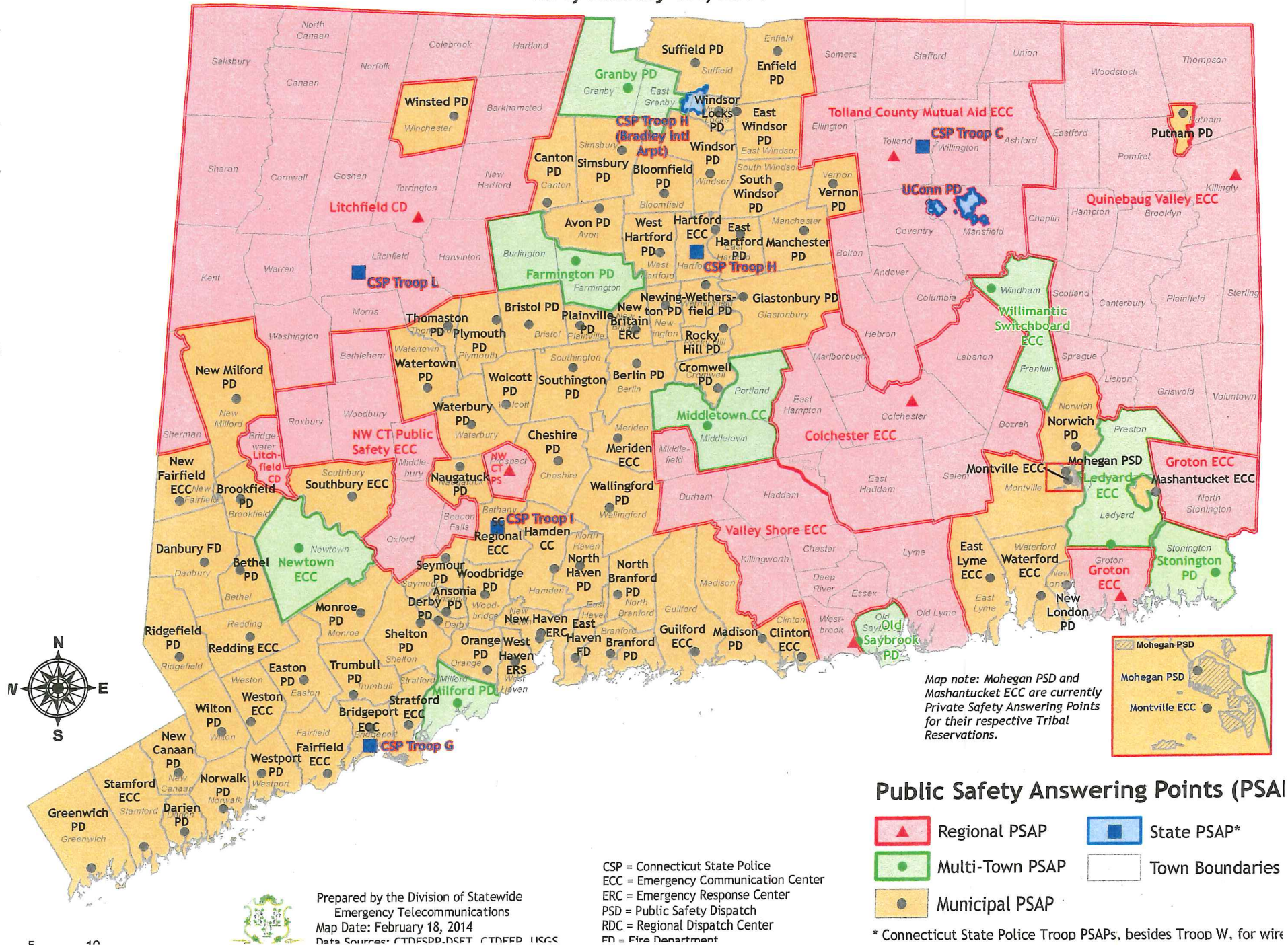


Connecticut 9-1-1 Public Safety Answering Points

As of January 1st, 2014



Prepared by the Division of Statewide
Emergency Telecommunications
Map Date: February 18, 2014
Data Sources: CTDESPP, DSET, CTDEP, USGS

CSP = Connecticut State Police
ECC = Emergency Communication Center
ERC = Emergency Response Center
PSD = Public Safety Dispatch
RDC = Regional Dispatch Center
FD = Fire Department

* Connecticut State Police Troop PSAPs, besides Troop W, for wire

Quinebaug Valley Emergency Communications, Inc.

501(c)(3) Non-Profit Corporation Founded in 1974

Predecessor Company operated under Windham County Funding since 1951

Each Town has a Representative; QVEC has a Contract with each Town it Serves

Representatives elect a Board of Directors each Year; the BoD runs the Business

One Year Notice to Withdraw Required unless Town can't Afford to Remain

QVEC Serves 104,000 Residents in 17 Towns Covering over 500 Square Miles

QVEC Dispatches 34 Fire Departments and 14 EMS Organizations

QVEC Transfers 911 calls to CSP (Area Served by Three Troops) & one local PD

QVEC Handled 38,000 9-1-1 calls Last Year

QVEC has the lowest total operating cost per 9-1-1 call of the Regional ECC's

Regional PSAPs Compared to Small Single Town Centers

More Qualified Staff (Training, Experience, Longevity, Stability)

Better Wages and Fringe Benefits

A Visible Career Path

Increased Training Opportunities

Lower Operating Costs due to Regional Efficiencies

Less Capital Equipment Constraint

(Opportunity to invest in cost-effective technology)

Greater Capital Equipment Efficiency

Greater Management Staff Depth (E.g., In-House IT and GIS capability)

Often-Heard Excuses

Local Dispatchers “Know the Area Better” (Training and Management Issue)

Dispatchers Handle “Other Tasks” (Are there Lower Cost ways to provide these?)

Dispatchers Watch Prisoners (Technology – Driven alternatives Exist)

“Dark Station” (Serious Study Required to Overcome Emotional Appeal)

Simplified Seventeen-Year-Old Subsidy Formula (For Regionals, Multi-Town and Funded City (>40,000 population) PSAPs)

Assumes PSAP is Full Service (i.e. dispatches police, fire, ambulance) and CSP serves the municipalities

Subsidy = Population x (Number of Municipalities x 0.2 + 1) x \$2.02

Example: QVEC: 103,170 x (4.654) x \$2.02 = \$969,909

LCD: 96,615 x (5.400) x \$2.02 = \$1,053,876

TN: 126,701 x (3.450) x \$2.02 = \$882,979:

DSET's Anti-Regional Subsidy Revision Proposal

Eliminates number of municipalities from calculation

Population served only counts for $\frac{1}{4}$ of subsidy

9-1-1 calls received counts for $\frac{3}{4}$ of subsidy

(across Connecticut such calls range from <0.2 to more than 5.0 per person)

If a funded city joins a regional, it is counted differently than the other municipalities

(This reduces the city's contribution to the regional subsidy to 20% or less of the city's previous subsidy and practically assures that 23 funded cities will never regionalize.)

Converts the subsidy from an incentive to create larger, more efficient PSAPs to a reward for combining with one other municipality.

Steps to Increasing PSAP Regionalization

- 1. Do not support DSET's Subsidy Revision Regulations Proposal**
- 2. Support H.B. 6970 which requires all PSAPs to serve 40,000 or more residents by 2018 or pay the cost of equipment and maintenance.**

H.B. 6970 may not be perfect but it is a step away from the inaction that has hindered Connecticut for nearly twenty years.