



Federal Communications Commission
Washington, D.C. 20554

Approved by OMB
3060-1122
Expires: March 31, 2018
Estimated time per response: 10-55
hours

Annual Collection of Information

Related to the Collection and Use of 911 and E911 Fees by States and Other Jurisdictions

Pursuant to OMB authorization 3060-1122 , the FCC’s Public Safety and Homeland Security Bureau seeks the following specific information in order to fulfill the Commission’s obligations under Section 6(f)(2) of the NET 911 Act:

A. Filing Information

1. Name of State or Jurisdiction

State or Jurisdiction
State of Connecticut

2. Name, Title and Organization of Individual Filing Report

Name	Title	Organization
Carey Thompson	Grants and Contracts Specialist	Dept. of Emergency Services and Public Protection, Div. of Statewide Emergency Telecommunications



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B. Overview of State or Jurisdiction 911 System

- 1. Please provide the total number of active Public Safety Answering Points (PSAPs) in your state or jurisdiction that receive funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2016:**

PSAP Type ¹	Total
Primary	110
Secondary	
Total	110

- 2. Please provide the total number of active telecommunicators² in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2016:**

Number of Active Telecommunicators	Total
Full-Time	In accordance with the General Statutes of Connecticut Sec. 28-30a. E911 funds may be used for operational costs including salaries for the provision of emergency telecommunications. The number of E911 funded telecommunicators is unknown
Part-time	Same as above

- 3. For the annual period ending December 31, 2016, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.**

¹ A Primary PSAP is one to which 911 calls are routed directly from the 911 Control office. A secondary PSAP is one to which 911 calls are transferred from a Primary PSAP. See National Emergency Number Association, Master Glossary of 9-1-1 Terminology (*Master Glossary*), July 29, 2014, at 118, 126, available at https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-ADM-000.18-2014_2014072.pdf.

² A telecommunicator, also known as a call taker or a dispatcher, is a person employed by a PSAP who is qualified to answer incoming emergency telephone calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. See *Master Glossary* at 137.



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Amount (\$)	\$25,883,602.27
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3a. If an amount cannot be provided, please explain why.

4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2016 to December 31, 2016.

Type of Service	Total 911 Calls
Wireline	332,287
Wireless	1,746,802
VoIP	119,666
Other	
Total	2,198,755

C. Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms

1. Has your State, or any political subdivision, Indian tribe, village or regional corporation therein as defined by Section 6(f)(1) of the NET 911 Act, established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (please include a citation to the legal authority for such mechanism)? *Check one.*

- Yes
- No

1a. If YES, provide a citation to the legal authority for such a mechanism.

General Statutes of Connecticut Sec. 28-30a. Enhanced 9-1-1 Telecommunications Fund.



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[Empty rectangular box]

1b. If YES, during the annual period January 1, 2016 to December 31, 2016, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.

No

2. Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees? Check one.

- The State collects the fees
- A Local Authority collects the fees
- A hybrid approach where two or more governing bodies
(e.g., state and local authority) collect the fees

3. Describe how the funds collected are made available to localities.

Funds are remitted to the State by the carriers. The Division of Statewide Emergency Telecommunications provides various grants, subsidies and funding to municipal, regional and multi-town PSAPs. Each PSAP is eligible for training funds to provide ongoing educational opportunities for telecommunicators.



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D. Description of State or Jurisdictional Authority That Determines How 911/E911 Fees are Spent

1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.		
Jurisdiction	Authority to Approve Expenditure of Funds <i>(Check one)</i>	
	Yes	No
State	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local <i>(e.g., county, city, municipality)</i>	<input type="checkbox"/>	<input type="checkbox"/>
1b. Please briefly describe any limitations on the approval authority per jurisdiction (e.g., limited to fees collected by the entity, limited to wireline or wireless service, etc.)		

2. Has your state established a funding mechanism that mandates *how* collected funds can be used? *Check one.*

- Yes
- No

2a. If you checked YES, provide a legal citation to the funding mechanism of any such criteria.

General Statutes of Connecticut Sec. 28-30a. Enhanced 9-1-1 Telecommunications Fund.

2b. If you checked NO, describe how your state or jurisdiction decides how collected funds can be used.



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E. Description of Uses of Collected 911/E911 Fees

- 1. Provide a statement identifying with specificity all activities, programs, and organizations for whose benefit your state, or political subdivision thereof, has obligated or expended funds collected for 911 or E911 purposes and how these activities, programs, and organizations support 911 and E911 services or enhancements of such services.**

E9-1-1 Funds are used for the following:

- 911 Equipment including 911 hardware, software, maintenance, database maintenance, GIS services for all PSAPs and deployment and maintenance of NG 911 system
- Statewide emergency notification system
- Subsidies for regional emergency communications centers, multi-town PSAPs, municipalities with populations in excess of 40,000
- State 911 telecommunicator training and certification
- Capital Expense Grants
- PSAP Training Funds and EMD reimbursements
- Public Education Initiatives
- Ultra-high speed fiber optic public safety data network
- Dept. of Public Health funding for Emergency Medical Services data collection
- Transition Grants for the purpose of PSAP consolidation



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2. Please identify the allowed uses of the collected funds. Check all that apply.			
Type of Cost		Yes	No
Operating Costs	Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of building/facility	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Personnel Costs	Telecommunicators' Salaries	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Training of Telecommunicators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Administrative Costs	Program Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Travel Expenses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dispatch Costs	Reimbursement to other law enforcement entities providing dispatch	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of Radio Dispatch Networks	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Grant Programs		<input checked="" type="checkbox"/> If YES, see 2a.	<input type="checkbox"/>
2a. During the annual period ending December 31, 2016, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.			
Capital Expense Grants for upgrades to PSAPs and transition grant funding for reimbursing costs related			



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to consolidation of PSAPs.

F. Description of 911/E911 Fees Collected

1. Please describe the amount of the fees or charges imposed for the implementation and support of 911 and E911 services. Please distinguish between state and local fees for each service type.

Service Type	Fee/Charge Imposed	Jurisdiction Receiving Remittance (e.g., state, county, local authority, or a combination)
Wireline	\$0.47	State
Wireless	\$0.47	State
Prepaid Wireless	\$0.47	State
Voice Over Internet Protocol (VoIP)	\$0.47	State
Other		

2. For the annual period ending December 31, 2016, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	Total Amount Collected (\$)
Wireline	
Wireless	
Prepaid Wireless	Collected by retailer and remitted to Connecticut Dept.of Revenue Services. \$1,658,219.29



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Voice Over Internet Protocol (VoIP)	
Other	
Total	

2a. If an amount cannot be provided, please explain why.

The Division does not have the breakdown of collected funds for wireline, VoIP and wireless carriers, the Division in cooperation with the Public Utility Regulatory Authority, are working with carriers to ensure that the reporting of remittances are not bundled and are filed separately.

3. Please identify any other sources of 911/E911 funding.

There are no other sources of funding.

Question	Yes	No
4. For the annual period ending December 31, 2016, were any 911/E911 fees that were collected by your state or jurisdiction combined with any federal, state or local funds, grants, special collections, or general budget appropriations that were designated to support 911/E911/NG911 services? Check one.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.		



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5. Please provide an estimate of the proportional contribution from each funding source towards the total cost to support 911 in your state or jurisdiction.	Percent
State 911 Fees	100%
Local 911 Fees	
General Fund - State	
General Fund - County	
Federal Grants	
State Grants	



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G. Description of Diversion or Transfer of 911/E911 Fees for Other Uses

Question		Yes	No
1. In the annual period ending December 31, 2016, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for the purposes designated by the funding mechanism? <i>Check one.</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If NO, please identify what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including any funds transferred, loaned, or otherwise used for the state's general fund. Along with identifying the amount, please include a statement identifying the non-related purposes for which the collected 911 or E911 funds were made available or used.			
Amount of Funds (\$)	Identify the non-related purpose(s) for which the 911/E911 funds were used. <i>(Add lines as necessary)</i>		



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H. Oversight and Auditing of Collection and Use of 911/E911 Fees

Question	Yes	No
1. Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been made available or used for the purposes designated by the funding mechanism or otherwise used to implement or support 911? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If YES, provide a description of the mechanisms or procedures and any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2016. (Enter "None" if no actions were taken.)		
<p>The Division of Statewide Emergency Telecommunications authorizes use of the 9-1-1 funds and requires quarterly and annual audits for recipients of the E911 subsidy including funded municipalities, regional emergency communications centers and multi-town PSAPs. Failure to utilize funds on emergency telecommunications or failure to submit expenditure reports can result in withholding of funds.</p> <p>General Statutes of Connecticut Sec. 28-30a. Enhanced 9-1-1 Telecommunications Fund.</p>		

Question	Yes	No
2. Does your state have the authority to audit service providers to ensure that the amount of 911/E911 fees collected from subscribers matches the service provider's number of subscribers? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2a. If YES, provide a description of any auditing or enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2016. (Enter "None" if no actions were taken.)		
<p>The Public Utility Authority has the authority to investigate noncompliance of the reporting order from the annual final docket decision. Progressive steps are taken to ensure compliance and may include written communication, opening a new docket or imposing a civil penalty or fine.</p>		



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I. Description of Next Generation 911 Services and Expenditures

Question	Yes	No
1. Does your state or jurisdiction classify expenditures on Next Generation 911 as within the scope of permissible expenditures of funds for 911 or E911 purposes? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If YES, in the space below, please cite any specific legal authority:		
General Statutes of Connecticut Sec. 28-30a. Enhanced Telecommunications Fund.		

Question	Yes	No
2. In the annual period ending December 31, 2016, has your state or jurisdiction expended funds on Next Generation 911 programs? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2a. If YES, in the space below, please enter the dollar amount that has been expended.		
Amount (\$)	\$4,026,961. Labor, equipment and maintenance costs for Connecticut's Public Safety Data Network (PDSN); an ultra-high speed fiber optic data network. The PSDN provides the base transport infrastructure and interconnectivity pathway for public safety related applications and connectivity for NG 911 services.	



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3. For the annual period ending December 31, 2016, please describe the type and number of NG911 Emergency Service IP Network(s) (ESInets) that operated within your state.					
Type of ESInet	Yes	No	If Yes, Enter Total PSAPs Operating on the ESInet	If Yes, does the type of ESInet interconnect with other state, regional or local ESInets?	
				Yes	No
a. A single, state-wide ESInet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	110	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Local (e.g., county) ESInet	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
c. Regional ESInets	<input type="checkbox"/>	<input checked="" type="checkbox"/>	[If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet]	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:				<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:				<input type="checkbox"/>	<input type="checkbox"/>



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4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2016.

Network based components were installed first in the Network Control Centers and Emergency Call Data Centers. Deployment and maintenance of NG 911 in 50% of PSAPs which included hardware, software and training.

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2016, how many PSAPs within your state implemented text-to-911 and are accepting texts?	0
Question	Estimated Number of PSAPs that will Become Text Capable
6. In the next annual period ending December 31, 2017, how many PSAPs do you anticipate will become text capable?	0



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J. Description of Cybersecurity Expenditures

Question	Check the appropriate box		If Yes, Amount Expended (\$)
1. During the annual period ending December 31, 2016, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	

Question	Total PSAPs
2. During the annual period ending December 31, 2016, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?	Unknown

Question	Yes	No	Unknown
3. Does your state or jurisdiction adhere to the National Institute of Standards and Technology <i>Framework for Improving Critical Infrastructure Cybersecurity</i> (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



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K. Measuring Effective Utilization of 911/E911 Fees

- 1. Please provide an assessment of the effects achieved from the expenditure of state 911/E911 or NG911 funds, including any criteria your state or jurisdiction uses to measure the effectiveness of the use of 911/E911 fees and charges. If your state conducts annual or other periodic assessments, please provide an electronic copy (*e.g.*, Word, PDF) of the latest such report upon submission of this questionnaire to the FCC or provide links to online versions of such reports in the space below.**

The Division of Statewide Emergency Telecommunications submits its annual budget request to the Public Utility Regulatory Authority for approval and the setting of the 9-1-1 surcharge fee. 9-1-1 funds provide funding for a number of programs and services. All purchasing and expenditures are authorized and tracked by the Division and meet State guidelines for purchasing. Recipients of subsidies and grants must provide fiscal reports detailing expenditure of the funds. The Division tracks use of PSAP training funds and can identify how the funds were used. Requests and approvals for Transition Grants measure success of consolidation efforts, requests and reimbursements for capital expenditures measure activity and upgrades to funded municipalities and regional communications centers.

Annual reports are submitted to the Connecticut General Assembly which details all of the activities of the Division.