,529				
Mansfield	25,969				
Marlborough	6,402				
Somers	11,092				
Stafford	11,758				
Tolland	14,791				
Union	840				
Willington	5,872				
FY 2019	132,608	1	2.65	1	\$972,878.59
Valley Shore ECC					
Chester	4,255				
Deep River	4,482				
Durham	7,255				
East Haddam	9,023				
Essex	6,539				
Haddam	8,260				
Killingworth	6,419				
Lyme	2,355				
Middlefield	4,387				
Old Lyme	7,469				
Westbrook	6,933				
FY 2019	67,377	1	2.2	1	\$433,368.86
Willimantic Fire Switchboard					
Franklin	1,955				
Lebanon	7,197				
Windham	24,727				
FY 2019	33,879	1	0.6	1	\$108,954.86
TOTAL SUBSIDY					\$4,945,307.90

Item #4
Funding for Cities FY 2019

Cities	Population	# 911 Calls	VAR.1	VAR.2	FY 2019
Bridgeport	P	N	C1	C2	Subsidy
FY 2019	145,936	1.23	0.1	0	\$36,079.76
Bristol					
FY 2019	60,147	1	0.1	1	\$132,985.02
Danbury (Western ECC)					
FY 2019	84,992	1	0.1	1	\$187,917.31
East Hartford					
FY 2019	50,237	1	0.1	1	\$111,074.01
Enfield					
FY 2019	44,368	1	0.1	1	\$98,097.65
Fairfield					
FY 2019	61,160	1	0.1	1	\$135,224.76
Greenwich					
FY 2019	62,359	1	0.1	1	\$137,875.75
Hamden					
FY 2019	61,125	1	0.1	1	\$135,147.38
Hartford					
FY 2019	123,243	2.19	0.1	1	\$596,753.70
Manchester					
FY 2019	57,873	1	0.1	1	\$127,957.20
Meriden					
FY 2019	59,622	1	0.1	0	\$11,984.02
New Britain					
FY 2019	72,558	1	0.1	1	\$159,627.60

Item #4
Funding for Cities FY 2019

Cities	Population	# 911 Calls	VAR.1	VAR.2	FY 2019
New Haven					
FY 2019	129,934	1.91	0.1	1	\$548,712.58
Norwalk					
FY 2019	88,438	1	0.1	1	\$195,536.42
Southington					
FY 2019	43,685	1	0.1	1	\$96,587.54
Stamford					
FY 2019	129,113	1	0.1	1	\$285,752.89
Shelton					
FY 2019	41,334	1	0.1	0	\$8,308.13
Stratford					
FY 2019	52,148	1	0.1	1	\$115,299.23
Wallingford					
FY 2019	44,660	1	0.1	1	\$98,743.26
West Hartford					
FY 2019	62,903	1	0.1	1	\$139,078.53
West Haven					
FY 2019	54,516	1	0.1	1	\$120,534.88
TOTAL SUBSIDY	1,530,351				\$3,479,277.61

Item #5
Funding for Multi-town PSAPs FY 2019

	Population	# 911 CALLS	VAR.1	VAR.2	FY 2019
	P	N	C1	C2	Subsidy
Farmington	25,524				
Burlington	9,614				
FY 2019	35,138	1	0.4	1	\$98,878.33
Glastonbury	34,584				
East Hampton	12,869				
FY 2019	47,453	1	0.4	1	\$133,532.74
Granby	11,247				
East Granby	5,170				
FY 2019	16,417	1	0.4	1	\$46,197.44
Ledyard	14,911				
Preston	4,685				
FY 2019	19,596	1	0.4	1	\$55,143.14
Middletown	46,544				
Portland	9,349				
FY 2019	55,893	1	0.4	1	\$157,282.90
Milford	54,054				
Woodmont	0				
FY 2019	54,054	1	0.4	1	\$152,107.96
Newtown	27,865				
Borough of Newtown	0				
FY 2019	27,865	1	0.4	1	\$78,412.11
Old Saybrook	10,093				
Fenwick	0				
FY 2019	10,093	1	0.4	1	\$28,401.70
Stonington	18,647				
Borough of Stonington	0				
FY 2019	18,647	1	0.4	1	\$52,472.66
TOTAL SUBSIDY					\$802,428.98

Item #6
CMED Funding FY 2019

	<u>Population</u>	<u>\$.30 Funding</u>
Andover	3,252	\$975.60
Ansonia	18,732	\$5,619.60
Ashford	4,236	\$1,270.80
Avon	18,364	\$5,509.20
Barkhamsted	3,664	\$1,099.20
Beacon Falls	6,095	\$1,828.50
Berlin	20,499	\$6,149.70
Bethany	5,488	\$1,646.40
Bethel	19,627	\$5,888.10
Bethlehem	3,447	\$1,034.10
Bloomfield	20,642	\$6,192.60
Bolton	4,930	\$1,479.00
Bozrah	2,578	\$773.40
Branford	28,028	\$8,408.40
Bridgeport	145,936	\$43,780.80
Bridgewater	1,648	\$494.40
Bristol	60,147	\$18,044.10
Brookfield	17,098	\$5,129.40
Brooklyn	8,205	\$2,461.50
Burlington	9,614	\$2,884.20
Canaan	1,177	\$353.10
Canterbury	5,065	\$1,519.50
Canton	10,287	\$3,086.10
Chaplin	2,246	\$673.80
Cheshire	29,282	\$8,784.60
Chester	4,255	\$1,276.50
Clinton	12,961	\$3,888.30
Colchester	16,061	\$4,818.30
Colebrook	1,430	\$429.00
Columbia	5,433	\$1,629.90
Cornwall	1,380	\$414.00
Coventry	12,433	\$3,729.90
Cromwell	13,960	\$4,188.00
Danbury	84,992	\$25,497.60
Darien	21,744	\$6,523.20
Deep River	4,482	\$1,344.60
Derby	12,631	\$3,789.30
Durham	7,255	\$2,176.50
East Granby	5,170	\$1,551.00
East Haddam	9,023	\$2,706.90
East Hampton	12,869	\$3,860.70
East Hartford	50,237	\$15,071.10
East Haven	28,807	\$8,642.10

Item #6
CMED Funding FY 2019

	Population	\$.30 Funding
East Lyme	18,886	\$5,665.80
East Windsor	11,355	\$3,406.50
Eastford	1,750	\$525.00
Easton	7,561	\$2,268.30
Ellington	16,071	\$4,821.30
Enfield	44,368	\$13,310.40
Essex	6,539	\$1,961.70
Fairfield	61,160	\$18,348.00
Farmington	25,524	\$7,657.20
Franklin	1,955	\$586.50
Glastonbury	34,584	\$10,375.20
Goshen	2,891	\$867.30
Granby	11,247	\$3,374.10
Greenwich	62,359	\$18,707.70
Griswold	11,719	\$3,515.70
Groton	39,261	\$11,778.30
Guilford	22,277	\$6,683.10
Haddam	8,260	\$2,478.00
Hamden	61,125	\$18,337.50
Hampton	1,837	\$551.10
Hartford	123,243	\$36,972.90
Hartland	2,117	\$635.10
Harwinton	5,466	\$1,639.80
Hebron	9,529	\$2,858.70
Kent	2,819	\$845.70
Killingly	17,069	\$5,120.70
Killingworth	6,419	\$1,925.70
Lebanon	7,197	\$2,159.10
Ledyard	14,911	\$4,473.30
Lisbon	4,281	\$1,284.30
Litchfield	8,175	\$2,452.50
Lyme	2,355	\$706.50
Madison	18,151	\$5,445.30
Manchester	57,873	\$17,361.90
Mansfield	25,969	\$7,790.70
Marlborough	6,402	\$1,920.60
Meriden	59,622	\$17,886.60
Middlebury	7,641	\$2,292.30
Middlefield	4,387	\$1,316.10
Middletown	46,544	\$13,963.20
Milford	54,054	\$16,216.20
Monroe	19,658	\$5,897.40
Montville	19,231	\$5,769.30
Morris	2,279	\$683.70

Item #6
CMED Funding FY 2019

	<u>Population</u>	<u>\$.30 Funding</u>
Naugatuck	31,392	\$9,417.60
New Britain	72,558	\$21,767.40
New Canaan	20,280	\$6,084.00
New Fairfield	14,005	\$4,201.50
New Hartford	6,733	\$2,019.90
New Haven	129,934	\$38,980.20
New London	26,984	\$8,095.20
New Milford	27,151	\$8,145.30
Newington	30,423	\$9,126.90
Newtown	27,865	\$8,359.50
Norfolk	1,632	\$489.60
North Branford	14,198	\$4,259.40
North Canaan	3,186	\$955.80
North Haven	23,709	\$7,112.70
North Stonington	5,271	\$1,581.30
Norwalk	88,438	\$26,531.40
Norwich	39,556	\$11,866.80
Old Lyme	7,469	\$2,240.70
Old Saybrook	10,093	\$3,027.90
Orange	13,912	\$4,173.60
Oxford	12,984	\$3,895.20
Plainfield	15,067	\$4,520.10
Plainville	17,677	\$5,303.10
Plymouth	11,749	\$3,524.70
Pomfret	4,149	\$1,244.70
Portland	9,349	\$2,804.70
Preston	4,685	\$1,405.50
Prospect	9,755	\$2,926.50
Putnam	9,333	\$2,799.90
Redding	9,216	\$2,764.80
Ridgefield	25,063	\$7,518.90
Rocky Hill	20,119	\$6,035.70
Roxbury	2,176	\$652.80
Salem	4,167	\$1,250.10
Salisbury	3,618	\$1,085.40
Scotland	1,678	\$503.40
Seymour	16,553	\$4,965.90
Sharon	2,714	\$814.20
Shelton	41,334	\$12,400.20
Sherman	3,641	\$1,092.30
Simsbury	24,407	\$7,322.10
Somers	11,092	\$3,327.60
South Windsor	25,737	\$7,721.10
Southbury	19,572	\$5,871.60

Item #6
CMED Funding FY 2019

	<u>Population</u>	<u>\$.30 Funding</u>
Southington	43,685	\$13,105.50
Sprague	2,921	\$876.30
Stafford	11,758	\$3,527.40
Stamford	129,113	\$38,733.90
Sterling	3,741	\$1,122.30
Stonington	18,647	\$5,594.10
Stratford	52,148	\$15,644.40
Suffield	15,625	\$4,687.50
Thomaston	7,595	\$2,278.50
Thompson	9,266	\$2,779.80
Tolland	14,791	\$4,437.30
Torrington	34,646	\$10,393.80
Trumbull	36,237	\$10,871.10
Union	840	\$252.00
Vernon	29,148	\$8,744.40
Voluntown	2,565	\$769.50
Wallingford	44,660	\$13,398.00
Warren	1,408	\$422.40
Washington	3,452	\$1,035.60
Waterbury	108,252	\$32,475.60
Waterford	19,101	\$5,730.30
Watertown	21,790	\$6,537.00
West Hartford	62,903	\$18,870.90
West Haven	54,516	\$16,354.80
Westbrook	6,933	\$2,079.90
Weston	10,302	\$3,090.60
Westport	27,840	\$8,352.00
Wethersfield	26,195	\$7,858.50
Willington	5,872	\$1,761.60
Wilton	18,560	\$5,568.00
Winchester	10,754	\$3,226.20
Windham	24,727	\$7,418.10
Windsor	28,875	\$8,662.50
Windsor Locks	12,512	\$3,753.60
Wolcott	16,643	\$4,992.90
Woodbridge	8,842	\$2,652.60
Woodbury	9,591	\$2,877.30
Woodstock	7,823	\$2,346.90
<u>TOTAL SUBSIDY</u>	3,576,432	\$1,072,929.60

Item #7
PSAP Training Funds FY 2019

	<u>Population</u>	<u>\$.10 per capita</u>
Ansonia	18,732	\$1,873.20
Avon PD	18,364	\$1,836.40
Berlin PD	20,499	\$2,049.90
Bethel PD	19,627	\$1,962.70
Bloomfield PD	20,642	\$2,064.20
Branford PD	28,028	\$2,802.80
Bridgeport ECC	145,936	\$14,593.60
Bristol PD	60,147	\$6,014.70
Brookfield PD	17,098	\$1,709.80
Canton PD	10,287	\$1,028.70
Cheshire PD	29,282	\$2,928.20
Clinton ECC	12,961	\$1,296.10
Cromwell PD	13,960	\$1,396.00
Danbury	84,992	\$8,499.20
Darien PD	21,744	\$2,174.40
Derby PD	12,631	\$1,263.10
East Hartford PD	50,237	\$5,023.70
East Haven FD	28,807	\$2,880.70
East Lyme	18,886	\$1,888.60
East Windsor PD	11,355	\$1,135.50
Easton PD	7,561	\$756.10
Enfield PD	44,368	\$4,436.80
Fairfield ECC	61,160	\$6,116.00
Farmington PD/(Burlington)	35,138	\$3,513.80
Glastonbury PD (East Hampto	47,453	\$4,745.30
Granby PD/(East Granby)	16,417	\$1,641.70
Greenwich PD	62,359	\$6,235.90
Groton ECC	44,532	\$4,453.20
Guilford ECC	22,277	\$2,227.70
Hamden Central	61,125	\$6,112.50
Hartford PD	123,243	\$12,324.30
Ledyard ECC/(Preston)	19,596	\$1,959.60
Litchfield County Dispatch	94,076	\$9,407.60
Madison PD	18,151	\$1,815.10
Manchester PD	57,873	\$5,787.30
Meriden PD	59,622	\$5,962.20
Middletown ECC/(Portland)	55,893	\$5,589.30
Milford	54,054	\$5,405.40
Monroe PD	19,658	\$1,965.80
Montville ECC	19,231	\$1,923.10
Naugatuck PD	31,392	\$3,139.20
New Britain ECC	72,558	\$7,255.80
New Canaan PD	20,280	\$2,028.00

Item #7
PSAP Training Funds FY 2019

	<u>Population</u>	<u>\$.10 per capita</u>
New Fairfield ECC	14,005	\$1,400.50
New Haven ECC	129,934	\$12,993.40
New London PD	26,984	\$2,698.40
New Milford PD	27,151	\$2,715.10
Newington PD	30,423	\$3,042.30
Newtown PD	27,865	\$2,786.50
North Branford PD	14,198	\$1,419.80
North Haven PD	23,709	\$2,370.90
Northwest Ct. Public Safety	165,449	\$16,544.90
Norwalk PD	88,438	\$8,843.80
Norwich PD	39,556	\$3,955.60
Old Saybrook PD	10,093	\$1,009.30
Orange PD	13,912	\$1,391.20
Plainville PD	17,677	\$1,767.70
Plymouth PD	11,749	\$1,174.90
Putnam	9,333	\$933.30
Quinebaug Valley EC	124,685	\$12,468.50
Redding PD	9,216	\$921.60
Ridgefield PD	25,063	\$2,506.30
Rocky Hill PD	20,119	\$2,011.90
Seymour PD	16,553	\$1,655.30
Shelton PD	41,334	\$4,133.40
Simsbury PD	24,407	\$2,440.70
South Windsor PD	25,737	\$2,573.70
Southbury ECC	19,572	\$1,957.20
Southington PD	43,685	\$4,368.50
Stamford ECC	129,113	\$12,911.30
Stonington PD	18,647	\$1,864.70
Stratford PD	52,148	\$5,214.80
Suffield PD	15,625	\$1,562.50
Thomaston PD	7,595	\$759.50
Tolland County	132,608	\$13,260.80
Trumbull ECC	36,237	\$3,623.70
UCONN	12,236	\$1,223.60
Valley Shore ECC	67,377	\$6,737.70
Vernon PD	29,148	\$2,914.80
Wallingford PD	44,660	\$4,466.00
Waterford ECC	19,101	\$1,910.10
Watertown PD	21,790	\$2,179.00
West Hartford PD	62,903	\$6,290.30
West Haven ERS	54,516	\$5,451.60
Weston ECC	10,302	\$1,030.20
Westport PD	27,840	\$2,784.00
Wethersfield PD	26,195	\$2,619.50

Item #7
PSAP Training Funds FY 2019

	<u>Population</u>	<u>\$.10 per capita</u>
Willimantic Switchboard	33,879	\$3,387.90
Wilton PD	18,560	\$1,856.00
Windsor PD	28,875	\$2,887.50
Windsor Locks PD	12,512	\$1,251.20
Winsted PD	10,754	\$1,075.40
Wolcott PD	16,643	\$1,664.30
Woodbridge PD	8,842	\$884.20
<u>TOTAL</u>		<u>\$359,118.50</u>

Item #8
Training and Certification FY 2019

Training and Certification	
FY 2019	
Telecommunicator Training Program	\$20,000.00
EMD CSP Trooper and Telecommunicator Training	\$90,000.00
Total:	\$110,000.00

Item #9
DSET Budget: FY 2019

Division of Statewide Emergency Telecommunications	
FY 2019	
DSET Salaries	\$1,575,594.00
DSET Fringe	\$1,386,522.72
DSET Salaries and Fringe	\$2,962,116.72
CTS OT	\$60,000.00
Travel & Training	\$52,000.00
Equipment	\$10,000.00
<u>ESTIMATED DSET FY 2019 BUDGET</u>	\$3,084,116.72

Item #10
CSP Budget: FY 2019

State Police Troop	2017 # 911 Calls	Subsidy
CSP A	52,297	\$52,297
CSP B	3,967	\$3,967
CSP E	28,412	\$28,412
CSP G	173,808	\$173,808
CSP H	138,005	\$138,005
CSP I	85,598	\$85,598
CSP L	8,791	\$8,791
CSP W (BIA)	2,805	\$2,805
<u>TOTAL</u>	493,683	<u>\$493,683</u>

Item #11
DPH Subsidy: FY 2019

Department of Public Health		
Transfer of Funds for EMS		
Period of 2019		
EMS payment to Dept. of Public Health	\$250,000	
<u>TOTAL</u>	\$250,000	

Item #12
New Multi-Town: FY 2019

New Multi-Town ECC					
Hypothetical Multi-Town	Municipality	Population	#911 Calls	Var.1	Subsidy FY 2019
Region 1	Town A	61,160			
	Town B	27,840			
		89,000	1	0.4	\$251,692.00
TOTAL					\$251,692.00

Item #13
Transition Grants: FY 2019

Projected Amounts Required for Transition Grants				
FY 2019			# of Towns	Transition @ \$250,000
Projected Transition Grants			2	\$500,000
<u>TOTAL</u>				\$500,000

Appendix B - CALL COUNT REPORT

ANSONIA PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	63	71	502	636
FEB	47	68	398	513
MAR	63	52	465	580
APR	62	51	434	547
MAY	72	81	523	676
JUN	54	65	563	682
JUL	54	52	484	590
AUG	68	69	420	557
SEP	40	71	430	541
OCT	61	63	396	520
NOV	41	51	403	495
DEC	47	66	426	539
YTD	672	760	5444	6876

BETHEL PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	76	106	427	609
FEB	78	109	372	559
MAR	102	114	471	687
APR	68	83	432	583
MAY	102	107	717	926
JUN	72	110	571	753
JUL	53	123	450	626
AUG	62	90	367	519
SEP	59	97	356	512
OCT	86	106	445	637
NOV	74	105	412	591
DEC	60	84	434	578
YTD	892	1234	5454	7580

AVON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	51	86	363	500
FEB	74	100	359	533
MAR	72	94	426	592
APR	66	97	346	509
MAY	59	85	527	671
JUN	58	94	492	644
JUL	56	83	383	522
AUG	45	84	392	521
SEP	54	79	378	511
OCT	56	117	365	538
NOV	76	106	387	569
DEC	63	120	337	520
YTD	730	1145	4755	6630

BLOOMFIELD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	130	217	682	1029
FEB	125	208	612	945
MAR	157	189	793	1139
APR	175	171	733	1079
MAY	115	231	804	1150
JUN	121	180	854	1155
JUL	105	151	695	951
AUG	113	190	768	1071
SEP	110	149	680	939
OCT	108	179	685	972
NOV	114	149	630	893
DEC	108	174	556	838
YTD	1481	2188	8492	12161

BERLIN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	91	57	469	617
FEB	75	57	389	521
MAR	60	58	415	533
APR	71	68	393	532
MAY	57	79	515	651
JUN	91	67	581	739
JUL	63	86	473	622
AUG	72	61	448	581
SEP	66	66	400	532
OCT	39	75	431	545
NOV	61	53	482	596
DEC	52	77	382	511
YTD	798	804	5378	6980

BRANFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	234	189	525	948
FEB	145	164	458	767
MAR	245	175	700	1120
APR	175	133	606	914
MAY	201	168	712	1081
JUN	181	173	703	1057
JUL	177	181	738	1096
AUG	158	180	664	1002
SEP	150	155	560	865
OCT	126	143	532	801
NOV	146	142	583	871
DEC	123	154	522	799
YTD	2061	1957	7303	11321

BRIDGEPORT ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	3043	197	9011	12251
FEB	2517	178	7651	10346
MAR	2813	196	8597	11606
APR	2662	195	9239	12096
MAY	3361	204	11015	14580
JUN	3171	205	11247	14623
JUL	2658	139	8531	11328
AUG	2596	117	8497	11210
SEP	2525	127	8492	11144
OCT	2754	144	7615	10513
NOV	2265	135	6904	9304
DEC	2227	128	7251	9606
YTD	32592	1965	104050	138607

CANTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	44	25	179	248
FEB	46	24	160	230
MAR	45	43	173	261
APR	54	22	168	244
MAY	55	29	227	311
JUN	50	26	215	291
JUL	50	33	213	296
AUG	56	36	206	298
SEP	58	24	167	249
OCT	58	34	148	240
NOV	47	26	152	225
DEC	45	17	160	222
YTD	608	339	2168	3115

BRISTOL PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	297	298	1602	2197
FEB	304	283	1450	2037
MAR	243	308	1762	2313
APR	294	267	1766	2327
MAY	258	308	2056	2622
JUN	345	313	2013	2671
JUL	207	242	1528	1977
AUG	211	253	1320	1784
SEP	190	220	1399	1809
OCT	241	254	1449	1944
NOV	229	254	1297	1780
DEC	227	239	1220	1686
YTD	3046	3239	18862	25147

CHESHIRE PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	241	14	418	673
FEB	229	10	299	538
MAR	258	19	411	688
APR	229	7	395	631
MAY	247	11	488	746
JUN	222	22	476	720
JUL	180	21	338	539
AUG	177	20	284	481
SEP	182	5	281	468
OCT	195	9	308	512
NOV	175	16	398	589
DEC	171	9	327	507
YTD	2506	163	4423	7092

BROOKFIELD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	104	13	195	312
FEB	102	27	220	349
MAR	117	23	302	442
APR	95	20	289	404
MAY	128	26	735	889
JUN	144	17	357	518
JUL	113	26	321	460
AUG	82	23	310	415
SEP	85	15	244	344
OCT	107	16	274	397
NOV	82	11	244	337
DEC	98	10	214	322
YTD	1257	227	3705	5189

CLINTON ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	59	40	244	343
FEB	51	48	194	293
MAR	41	47	365	453
APR	55	38	289	382
MAY	51	48	364	463
JUN	59	48	370	477
JUL	54	46	283	383
AUG	43	42	331	416
SEP	35	37	250	322
OCT	42	40	209	291
NOV	30	33	209	272
DEC	27	45	202	274
YTD	547	512	3310	4369

CROMWELL PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	72	59	242	373
FEB	76	43	227	346
MAR	69	54	304	427
APR	60	35	240	335
MAY	70	45	301	416
JUN	77	39	354	470
JUL	69	36	278	383
AUG	52	46	346	444
SEP	42	55	314	411
OCT	45	42	238	325
NOV	51	45	301	397
DEC	53	64	294	411
YTD	736	563	3439	4738

CSP TROOP B

Month	Wireline	VoIP	Wireless	Total Calls
JAN	44	12	257	313
FEB	34	23	193	250
MAR	46	21	202	269
APR	61	29	235	325
MAY	55	21	304	380
JUN	69	18	327	414
JUL	62	18	349	429
AUG	53	12	295	360
SEP	34	23	254	311
OCT	46	17	258	321
NOV	21	20	234	275
DEC	29	12	196	237
YTD	554	226	3104	3884

CSP BIA

Month	Wireline	VoIP	Wireless	Total Calls
JAN	48	8	175	231
FEB	59	3	152	214
MAR	58	5	212	275
APR	57	11	195	263
MAY	65	11	331	407
JUN	43	7	282	332
JUL	38	8	220	266
AUG	37	5	190	232
SEP	35	7	182	224
OCT	35	6	214	255
NOV	39	8	148	195
DEC	37	10	179	226
YTD	551	89	2480	3120

CSP TROOP C (Secondary)

Month	Wireline	VoIP	Wireless	Total Calls
JAN	45	20	624	689
FEB	48	17	560	625
MAR	59	20	583	662
APR	57	11	584	652
MAY	68	21	689	778
JUN	68	32	756	856
JUL	54	27	680	761
AUG	46	27	700	773
SEP	62	25	690	777
OCT	57	14	607	678
NOV	50	28	743	821
DEC	56	25	577	658
YTD	670	267	7793	8730

CSP TROOP A

Month	Wireline	VoIP	Wireless	Total Calls
JAN	16	16	3686	3718
FEB	27	10	3012	3049
MAR	25	11	3638	3674
APR	19	7	3742	3768
MAY	36	10	4873	4919
JUN	24	15	4498	4537
JUL	31	10	4385	4426
AUG	20	14	4462	4496
SEP	20	16	3674	3710
OCT	17	8	3762	3787
NOV	23	23	3951	3997
DEC	20	6	3694	3720
YTD	278	146	47377	47801

CSP TROOP D (Secondary)

Month	Wireline	VoIP	Wireless	Total Calls
JAN	53	19	545	617
FEB	41	13	431	485
MAR	53	16	587	656
APR	65	16	488	569
MAY	67	26	546	639
JUN	68	22	577	667
JUL	61	23	582	666
AUG	54	31	635	720
SEP	53	14	558	625
OCT	59	16	580	655
NOV	63	15	552	630
DEC	60	17	511	588
YTD	697	228	6592	7517

CSP TROOP E

Month	Wireline	VoIP	Wireless	Total Calls
JAN	41	27	1941	2009
FEB	29	28	1757	1814
MAR	37	43	2033	2113
APR	37	36	1902	1975
MAY	39	54	2127	2220
JUN	36	36	2386	2458
JUL	33	39	2314	2386
AUG	38	37	2147	2222
SEP	49	24	1964	2037
OCT	36	43	1887	1966
NOV	43	33	1877	1953
DEC	38	35	1678	1751
YTD	456	435	24013	24904

CSP TROOP H

Month	Wireline	VoIP	Wireless	Total Calls
JAN	21	24	10183	10228
FEB	27	25	9034	9086
MAR	20	20	9722	9762
APR	19	21	10044	10084
MAY	21	19	11090	11130
JUN	27	33	11493	11553
JUL	26	12	11610	11648
AUG	22	25	11034	11081
SEP	16	25	10469	10510
OCT	20	11	10479	10510
NOV	18	18	10772	10808
DEC	18	25	9945	9988
YTD	255	258	125875	126388

CSP TROOP F (Secondary)

Month	Wireline	VoIP	Wireless	Total Calls
JAN	55	44	673	772
FEB	39	39	644	722
MAR	49	53	861	963
APR	43	30	737	810
MAY	33	40	982	1055
JUN	45	55	1118	1218
JUL	51	59	1184	1294
AUG	56	51	1007	1114
SEP	56	53	868	977
OCT	50	47	810	907
NOV	34	43	887	964
DEC	45	55	805	905
YTD	556	569	10576	11701

CSP TROOP I

Month	Wireline	VoIP	Wireless	Total Calls
JAN	24	27	6036	6087
FEB	18	22	5238	5278
MAR	20	34	6300	6354
APR	21	26	6104	6151
MAY	24	28	7585	7637
JUN	24	22	6823	6869
JUL	23	29	6692	6744
AUG	24	26	6823	6873
SEP	21	24	6371	6416
OCT	16	24	6253	6293
NOV	20	30	6374	6424
DEC	10	36	6245	6291
YTD	245	328	76844	77417

CSP TROOP G

Month	Wireline	VoIP	Wireless	Total Calls
JAN	26	23	11731	11780
FEB	11	16	10252	10279
MAR	16	17	13183	13216
APR	26	15	12167	12208
MAY	35	24	14934	14993
JUN	18	32	15074	15124
JUL	22	31	15193	15246
AUG	20	31	14793	14844
SEP	31	47	13046	13124
OCT	26	23	12802	12851
NOV	22	44	13142	13208
DEC	15	19	11953	11987
YTD	268	322	158270	158860

CSP TROOP K (Secondary)

Month	Wireline	VoIP	Wireless	Total Calls
JAN	48	37	640	725
FEB	39	42	663	744
MAR	38	36	725	799
APR	55	38	581	674
MAY	50	48	770	868
JUN	53	41	793	887
JUL	31	34	745	810
AUG	36	41	710	787
SEP	47	58	738	843
OCT	55	45	660	760
NOV	46	40	781	867
DEC	33	27	629	689
YTD	531	487	8435	9453

CSP TROOP L

Month	Wireline	VoIP	Wireless	Total Calls
JAN	83	26	626	735
FEB	68	18	555	641
MAR	63	13	575	651
APR	66	15	700	781
MAY	105	29	1164	1298
JUN	87	35	850	972
JUL	77	22	758	857
AUG	68	22	761	851
SEP	66	19	717	802
OCT	57	24	639	720
NOV	53	32	738	823
DEC	67	19	579	665
YTD	860	274	8662	9796

EAST HARTFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	277	222	1866	2365
FEB	222	236	1536	1994
MAR	243	204	1806	2253
APR	208	231	1464	1903
MAY	241	272	1773	2286
JUN	241	249	1855	2345
JUL	197	194	1563	1954
AUG	172	192	1543	1907
SEP	201	195	1522	1918
OCT	213	197	1636	2046
NOV	201	198	1515	1914
DEC	194	177	1389	1760
YTD	2610	2567	19468	24645

DARIEN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	246	11	329	586
FEB	105	7	265	377
MAR	166	7	525	698
APR	134	7	303	444
MAY	173	16	424	613
JUN	141	13	412	566
JUL	121	14	387	522
AUG	122	6	318	446
SEP	101	2	309	412
OCT	131	6	303	440
NOV	117	10	289	416
DEC	135	7	326	468
YTD	1692	106	4190	5988

EAST HAVEN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	153	219	785	1157
FEB	156	172	671	999
MAR	167	192	763	1122
APR	163	153	686	1002
MAY	130	159	980	1269
JUN	145	178	943	1266
JUL	150	168	788	1106
AUG	137	186	791	1114
SEP	129	187	680	996
OCT	130	178	656	964
NOV	96	164	681	941
DEC	120	167	632	919
YTD	1676	2123	9056	12855

DERBY PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	64	41	472	577
FEB	96	51	450	597
MAR	69	36	590	695
APR	78	30	504	612
MAY	66	50	639	755
JUN	47	28	600	675
JUL	49	40	491	580
AUG	49	54	546	649
SEP	44	29	507	580
OCT	56	32	494	582
NOV	59	28	482	569
DEC	32	37	508	577
YTD	709	456	6283	7448

EAST LYME ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	90	40	239	369
FEB	85	44	228	357
MAR	100	57	357	514
APR	99	37	260	396
MAY	81	68	297	446
JUN	118	47	402	567
JUL	89	51	349	489
AUG	117	75	330	522
SEP	107	64	287	458
OCT	79	50	297	426
NOV	101	57	300	458
DEC	90	52	263	405
YTD	1156	642	3609	5407

EAST WINDSOR PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	73	15	364	452
FEB	66	20	399	485
MAR	102	24	355	481
APR	80	31	348	459
MAY	114	19	533	666
JUN	87	16	546	649
JUL	58	24	450	532
AUG	67	27	437	531
SEP	95	13	414	522
OCT	75	23	384	482
NOV	67	17	418	502
DEC	67	28	388	483
YTD	951	257	5036	6244

FAIRFIELD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	482	82	1284	1848
FEB	442	70	1099	1611
MAR	472	99	1517	2088
APR	411	93	1184	1688
MAY	465	83	1624	2172
JUN	470	84	1535	2089
JUL	406	66	1201	1673
AUG	371	78	1259	1708
SEP	468	70	1486	2024
OCT	426	82	1286	1794
NOV	384	86	1267	1737
DEC	411	90	1201	1702
YTD	5208	983	15943	22134

EASTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	48	0	55	103
FEB	32	1	61	94
MAR	81	2	176	259
APR	50	3	67	120
MAY	49	6	113	168
JUN	56	3	81	140
JUL	64	7	71	142
AUG	46	1	103	150
SEP	44	3	63	110
OCT	46	2	78	126
NOV	50	0	97	147
DEC	36	2	79	117
YTD	602	30	1044	1676

FARMINGTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	212	147	799	1158
FEB	188	152	622	962
MAR	165	146	756	1067
APR	170	131	688	989
MAY	199	156	946	1301
JUN	174	140	898	1212
JUL	139	134	644	917
AUG	153	138	769	1060
SEP	156	120	696	972
OCT	150	140	758	1048
NOV	162	146	797	1105
DEC	141	136	730	1007
YTD	2009	1686	9103	12798

ENFIELD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	404	17	851	1272
FEB	363	18	803	1184
MAR	456	25	887	1368
APR	370	17	951	1338
MAY	421	20	1087	1528
JUN	420	31	1086	1537
JUL	318	46	908	1272
AUG	310	44	866	1220
SEP	299	20	907	1226
OCT	334	20	776	1130
NOV	332	24	793	1149
DEC	322	32	743	1097
YTD	4349	314	10658	15321

GLASTONBURY PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	267	74	691	1032
FEB	284	90	578	952
MAR	285	89	797	1171
APR	286	72	692	1050
MAY	292	75	885	1252
JUN	302	100	879	1281
JUL	231	62	729	1022
AUG	223	87	720	1030
SEP	243	79	703	1025
OCT	245	79	672	996
NOV	231	80	700	1011
DEC	225	80	575	880
YTD	3114	967	8621	12702

GRANBY PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	99	9	236	344
FEB	121	3	181	305
MAR	170	12	223	405
APR	98	7	212	317
MAY	98	9	232	339
JUN	101	7	312	420
JUL	102	5	280	387
AUG	96	8	235	339
SEP	83	6	200	289
OCT	95	3	195	293
NOV	96	5	210	311
DEC	88	2	204	294
YTD	1247	76	2720	4043

GUILFORD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	81	74	341	496
FEB	47	51	336	434
MAR	99	95	486	680
APR	75	51	417	543
MAY	68	88	436	592
JUN	86	51	415	552
JUL	93	94	407	594
AUG	65	68	332	465
SEP	76	77	405	558
OCT	85	72	291	448
NOV	86	71	365	522
DEC	71	66	371	508
YTD	932	858	4602	6392

GREENWICH PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	832	212	910	1954
FEB	785	157	847	1789
MAR	909	196	1417	2522
APR	712	136	1068	1916
MAY	933	151	1467	2551
JUN	914	179	1491	2584
JUL	538	143	1044	1725
AUG	574	124	1080	1778
SEP	524	105	1009	1638
OCT	606	106	1020	1732
NOV	568	121	1120	1809
DEC	520	147	917	1584
YTD	8415	1777	13390	23582

HAMDEN ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	439	391	1775	2605
FEB	362	351	1547	2260
MAR	429	312	2067	2808
APR	341	319	1717	2377
MAY	473	382	2324	3179
JUN	376	278	1826	2480
JUL	370	302	1670	2342
AUG	351	354	1719	2424
SEP	353	336	1802	2491
OCT	373	335	1689	2397
NOV	327	282	1707	2316
DEC	345	308	1680	2333
YTD	4539	3950	21523	30012

GROTON ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	188	182	1066	1436
FEB	188	128	880	1196
MAR	207	167	1152	1526
APR	199	160	1007	1366
MAY	232	205	1140	1577
JUN	196	140	1261	1597
JUL	176	187	1254	1617
AUG	169	207	1269	1645
SEP	182	166	1114	1462
OCT	174	159	963	1296
NOV	211	187	995	1393
DEC	165	148	867	1180
YTD	2287	2036	12968	17291

HARTFORD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	1226	1137	10368	12731
FEB	1126	1058	9417	11601
MAR	1101	1093	10526	12720
APR	1272	976	10419	12667
MAY	1287	1121	12055	14463
JUN	1119	1031	11900	14050
JUL	850	851	10116	11817
AUG	850	866	9490	11206
SEP	979	972	8678	10629
OCT	969	840	8195	10004
NOV	890	850	7952	9692
DEC	885	891	7793	9569
YTD	12554	11686	116909	141149

LEDYARD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	32	90	480	602
FEB	39	66	470	575
MAR	33	72	562	667
APR	55	71	504	630
MAY	41	75	531	647
JUN	33	63	586	682
JUL	32	57	578	667
AUG	38	47	570	655
SEP	30	64	488	582
OCT	31	49	428	508
NOV	38	57	496	591
DEC	32	61	410	503
YTD	434	772	6103	7309

MANCHESTER PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	508	121	1553	2182
FEB	545	111	1497	2153
MAR	497	118	1598	2213
APR	517	102	1431	2050
MAY	571	103	1615	2289
JUN	504	109	1689	2302
JUL	448	92	1611	2151
AUG	423	102	1545	2070
SEP	395	111	1388	1894
OCT	495	110	1366	1971
NOV	444	94	1296	1834
DEC	464	113	1408	1985
YTD	5811	1286	17997	25094

LITCHFIELD CTY ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	835	148	1772	2755
FEB	718	129	1483	2330
MAR	731	148	1638	2517
APR	744	164	1708	2616
MAY	779	192	2736	3707
JUN	827	148	2344	3319
JUL	1141	133	2116	3390
AUG	826	155	1994	2975
SEP	690	144	1803	2637
OCT	668	135	1829	2632
NOV	637	125	1711	2473
DEC	655	128	1594	2377
YTD	9251	1749	22728	33728

MASHANTUCKET PS

Month	Wireline	VoIP	Wireless	Total Calls
JAN	31	1	28	60
FEB	21	0	41	62
MAR	39	5	37	81
APR	30	1	35	66
MAY	24	2	49	75
JUN	43	3	27	73
JUL	41	1	30	72
AUG	31	6	27	64
SEP	27	0	24	51
OCT	26	5	35	66
NOV	41	2	25	68
DEC	32	2	23	57
YTD	386	28	381	795

MADISON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	57	86	190	333
FEB	93	66	218	377
MAR	110	70	477	657
APR	71	51	261	383
MAY	77	88	394	559
JUN	108	66	343	517
JUL	73	70	363	506
AUG	87	84	360	531
SEP	44	65	266	375
OCT	77	56	233	366
NOV	60	48	282	390
DEC	71	60	271	402
YTD	928	810	3658	5396

MERIDEN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	451	44	1637	2132
FEB	371	46	1491	1908
MAR	441	39	1614	2094
APR	435	35	1667	2137
MAY	477	61	1982	2520
JUN	438	70	1825	2333
JUL	351	59	1852	2262
AUG	356	71	1751	2178
SEP	357	48	1637	2042
OCT	355	37	1651	2043
NOV	419	54	1616	2089
DEC	354	59	1562	1975
YTD	4805	623	20285	25713

MIDDLETOWN CC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	397	223	1553	2173
FEB	402	191	1353	1946
MAR	351	181	1638	2170
APR	369	216	1434	2019
MAY	396	232	1862	2490
JUN	406	246	1763	2415
JUL	379	196	1642	2217
AUG	329	201	1472	2002
SEP	304	202	1504	2010
OCT	388	193	1559	2140
NOV	341	182	1457	1980
DEC	316	184	1302	1802
YTD	4378	2447	18539	25364

MONROE PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	138	12	341	491
FEB	102	13	292	407
MAR	95	13	399	507
APR	106	11	283	400
MAY	109	13	576	698
JUN	136	21	421	578
JUL	105	8	365	478
AUG	79	13	318	410
SEP	72	5	290	367
OCT	93	7	324	424
NOV	70	4	366	440
DEC	86	6	318	410
YTD	1191	126	4293	5610

MILFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	556	29	864	1449
FEB	482	24	857	1363
MAR	471	33	1037	1541
APR	444	23	917	1384
MAY	485	52	1178	1715
JUN	492	33	1278	1803
JUL	408	29	1172	1609
AUG	394	37	1063	1494
SEP	389	32	934	1355
OCT	436	22	935	1393
NOV	394	30	998	1422
DEC	397	34	914	1345
YTD	5348	378	12147	17873

MONTVILLE ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	127	55	567	749
FEB	91	52	503	646
MAR	80	36	698	814
APR	83	27	471	581
MAY	149	51	566	766
JUN	86	33	571	690
JUL	93	37	587	717
AUG	89	36	571	696
SEP	93	30	569	692
OCT	87	38	531	656
NOV	91	39	606	736
DEC	106	50	513	669
YTD	1175	484	6753	8412

MOHEGAN TRIBAL PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	238	14	20	272
FEB	185	15	44	244
MAR	206	38	35	279
APR	193	22	29	244
MAY	221	20	38	279
JUN	201	18	24	243
JUL	129	20	29	178
AUG	186	18	30	234
SEP	26	189	34	249
OCT	2	179	35	216
NOV	1	249	31	281
DEC	3	266	43	312
YTD	1591	1048	392	3031

NAUGATUCK PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	139	80	662	881
FEB	127	74	499	700
MAR	126	84	557	767
APR	130	91	532	753
MAY	163	113	870	1146
JUN	141	80	651	872
JUL	127	104	541	772
AUG	121	72	571	764
SEP	116	95	536	747
OCT	105	104	545	754
NOV	126	102	594	822
DEC	96	109	553	758
YTD	1517	1108	7111	9736

NEW BRITAIN ERC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	475	378	2895	3748
FEB	395	264	2688	3347
MAR	404	330	3004	3738
APR	397	362	2948	3707
MAY	362	327	3274	3963
JUN	355	294	3141	3790
JUL	360	258	2853	3471
AUG	401	260	2705	3366
SEP	383	246	2615	3244
OCT	396	316	2713	3425
NOV	385	255	2556	3196
DEC	334	239	2445	3018
YTD	4647	3529	33837	42013

NEW HAVEN ERC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	1619	986	8352	10957
FEB	1391	894	7482	9767
MAR	1656	870	9019	11545
APR	1541	951	9139	11631
MAY	1563	898	10658	13119
JUN	1495	818	9963	12276
JUL	1151	823	8688	10662
AUG	1190	889	9223	11302
SEP	1293	830	8649	10772
OCT	1380	893	8355	10628
NOV	1114	828	7594	9536
DEC	1111	808	7481	9400
YTD	16504	10488	104603	131595

NEW CANAAN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	283	5	293	581
FEB	244	3	189	436
MAR	352	7	405	764
APR	282	7	334	623
MAY	312	7	366	685
JUN	281	6	360	647
JUL	225	3	327	555
AUG	238	1	274	513
SEP	201	6	305	512
OCT	190	10	381	581
NOV	189	5	373	567
DEC	191	7	253	451
YTD	2988	67	3860	6915

NEW LONDON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	210	81	1191	1482
FEB	219	69	1142	1430
MAR	242	104	1162	1508
APR	243	73	1113	1429
MAY	218	101	1354	1673
JUN	229	119	1299	1647
JUL	95	105	1333	1533
AUG	240	107	1396	1743
SEP	201	117	1262	1580
OCT	200	90	1259	1549
NOV	156	114	1093	1363
DEC	163	127	1009	1299
YTD	2416	1207	14613	18236

NEW FAIRFIELD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	96	2	226	324
FEB	87	0	137	224
MAR	77	7	248	332
APR	93	1	195	289
MAY	99	1	761	861
JUN	81	7	316	404
JUL	68	3	291	362
AUG	76	2	245	323
SEP	65	9	199	273
OCT	69	5	173	247
NOV	72	2	177	251
DEC	65	6	189	260
YTD	948	45	3157	4150

NEW MILFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	173	23	427	623
FEB	137	20	405	562
MAR	139	25	509	673
APR	174	21	472	667
MAY	174	22	798	994
JUN	133	25	592	750
JUL	144	11	542	697
AUG	130	20	516	666
SEP	152	21	486	659
OCT	156	23	475	654
NOV	133	37	522	692
DEC	133	21	399	553
YTD	1778	269	6143	8190

NEWINGTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	261	34	670	965
FEB	266	43	681	990
MAR	256	36	731	1023
APR	246	35	693	974
MAY	248	50	811	1109
JUN	288	48	852	1188
JUL	233	32	672	937
AUG	243	38	683	964
SEP	204	36	682	922
OCT	199	39	763	1001
NOV	243	44	621	908
DEC	214	52	604	870
YTD	2901	487	8463	11851

NORTH HAVEN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	173	179	609	961
FEB	182	151	620	953
MAR	187	160	672	1019
APR	144	137	634	915
MAY	202	196	889	1287
JUN	146	178	779	1103
JUL	131	133	674	938
AUG	136	129	624	889
SEP	104	129	670	903
OCT	133	126	609	868
NOV	113	121	619	853
DEC	122	147	650	919
YTD	1773	1786	8049	11608

NEWTOWN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	223	8	398	629
FEB	204	15	309	528
MAR	179	10	421	610
APR	249	7	348	604
MAY	237	31	834	1102
JUN	246	26	509	781
JUL	193	18	383	594
AUG	211	18	410	639
SEP	162	13	306	481
OCT	180	13	332	525
NOV	216	9	407	632
DEC	192	7	399	598
YTD	2492	175	5056	7723

NORWALK PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	933	75	2009	3017
FEB	802	71	1720	2593
MAR	1001	103	2419	3523
APR	814	77	1980	2871
MAY	945	92	2542	3579
JUN	898	104	2525	3527
JUL	645	188	2187	3020
AUG	631	59	2156	2846
SEP	614	66	2109	2789
OCT	725	94	2147	2966
NOV	628	83	2019	2730
DEC	631	71	1969	2671
YTD	9267	1083	25782	36132

NORTH BRANFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	45	48	278	371
FEB	39	45	222	306
MAR	57	73	278	408
APR	45	38	268	351
MAY	60	45	358	463
JUN	49	43	299	391
JUL	56	34	305	395
AUG	53	58	256	367
SEP	44	47	259	350
OCT	59	49	262	370
NOV	35	32	242	309
DEC	32	46	260	338
YTD	574	558	3287	4419

NORWICH PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	307	213	1459	1979
FEB	249	155	1135	1539
MAR	260	218	1438	1916
APR	221	193	1286	1700
MAY	218	185	1492	1895
JUN	251	191	1522	1964
JUL	259	188	1487	1934
AUG	233	167	1534	1934
SEP	194	172	1479	1845
OCT	252	184	1207	1643
NOV	230	198	1297	1725
DEC	200	181	1164	1545
YTD	2874	2245	16500	21619

NW CT PUB SAFETY ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	1200	809	6935	8944
FEB	1052	711	5762	7525
MAR	1169	768	6738	8675
APR	1054	755	6368	8177
MAY	1252	863	10009	12124
JUN	1042	767	8012	9821
JUL	1014	727	6602	8343
AUG	951	737	6554	8242
SEP	829	741	5799	7369
OCT	946	742	5668	7356
NOV	950	757	5843	7550
DEC	959	772	5770	7501
YTD	12418	9149	80060	101627

PLAINVILLE PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	56	111	357	524
FEB	54	98	314	466
MAR	52	100	338	490
APR	47	83	313	443
MAY	47	109	454	610
JUN	56	115	402	573
JUL	46	83	335	464
AUG	39	82	320	441
SEP	32	86	264	382
OCT	31	90	341	462
NOV	42	73	321	436
DEC	33	85	289	407
YTD	535	1115	4048	5698

OLD SAYBROOK PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	95	71	245	411
FEB	83	54	202	339
MAR	86	66	308	460
APR	54	69	195	318
MAY	78	61	342	481
JUN	87	58	346	491
JUL	72	72	369	513
AUG	92	74	289	455
SEP	54	80	209	343
OCT	67	49	206	322
NOV	54	47	219	320
DEC	54	58	212	324
YTD	876	759	3142	4777

PLYMOUTH PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	29	46	240	315
FEB	31	30	200	261
MAR	27	31	283	341
APR	24	45	245	314
MAY	28	44	289	361
JUN	28	45	265	338
JUL	48	22	299	369
AUG	19	37	240	296
SEP	43	43	267	353
OCT	24	32	245	301
NOV	26	26	201	253
DEC	20	21	208	249
YTD	347	422	2982	3751

ORANGE PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	247	22	500	769
FEB	118	13	458	589
MAR	167	22	486	675
APR	151	3	481	635
MAY	165	17	581	763
JUN	140	27	627	794
JUL	137	14	485	636
AUG	154	15	486	655
SEP	116	16	432	564
OCT	113	17	505	635
NOV	119	19	473	611
DEC	137	22	418	577
YTD	1764	207	5932	7903

PUTNAM PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	66	28	175	269
FEB	58	34	142	234
MAR	64	19	170	253
APR	77	20	221	318
MAY	75	25	223	323
JUN	53	16	151	220
JUL	42	15	194	251
AUG	51	22	231	304
SEP	58	16	197	271
OCT	63	20	180	263
NOV	48	12	162	222
DEC	54	12	160	226
YTD	709	239	2206	3154

QUINEBAUG VALLEY ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	674	295	2484	3453
FEB	545	272	2204	3021
MAR	715	276	3210	4201
APR	603	257	2421	3281
MAY	588	302	2973	3863
JUN	571	265	2947	3783
JUL	498	262	2829	3589
AUG	493	250	2742	3485
SEP	498	240	2548	3286
OCT	532	308	2413	3253
NOV	520	234	2399	3153
DEC	502	259	2261	3022
YTD	6739	3220	31431	41390

ROCKY HILL PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	202	58	502	762
FEB	186	42	408	636
MAR	217	53	437	707
APR	169	38	413	620
MAY	215	36	538	789
JUN	195	55	579	829
JUL	152	45	461	658
AUG	145	37	478	660
SEP	171	37	402	610
OCT	173	53	470	696
NOV	162	43	438	643
DEC	134	32	420	586
YTD	2121	529	5546	8196

REDDING PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	89	4	172	265
FEB	64	4	147	215
MAR	96	3	284	383
APR	86	4	105	195
MAY	120	3	170	293
JUN	94	3	203	300
JUL	76	4	173	253
AUG	78	1	170	249
SEP	70	10	129	209
OCT	68	1	154	223
NOV	78	1	205	284
DEC	73	3	175	251
YTD	992	41	2087	3120

SEYMOUR PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	70	41	265	376
FEB	55	28	243	326
MAR	69	35	282	386
APR	50	33	256	339
MAY	82	30	441	553
JUN	50	39	301	390
JUL	70	38	281	389
AUG	56	46	293	395
SEP	50	41	292	383
OCT	63	41	269	373
NOV	55	24	264	343
DEC	63	28	254	345
YTD	733	424	3441	4598

RIDGEFIELD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	150	102	273	525
FEB	137	88	206	431
MAR	131	110	335	576
APR	112	111	246	469
MAY	157	95	370	622
JUN	106	86	275	467
JUL	64	32	130	226
AUG	57	43	140	240
SEP	53	35	137	225
OCT	49	39	149	237
NOV	106	82	271	459
DEC	122	97	307	526
YTD	1244	920	2839	5003

SHELTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	348	185	650	1183
FEB	164	160	550	874
MAR	252	147	804	1203
APR	274	134	733	1141
MAY	288	156	803	1247
JUN	266	148	804	1218
JUL	214	125	592	931
AUG	211	116	607	934
SEP	188	138	685	1011
OCT	216	104	631	951
NOV	231	101	668	1000
DEC	255	126	617	998
YTD	2907	1640	8144	12691

SIMSBURY PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	145	91	223	459
FEB	130	62	217	409
MAR	135	90	274	499
APR	132	73	257	462
MAY	158	79	293	530
JUN	110	78	286	474
JUL	110	54	296	460
AUG	116	57	233	406
SEP	96	45	222	363
OCT	86	58	224	368
NOV	96	43	220	359
DEC	100	70	195	365
YTD	1414	800	2940	5154

SOUTHINGTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	371	33	946	1350
FEB	303	16	828	1147
MAR	309	25	884	1218
APR	330	22	956	1308
MAY	344	27	1180	1551
JUN	337	65	1211	1613
JUL	276	49	1034	1359
AUG	259	65	849	1173
SEP	260	44	776	1080
OCT	264	43	851	1158
NOV	268	43	871	1182
DEC	298	41	882	1221
YTD	3619	473	11268	15360

SOUTH WINDSOR PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	209	28	449	686
FEB	159	21	415	595
MAR	212	32	462	706
APR	206	22	483	711
MAY	212	27	635	874
JUN	183	41	524	748
JUL	152	39	488	679
AUG	188	41	526	755
SEP	170	28	503	701
OCT	154	24	489	667
NOV	178	37	477	692
DEC	164	43	412	619
YTD	2187	383	5863	8433

STAMFORD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	1348	173	3098	4619
FEB	1112	153	2567	3832
MAR	1445	175	3697	5317
APR	1251	172	2861	4284
MAY	1290	155	3727	5172
JUN	1207	160	3843	5210
JUL	1149	152	3860	5161
AUG	1158	173	3609	4940
SEP	1006	165	3311	4482
OCT	1038	206	3180	4424
NOV	1112	142	3501	4755
DEC	978	183	3196	4357
YTD	14094	2009	40450	56553

SOUTHBURY PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	337	32	267	636
FEB	322	26	269	617
MAR	309	31	297	637
APR	300	34	201	535
MAY	373	32	696	1101
JUN	269	37	301	607
JUL	316	40	357	713
AUG	316	39	314	669
SEP	292	25	287	604
OCT	322	31	302	655
NOV	287	22	287	596
DEC	275	37	280	592
YTD	3718	386	3858	7962

STONINGTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	92	112	326	530
FEB	96	71	300	467
MAR	112	92	402	606
APR	105	88	345	538
MAY	81	71	445	597
JUN	82	81	502	665
JUL	89	73	550	712
AUG	82	94	527	703
SEP	68	74	424	566
OCT	74	93	379	546
NOV	89	65	396	550
DEC	58	70	348	476
YTD	1028	984	4944	6956

STRATFORD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	555	46	1166	1767
FEB	518	28	961	1507
MAR	574	39	1282	1895
APR	525	33	1112	1670
MAY	644	33	1304	1981
JUN	587	60	1361	2008
JUL	491	35	1188	1714
AUG	530	37	1156	1723
SEP	485	31	1226	1742
OCT	515	56	1168	1739
NOV	465	28	1133	1626
DEC	478	38	1069	1585
YTD	6367	464	14126	20957

TOLLAND COUNTY ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	626	270	2184	3080
FEB	620	274	1937	2831
MAR	645	306	2340	3291
APR	607	289	2012	2908
MAY	638	277	2310	3225
JUN	578	296	2457	3331
JUL	531	271	2300	3102
AUG	587	307	2407	3301
SEP	532	272	2213	3017
OCT	602	286	2094	2982
NOV	582	261	2238	3081
DEC	546	320	2027	2893
YTD	7094	3429	26519	37042

SUFFIELD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	100	33	204	337
FEB	110	18	142	270
MAR	73	24	153	250
APR	81	22	177	280
MAY	104	26	221	351
JUN	97	36	214	347
JUL	78	47	199	324
AUG	62	32	154	248
SEP	77	24	184	285
OCT	81	81	133	295
NOV	81	41	150	272
DEC	76	28	160	264
YTD	1020	412	2091	3523

TRUMBULL PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	351	83	504	938
FEB	267	59	356	682
MAR	323	74	588	985
APR	263	67	497	827
MAY	300	79	560	939
JUN	298	75	604	977
JUL	262	80	499	841
AUG	277	78	561	916
SEP	271	75	522	868
OCT	291	82	542	915
NOV	281	65	573	919
DEC	262	65	555	882
YTD	3446	882	6361	10689

THOMASTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	57	7	111	175
FEB	45	5	101	151
MAR	37	6	110	153
APR	28	2	148	178
MAY	42	5	127	174
JUN	51	1	154	206
JUL	52	3	139	194
AUG	39	0	119	158
SEP	51	2	138	191
OCT	37	6	114	157
NOV	35	3	134	172
DEC	40	2	118	160
YTD	514	42	1513	2069

UCONN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	194	0	262	456
FEB	198	0	268	466
MAR	556	0	307	863
APR	248	0	261	509
MAY	213	0	171	384
JUN	146	0	141	287
JUL	253	0	112	365
AUG	411	0	157	568
SEP	330	0	320	650
OCT	403	1	319	723
NOV	382	0	248	630
DEC	145	0	167	312
YTD	3479	1	2733	6213

VALLEY SHORE ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	324	258	1389	1971
FEB	317	259	1349	1925
MAR	345	288	1978	2611
APR	268	228	1422	1918
MAY	272	260	1904	2436
JUN	274	221	1877	2372
JUL	225	212	2027	2464
AUG	218	241	1885	2344
SEP	253	261	1756	2270
OCT	227	246	1509	1982
NOV	220	228	1554	2002
DEC	209	208	1390	1807
YTD	3152	2910	20040	26102

WATERFORD ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	198	63	594	855
FEB	165	59	605	829
MAR	165	50	692	907
APR	144	68	600	812
MAY	163	57	796	1016
JUN	164	65	795	1024
JUL	171	57	796	1024
AUG	130	60	705	895
SEP	129	62	633	824
OCT	135	43	576	754
NOV	126	48	615	789
DEC	137	60	592	789
YTD	1827	692	7999	10518

VERNON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	101	147	745	993
FEB	108	152	693	953
MAR	118	160	766	1044
APR	110	164	839	1113
MAY	100	156	1008	1264
JUN	108	165	808	1081
JUL	104	133	841	1078
AUG	102	168	933	1203
SEP	103	181	741	1025
OCT	100	199	742	1041
NOV	103	142	828	1073
DEC	80	191	712	983
YTD	1237	1958	9656	12851

WATERTOWN PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	151	11	501	663
FEB	161	6	433	600
MAR	127	6	446	579
APR	181	18	505	704
MAY	148	6	578	732
JUN	126	9	619	754
JUL	170	5	498	673
AUG	142	7	497	646
SEP	146	10	513	669
OCT	119	4	433	556
NOV	102	8	410	520
DEC	120	11	374	505
YTD	1693	101	5807	7601

WALLINGFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	269	131	801	1201
FEB	261	141	653	1055
MAR	223	173	798	1194
APR	234	197	744	1175
MAY	246	180	1032	1458
JUN	246	150	1019	1415
JUL	192	135	840	1167
AUG	203	159	832	1194
SEP	198	147	733	1078
OCT	215	164	740	1119
NOV	177	117	711	1005
DEC	190	104	706	1000
YTD	2654	1798	9609	14061

WEST HARTFORD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	364	393	1202	1959
FEB	269	370	1080	1719
MAR	312	330	1303	1945
APR	345	342	1199	1886
MAY	244	360	1382	1986
JUN	253	359	1467	2079
JUL	208	304	1263	1775
AUG	248	314	1239	1801
SEP	202	302	1165	1669
OCT	257	312	1103	1672
NOV	218	320	1151	1689
DEC	189	295	1134	1618
YTD	3109	4001	14688	21798

WEST HAVEN ERS

Month	Wireline	VoIP	Wireless	Total Calls
JAN	356	319	1920	2595
FEB	274	281	1654	2209
MAR	316	278	1864	2458
APR	291	230	1851	2372
MAY	291	247	1993	2531
JUN	298	266	2055	2619
JUL	276	227	1900	2403
AUG	291	221	1863	2375
SEP	329	227	1850	2406
OCT	276	244	1870	2390
NOV	317	250	1650	2217
DEC	311	230	1646	2187
YTD	3626	3020	22116	28762

WESTPORT PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	298	48	439	785
FEB	226	32	391	649
MAR	398	58	775	1231
APR	255	49	395	699
MAY	262	45	633	940
JUN	251	52	684	987
JUL	165	53	529	747
AUG	193	47	579	819
SEP	204	47	555	806
OCT	186	48	497	731
NOV	165	43	514	722
DEC	177	26	464	667
YTD	2780	548	6455	9783

WESTERN CT COMM CTR

Month	Wireline	VoIP	Wireless	Total Calls
JAN	528	376	2371	3275
FEB	453	366	2217	3036
MAR	464	429	2806	3699
APR	476	390	2576	3442
MAY	570	462	3796	4828
JUN	498	429	3114	4041
JUL	403	329	2476	3208
AUG	376	333	2374	3083
SEP	365	312	2120	2797
OCT	370	355	2256	2981
NOV	366	298	2178	2842
DEC	347	308	2243	2898
YTD	5216	4387	30527	40130

WETHERSFIELD PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	223	36	628	887
FEB	201	26	529	756
MAR	210	29	613	852
APR	236	21	595	852
MAY	203	28	690	921
JUN	248	30	781	1059
JUL	166	24	638	828
AUG	173	31	650	854
SEP	165	25	650	840
OCT	193	26	592	811
NOV	181	32	642	855
DEC	185	17	534	736
YTD	2384	325	7542	10251

WESTON ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	63	13	170	246
FEB	47	6	150	203
MAR	76	9	470	555
APR	50	7	199	256
MAY	53	3	260	316
JUN	63	6	219	288
JUL	47	0	206	253
AUG	182	4	188	374
SEP	47	3	199	249
OCT	78	3	177	258
NOV	57	4	247	308
DEC	55	5	166	226
YTD	818	63	2651	3532

WILLIMANTIC SB ECC

Month	Wireline	VoIP	Wireless	Total Calls
JAN	302	21	1018	1341
FEB	267	13	964	1244
MAR	312	25	1098	1435
APR	256	35	1009	1300
MAY	246	25	1196	1467
JUN	268	29	1150	1447
JUL	219	20	974	1213
AUG	222	24	978	1224
SEP	218	31	950	1199
OCT	268	33	897	1198
NOV	246	19	850	1115
DEC	295	28	879	1202
YTD	3119	303	11963	15385

WILTON PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	242	10	332	584
FEB	158	3	294	455
MAR	261	5	623	889
APR	166	6	332	504
MAY	286	13	422	721
JUN	268	16	421	705
JUL	189	9	316	514
AUG	195	4	300	499
SEP	191	10	358	559
OCT	181	16	313	510
NOV	156	4	374	534
DEC	181	3	349	533
YTD	2474	99	4434	7007

WINSTED PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	76	0	256	332
FEB	53	8	183	244
MAR	80	2	214	296
APR	73	4	186	263
MAY	78	5	319	402
JUN	58	4	294	356
JUL	63	5	242	310
AUG	87	3	216	306
SEP	64	0	201	265
OCT	63	2	207	272
NOV	52	2	236	290
DEC	73	5	243	321
YTD	820	40	2797	3657

WINDSOR LOCKS PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	103	11	239	353
FEB	104	6	225	335
MAR	106	11	251	368
APR	90	5	245	340
MAY	104	11	312	427
JUN	97	11	377	485
JUL	117	9	300	426
AUG	93	17	316	426
SEP	113	8	267	388
OCT	100	5	270	375
NOV	89	11	243	343
DEC	100	2	240	342
YTD	1216	107	3285	4608

WOLCOTT PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	42	57	377	476
FEB	52	51	299	402
MAR	70	72	391	533
APR	53	46	324	423
MAY	41	60	434	535
JUN	79	47	430	556
JUL	65	52	395	512
AUG	45	63	351	459
SEP	51	53	327	431
OCT	43	57	365	465
NOV	47	53	318	418
DEC	28	50	319	397
YTD	616	661	4330	5607

WINDSOR PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	183	153	691	1027
FEB	108	147	634	889
MAR	181	153	691	1025
APR	166	172	708	1046
MAY	135	187	804	1126
JUN	151	170	844	1165
JUL	129	162	699	990
AUG	118	181	663	962
SEP	168	169	642	979
OCT	135	163	656	954
NOV	116	127	672	915
DEC	109	167	646	922
YTD	1699	1951	8350	12000

WOODBRIIDGE PD

Month	Wireline	VoIP	Wireless	Total Calls
JAN	90	20	215	325
FEB	115	20	227	362
MAR	95	14	321	430
APR	74	18	264	356
MAY	101	20	339	460
JUN	110	53	326	489
JUL	96	9	268	373
AUG	81	13	250	344
SEP	85	14	254	353
OCT	71	21	240	332
NOV	85	20	233	338
DEC	62	14	210	286
YTD	1065	236	3147	4448

Connecticut (Statewide) 2018*Year-To-Date Totals*

Wireline:	312,744
VoIP:	134,167
Wireless:	1,725,584
Total Calls:	2,172,495
