

PA 22-64 REPORT



Connecticut's 911/211/988 Systems: Assessing and Improving Pre- Police Contact Measures

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Executive Summary

Key Information

- In 2022, over **2 million 911 calls** (2,037,056) were made in CT – a state with a population of just over **3.6 million people** (3,626,205). Due to constraints in currently available data, it cannot be determined precisely of these 911 calls how many were placed by out-of-state residents
- During the 2018-2021 timeframe highlighted in this report, statewide 911 call volume was at its **highest (2.1+ million) in 2018 and lowest (1.9+ million) in 2020**
- Statewide 911 call volume received by Public Safety Answering Points (PSAPs) then increased to **2+ million in 2021**
- Decrease and increase in 911 call volume may be attributed to decrease and increase in frequency of social events, vehicular traffic, and other instances in which emergency calls arise (particularly in pre-Covid 19 and post-Covid 19 contexts)
- Some Connecticut localities (small, mid-size, large city) in this report's sample recorded **highest PSAP 911 call volume in 2018** over the 2018-2021 timeframe (Madison, Middletown, Hartford). 911 call volume in these jurisdictions may have decreased due to Covid 19 restrictions/prohibitions, but we cannot state conclusively at this time that these are causal or correlative factors
- 2019 was the year for highest number of psychological incident calls, suicide attempt calls, mental case calls into three (3) Police Departments - small, mid-size, large city (Madison, Milford, Hartford) - examined in this report
- **2022 was the year for highest number of mental health & addictions, crisis intervention and mental health services call requests into the United Way of CT/211 service.** It is possible that the 988 roll-out (effective July 2022) contributed to the volume increase, as 988 calls are handled in CT by the 211 mental health crisis team
- Mental health, psychological, suicide/suicide attempt calls **constitute a small, but consistent percentage (approx. 0.2% to 1.5+%) of each PD/PSAP's 911 total volume** (sample years 2018-2021)
- Mental health calls have represented an increasing percentage of 211 calls in recent years. **In 2022, for example, mental health/addictions calls for assistance accounted for 24.5% of total United Way of CT 211 call volume (104,845 calls of 412,401 total)**⁴
- As first responders, dispatchers play a vital role within crisis/emergency telecommunications and will continue to do so – potentially to a greater degree – as the mental health crisis persists and affects all demographics nationally as well as here in CT

⁴ <https://ct.211counts.org/>

Recommended CT Emergency/Crisis Telecommunications & Infrastructure Focuses

Public Safety Answering Points (PSAPs):

- Ensure adequate PSAP staffing levels for anticipated call volume based on-
 - Does the PSAP answer police, police and fire, or police, fire, and EMS?
 - Population density for that PSAP's coverage area
 - Are highways part of the PSAP's jurisdiction (high-traffic areas can increase call volume for a PSAP)

- Ensure adequate PSAP budgeting levels based on-
 - Number of full-time & part-time staff required for operational efficacy (for example, response times)
 - Training considerations/needs (for both initial and refresher course types, as well as for personnel morale, mental and physical wellbeing supports/resources)
 - Building in monetary resources for 911 public awareness/education materials

- 911 call volume can be unpredictable and vary widely from PSAP to PSAP. Building infrastructure flexibility in terms of budgetary and personnel needs is integral to a well-functioning PSAP center
 - Evaluate and ensure adequate PSAP budgeting & staffing levels annually

Police & Dispatch:

- Pursue consistency/standardization in police CAD (Computer-Aided Dispatch) systems for coding mental health calls to streamline information gathering and trend identification in mental health call volume into 911 across CT
 - Currently, CAD coding systems can vary across locality, dispatch center, police department in the state

Dispatching:

- Education/Training
 - Continue emphasis on practical components of hands-on training in CT
 - Create opportunities for "apprenticeship" or other form of mentor-mentee connections
 - Renew attention and focus on interagency first responder communication throughout the lifespan of the dispatch process

- Professional
 - Classify dispatchers as first responders at the state level to formalize recognition of their first responder role

- Response Time Across the Dispatch "Lifecycle"
 - Set incremental, goal response times at consistent intervals (for example, quarterly or annually) for dispatchers as well as on-scene first responders

- Mental Health/Wellbeing Resources
 - Center mental health/wellbeing resources accessibility within personnel education, training, certification, and employment

Information Accessibility:

- Public Safety Answering Point (PSAP) 911 total call volume information is highly accessible via the DSET website; ensuring consistency across information is key in order for CT residents to have a fuller picture of 911 call trends in their communities.
 - Encourage local police departments to create a tab on their departmental websites (if they do not already have one) for residents to access the following information:
 - ✓ 911 call totals across call categories (including for example, mental health calls, domestic calls, welfare checks)
 - ✓ the response times to those calls
 - ✓ the types of responders to those calls
 - ✓ outcome of mental health calls (for example, social worker/mental health referral/response? hospitalization? mental health facility committal? arrest?)

Introduction

This report is about the three major emergency/crisis telephone lines in the U.S. and in CT: 911, 211, 988. Specifically, we examine the usage by and accessibility of these lines in the context of CT residents who experience mental/behavioral crises and/or have disabilities.

Calling 911 for emergencies of all types – including mental health crises – constitutes a common practice for people across the U.S. and in Connecticut.

During the work of the statutory CT Police Transparency & Accountability Task Force (PTATF), it became clear that crisis/emergency response to mental and/or behavioral health calls in the state warranted increased focus.

At the end of the 2022 legislative session, the CT General Assembly (CGA) enacted a statutory provision requiring submittal of a study by the Institute for Municipal & Regional Policy (IMRP) on 911 and 211 call information.

In 2022, over 2 million 911 calls were placed in the state. In a state with a population of approximately 3.6 million people, this is a significant figure. At this time and due to constraints in data availability, it cannot be determined precisely of those calls how many were placed by out-of-state residents. We know that 166,743 calls were wireline (landline), which CT residences. We do not know, however, of the 1,696,139 wireless calls, how many were issued from CT residents or out-of-state individuals. The important point is that 911 call volume is prominent. More, despite varying levels of trust in law enforcement exist in the U.S. and in the state, 911 remains a go-to source for emergency/crisis response.

This report about 911/211/988 calls in CT arrives at a moment in which 1 in 5 U.S. adults experience mental illness each year. 1 in 20 U.S. adults experience serious mental illness (SMI) each year. 1 in 6 U.S. youth ages 6-17 experience a mental health disorder. Suicide marks the second leading cause of death among people between ages 10 and 34.⁵

In Connecticut, nearly 19% of the adult population or 526,000 adults had “Any Mental Illness” or AMI in 2022, with approximately 4.5% of adults or 125,000 adults indicating they have “Serious Thoughts of Suicide.” Youth in the state are also experiencing mental health issues. 39,000 youth or 14% of the youth population stated they had at least one “Major Depressive Episode” (MDE) in 2022.⁶

While there is gravity to these statistics, Connecticut ranks #4 of the 50 states in terms of there being a lower rate of mental illness among adults as well as a higher rate of mental health care access to adults, according to data compiled and analyzed by Mental Health America (MHA). Additionally, CT ranks #8 of the 50 states for youth along these metrics.⁷

⁵ Data are from the Substance Abuse and Mental Health Services Administration (SAMHSA), housed within the U.S. Department of Health & Human Services (HHS) at <https://www.samhsa.gov/data/>. In addition, adult data are also sourced from Mental Health America (MHA) at <https://www.mhanational.org/issues/2022/mental-health-america-adult-data#two>. For the full report detailing the SAMHSA 2019 data cited here, see the agency’s publication, “Key Substance Use and Mental Health Indicators in the United States: Results from the 2019 National Survey on Drug Use and Health.” U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Behavioral Health Statistics and Quality, Populations Survey Branch. Published September 2020.

⁶ See <https://mhanational.org/issues/2022/ranking-states>

⁷ <https://mhanational.org/issues/2022/ranking-states>

Between March and October 2022, mental health-related emergency department visits increased by 24% for children between 5 and 11 years old and 31% between youth ages 12 and 17 over 2019 figures in the United States.⁸ In 2019, approximately 30% of all American adults ages 18+ had symptoms of anxiety.⁹ In addition, roughly 25% of American adults reported symptoms of depression in 2019.¹⁰ 15.7% or 3.8 million American youth between the ages of 12 and 17 experienced a Major Depressive Episode (MDE) in 2019 – up from 2.2 million youth or 9% in 2004.¹¹

From these data, we see that a mental health crisis exists and persists in this country and in Connecticut.

In the United States -

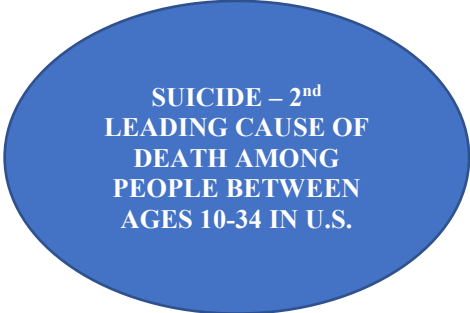
1 in 5 ADULTS experience Mental Illness

1 in 6 YOUTH (ages 6 and 17) experience Mental Health Disorder

In Connecticut -

2022: 19% of Adults had some form of Mental Illness- 526,000 Adults

2022: 14% of Youth had at least one “major depressive episode” – 39,000 Youth



**SUICIDE – 2nd
LEADING CAUSE OF
DEATH AMONG
PEOPLE BETWEEN
AGES 10-34 IN U.S.**

Meanwhile, levels of trust the American people place in the law enforcement community vary based on demographics as well as sociopolitical factors and events. For example, a March 2021 USA Today/Ipsos poll indicated that 69% of Americans “trust local police and law enforcement to promote justice and equal treatment of all races.”¹² Approximately one year prior, a June 2020 online survey of 1,303 respondents found that 31% of White respondents strongly support the police as compared with 16% among Hispanic and 4% of African-American respondents.¹³ Notably, researchers have found that race does not affect “satisfaction with the police” directly but rather “indirectly and in conjunction with other factors, including

⁸ Ibid.

⁹ Ibid.

¹⁰ Ibid.

¹¹ Ibid.

¹² <https://www.ipsos.com/en-us/americans-trust-law-enforcement-desire-protect-law-and-order-rise>. March 5, 2021.

¹³ Ibid.

the level of crime within one’s neighborhood.”¹⁴ Importantly, the trust Americans feel toward police derives from various core conditions – including presence and pervasiveness of crime (e.g., crime rate).

Compounding the mental health crisis in the U.S. (which affects both civilian and police communities)¹⁵ on the one hand and the issue of trust in police on the other, are recruitment as well as retention challenges the law enforcement profession faces.¹⁶ According to a 2021 Police Executive Research Forum survey, “law enforcement agencies reported an 18% increase in resignations and a 45% increase in retirements” over the previous year.¹⁷

Multiple goals of this report (and ongoing research) come into sharper view: one, addressing the mental health crisis in CT; two, repairing connections of trust by rebuilding rapport between civilian and police communities; three, improving law enforcement recruitment and retention by spotlighting the integral role dispatchers play in the emergency telecommunication space at the police-citizen nexus.¹⁸

Reviving community policing concepts and practices may help restore trust in a basic sense. When police are more engaged in the communities they serve, residents have greater opportunity to form relationships rooted in consistent communication and interaction. Moreover, emphasizing the importance of dispatch in the way civilians connect to and communicate with first responders (with police comprising a vital part of this population) is one approach to target reform efforts within criminal and non-criminal emergency scenarios.¹⁹

Functionally speaking, dispatch is a primary method by which civilians access law enforcement and other services. To this end, we offer an informational examination about 911/211/988 phone line functioning and usage. It concludes with recommendations for potential best practices as well as areas for future investigation.²⁰

¹⁴ Ibid.

¹⁵ For an eye-opening study about police officer usage of mental health services – and their desire for confidentiality assurances in utilizing them, see Jetelina, Katelyn K., Rebecca J. Molsberry, Jennifer Reingle Gonzalez, Alaina M. Beauchamp, and Trina Hall. “Prevalence of mental illness and mental health care use among police officers.” *JAMA network open* 3, no. 10 (2020): e2019658-e2019658.

¹⁶ Following the death of George Floyd during police custody in the U.S., a spike in resignations have been reported at several of the largest police departments in the country. For an insightful analysis of this trend, see Mourtgos, Scott M. et al. 2022. “Elevated police turnover following the summer of George Floyd protests: A synthetic control study.” *Criminology & Public Policy* 21(1): 9-33. Connecticut, too, has not been immune from police recruitment and retention challenges. In an effort designed as a response to these challenges, in December 2022 the Connecticut State Police Union ratified a four-year contract with “dramatically higher starting pay, a quicker path to the top of the pay scale, and lump sums for senior troopers,” according to a December 21 *CT Mirror* article. See “State police ratify deal to make them the best-paid cops in Connecticut,” by *CT Mirror’s* Mark Pazniokas: https://www.journalinquirer.com/news/state-police-ratify-deal-to-make-them-best-paid-cops-in-connecticut/article_978b758a-8130-11ed-ad8c-ef5854cf74b1.html

¹⁷ “Survey on Police Workforce Trends.” June 11, 2021. <https://www.policeforum.org/workforcesurveyjune2021>

¹⁸ Some researchers demonstrate just how important the role of emergency telecommunicators/dispatchers is in the context of medical and non-medical emergencies. For an illustrative example of such a discussion, see Kashani, Saman et al. 2018. “The Critical Role of Dispatch.” *Cardiology Clinics* 36(3): 343-350.

¹⁹ In recent years, both public and scholarly discussions within the U.S. have drawn attention to different crisis and emergency response structures/approaches, including the concept of non-police or mixed police and non-police response teams to crisis/emergency calls, depending on the scenario. The CT Police Transparency & Accountability Task Force final report released in 2022 (as does the accompanying implementation guide later produced by the Institute for Municipal & Regional Policy) devotes a section to alternative templates for crisis, emergency, public safety strategies. See pages 15-16 of the report: https://uploads-ssl.webflow.com/5f2388064e49036b92d05c78/62a7588b98007a996a503127_PTATF-%20Final%20Report-%2022-22.pdf

²⁰ One path forward to continuing the work on understanding, evaluating, and improving the intersection between 911 and 211 call dispatching and response is to conduct surveys and focus groups of communities across the state of Connecticut – dispatch, law enforcement, EMS, fire, social workers, doctors, nurses, residents.

Background

In 2019 the Connecticut General Assembly (CGA), the state’s legislative body, passed Public Act (PA) 19-90²¹ and an amended version (PA) 20-1 in 2020.²² Together, these Public Acts created the CT Police Transparency & Accountability Task Force (PTATF) and expanded its purview.²³

Drawing from a variety of communities throughout the state – civilian, police, judicial, legislative, public sector, private sector, the PTATF convened for two years to conduct its work. Upon issuing a final report to the CGA in January 2022, the PTATF formally dissolved. Yet, the work did not end. The PTATF recognized the importance of continuing efforts beyond the final report’s submittal.

A substantive component of the PTATF final report features numerous recommendations: from diversification within the law enforcement profession to disability-awareness training for police to civilian review boards. Ultimately, 13 of 21 recommendations issued by the Task Force became statute or were given to administrative entities for implementation.²⁴

In addition, a vital dimension to this work is building and maintaining trust between civilian and police communities.²⁵ Fostering interactions cultivated in trust requires conditions of relationship and rapport – in short, effective communication.

As previously noted, the CGA passed a statutory provision requiring submittal of a report on 911 and 211 call information within the state of Connecticut. Below is text of the provision, which forms the basis and scope for this report:

Figure 1. Text of the CT Police Transparency & Accountability Task Force (PTATF) 911/211 Study Statute - Public Act No. 22.64, Section 4²⁶

Public Act No. 22-64, Substitute House Bill No. 5420, Sec. 4: (Effective from passage) Not later than January 1, 2023, the Institute for Municipal and Regional Policy at The University of Connecticut, in consultation with the United Way of Connecticut, shall submit a report, in accordance with the provisions of section 11-4a of the general statutes, to the joint standing committee of the General Assembly having cognizance of matters relating to public safety and security. Such report shall include a study of a representative sample of 9-1-1 dispatch call data and an analysis of the percentage of such calls that would be more appropriately directed to the 2-1-1 Infoline program operated by the United Way of Connecticut.

²¹ AN ACT CONCERNING THE USE OF FORCE AND PURSUITS BY POLICE AND INCREASING POLICE ACCOUNTABILITY AND TRANSPARENCY. <https://www.cga.ct.gov/2019/act/Pa/pdf/2019PA-00090-R00SB-00380-PA.PDF>

²² AN ACT CONCERNING POLICE ACCOUNTABILITY. <https://www.cga.ct.gov/2020/ACT/PA/PDF/2020PA-00001-R00HB-06004SS1-PA.PDF>

²³ After approximately two years of work, the CT Police Transparency & Accountability Task Force released its final report of findings and recommendations to the CT General Assembly in January 2022: https://uploads-ssl.webflow.com/5f2388064e49036b92d05c78/62a7588b98007a996a503127_PTATF-%20Final%20Report-%2022-22.pdf

²⁴ Entities such as the CT Police Officer Standards & Training Council, for example.

²⁵ Sunshine, Jason and Tom R. Tyler. 2003. “The Role of Procedural Justice and Legitimacy in Shaping Public Support for Policing.” *Law & Society Review* 37(3): 513-548.

²⁶ CT Public Act No. 22-64, page 4. <https://legiscan.com/CT/text/HB05420/2022>

The intersection between three major emergency/crisis telephonic lines available to the United States public – 911, 211 and 988 - offers a critical window into understanding when and how civilians – particularly those who have disabilities and/or mental health crises - initiate points of contact with emergency responders.²⁷ This report focuses on these emergency/crisis lines.

Finally, exploring questions about which emergency personnel respond to specific kinds of calls provides insight into identifying potential approaches for communication improvement and reform within an overarching emergency telecommunications framework. For instance, when is it more effective and safer for police to respond? When is it more effective and safer for other trained responders to answer certain calls, such as mental health crisis calls – either alongside police or exclusively?

It is possible that a percentage of mental health calls currently coming into 911 (with a corresponding police response) may be appropriate candidates for service and support from 211 (with a corresponding mental health, social work response). At this time, it is not known for certain precisely what that percentage is (other than determining that a range of between approximately 0.2% and 1.5% of 911 calls into local police departments in CT highlighted in this report are of a mental health crisis nature). The percentage may vary across localities in the state. In general, however, it is clear that a small (but persistent) percentage of 911 calls can be appropriately diverted to a police and mental health/social work co-response or non-police response (as on-scene conditions/circumstances permit).

Methodology. The IMRP is conducting this study in two phases and provides this informational report as part of phase one. The first phase of this study (September 2022-January 2023) comprises a focus on 911 call data from several municipal police departments, United Way of CT/211 data from those same municipalities, and a general survey of existing information and research on: 911, 211, 988, the role of 911 dispatchers, and public safety answering points (PSAPs).

The IMRP held discussions with the Division of Statewide Emergency Telecommunications (DSET), which is housed within the state’s Department of Emergency Services & Public Protection (DESPP), United Way of CT, and personnel from law enforcement, dispatch, social work and mental health communities as well as with personnel within state agencies such as the Department of Mental Health and Addiction Services (DMHAS) to gain insight about the 911, 211 and 988 emergency/crisis telephonic systems.

The police departments identified in this study are highlighted as each represents a unique community and locality. The police departments represent a cross-section in the state along specifications of geography, municipal size and demographics. For example, the departments and the localities in which they are situated range from smaller towns (e.g, Madison) to mid-size areas (e.g., Milford, Middletown) to large cities (e.g., Hartford). In addition, they represent the various counties in the state – from New Haven County (e.g., Madison, Milford) to Hartford County (e.g., Hartford) to Middlesex County (e.g., Middletown). Moreover, for the purposes of this report, they constitute areas in which PSAP (Public Safety Answering Point) 911 call volume per hour can differ widely.

The report’s core analysis centers on police department 911 call data from January 2018-December 2021 as well as United Way of CT/211 data from January 2018-December 2022. The police data timeframe is designed to capture observations of any 911 call volume (with a specific focus on mental health crisis calls into 911) trends/patterns pre- and post-COVID 19 conditions. The CT United Way 211 data timeframe is

²⁷A point that becomes clear and reinforced over and over again, dispatchers constitute the first point of contact callers have with the emergency system. For an excellent overview of research on this important aspect (among others) in dispatching, see Isabel Gardett et al. 2013. “Past, Present, and Future of Emergency Dispatch Research: A Systematic Literature Review.” *Annals of Emergency Dispatch & Response* 1(2).

designed to capture observations of any 211 call volume (again, with a specific focus on mental health crisis calls into 211) trends/patterns pre- and post-COVID 19 conditions. Importantly, the primary reason for the longer duration timeframe (one more year) for CT United Way 211 data is the objective of capturing preliminary (albeit brief) information from the 988 suicide crisis line implementation, which took effect July 16, 2022.

This report is provided for consideration across a host of Connecticut communities: residents, first/emergency responders, mental health professionals, social workers, law/policymakers.

Looking ahead, the second phase of this study will comprise the following:

- continued collection of 911 municipal police department data (January 1, 2022-December 31, 2023)
- continued collection of United Way of CT/211 data (January 1, 2023-December 31, 2023)
- focus on 988 call data (effective date July 16, 2022-December 31, 2023)
- collection of online survey responses about 911, 211/988, dispatch, emergency telecommunications (to occur between March/April 2023 and May/June 2023) in CT
- collection of focus group participant responses about 911, 211/988, dispatch, emergency telecommunications (to occur between March/April 2023 and May/June 2023) in CT

Online survey respondents and focus group participants will derive from a variety of Connecticut communities in order to obtain a representative cross-section of experiences, positions/views on the above topics, including: police, fire, EMS/ambulance, dispatch, mental health professionals/doctors/nurses, social workers, DMHAS mobile crisis units, peer/civilian crisis response entities, and CT residents. As a result, the qualitative material for this study will be described, summarized, analyzed, and finalized for public consumption in a separate research document by/on December 31, 2023.²⁸

²⁸ This component of the study is currently before the University of Connecticut's Institutional Review Board (IRB), which approves research protocols and oversees compliance.

Section 1. Emergency Telephone Services Resources and Bandwidth

911 is the most prominent phone line/system for all emergencies within the U.S. and in Connecticut. It is operated by (or police, fire, and EMS) emergency telecommunicators/dispatchers who are trained to receive and respond to emergencies of all scenarios.

211 is the national referral exchange, a service operated in Connecticut by United Way of CT, that provides non-emergency referral/help for individuals who need assistance with housing, transportation, social, food access (among other services). In addition, 211 in Connecticut also functions as a mental health crisis line – for example, if individuals are having a mental crisis (or are calling on behalf of someone who is).

988 is the new 3-digit number “re-branding” of the former National Suicide Prevention Lifeline (the 10-digit number still exists and will remain operational indefinitely: 1-800-273-TALK).²⁹ The 3-digit number was created to ease access for help in times of severe crisis for individuals.

911 System

911 is an emergency services telephone number that was created in 1967,³⁰ but it was not until 1999 that it became the standardized emergency number for the United States.³¹ A decade later, the Wireless Communications and Public Safety Act stipulated that the Federal Communications Commission (FCC) establish 911 as the universal emergency number for all telephone services.³² It is currently utilized throughout the country as the primary way for citizens to summon police, fire, and emergency medical services.

911 service has operated in Connecticut since the 1970s. It has gone through three reiterations to improve its ability to receive and respond to calls for service. In the 1980s, an Enhanced 911 (E911) system was introduced and was fully implemented in 1989.³³ Under this enhanced system, 911 calls were directed to a “selective router” that operated on the basis of a database that specifies “which [municipal] center should receive the call.”³⁴ The most current version of 911 is the Next-Generation 911 (NG911) system that was implemented in 2017. This current version is aligned better with the current cell phone technology widely used by residents. It is an internet-protocol (IP)-based system that provides for a text-to-911 function. Individuals can text 911 when calling is not feasible, for example as in a domestic violence scenario.³⁵ A key future component of the system will be the capacity to send images and/or videos.³⁶

Funding. E-911 services are funded by a surcharge levied on all types of phone lines CT residents utilize in the state: wired (landline), VoIP, wireless and prepaid wireless. The phone companies receive this surcharge and remit to DSET. The state Public Utilities Regulatory Authority (PURA) determines the rate

²⁹ <https://www.fcc.gov/consumers/guides/ten-digit-dialing>

³⁰ “9-1-1 Origin & History.” *National Emergency Number Association (NENA)*.

<https://www.nena.org/general/custom.asp?page=911overviewfacts>

³¹ Ibid.

³² Ibid.

³³ Ibid.

³⁴ Ibid.

³⁵ Ibid.

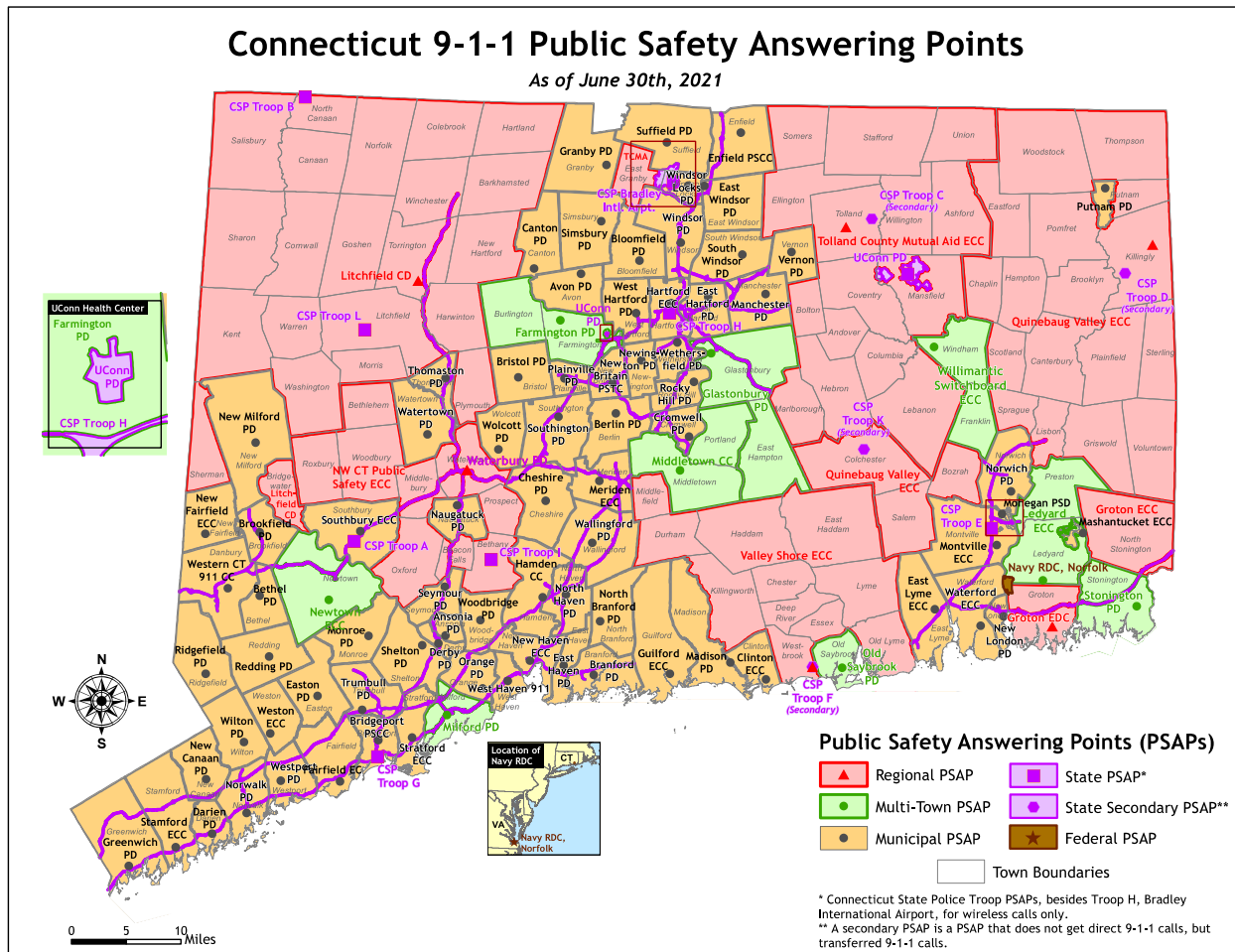
³⁶ “9-1-1 in Connecticut.” Division of Statewide Emergency Telecommunications, Department of Emergency Services & Public Protection.

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

upon reviewing submittal of DSET’s budget on an annual basis.³⁷ The wireline, VoIP lines are assessed a per-line monthly fee of varying amounts (depending on the number of lines) on a sliding scale. Per state law, the maximum surcharge rate is \$0.75 per line/telephone number.

Staffing. 911 call centers (Public Safety Answering Points) in Connecticut are operated by various arrangements. Examples include municipal police departments, fire departments, EMS, university campus police, tribal police, and the Connecticut State Police (CSP). Currently, 107 PSAPs function in the state. According to current estimates, approximately 2,000 emergency telecommunicators provide critical 911 call dispatching services in CT. Below is a map of CT PSAPs as shown in Figure 1:

Figure 2. Public Safety Answering Points (PSAPs) in Connecticut



Source: https://portal.ct.gov/-/media/DESPP/DSET/PSAP_MAPS/PSAP_Map_21.pdf

³⁷ <https://portal.ct.gov/DESPP/Division-of-Statewide-Emergency-Telecommunications/9-1-1-Telecommunications-Fund/9-1-1-Telecommunications-Fund>

211 System

In 2000, the Federal Communications Commission (FCC) designated 211 as the 3-digit number for information and referrals to social services (among other forms of assistance).³⁸

There are currently over 200 2-1-1 providers throughout the country, each comprising teams that operate the information line. Callers are referred to local state and nonprofit resources and services. Calls are confidential, and callers may remain anonymous.

Since its inception in 1976, the Connecticut 211 program operates as a partnership between the state and the United Way of Connecticut and is funded by state government agencies and Connecticut's independent local United Ways. It is fully certified in crisis intervention by the American Association of Suicidology and the Alliance of Information and Referral Systems (AIRS).³⁹

Connecticut residents connect with 211 by calling or by completing an online request form 24-hours a day, seven days a week. The website serves as a repository of information, data, and regular publications that include databases of health and human resources, community networks, and outreach programs.

Funding. United Way of CT/211 support services are funded in part by the state Departments of Social Services, Mental Health and Addiction Services, Children and Families, Public Health, Housing, and Transportation and by the Office of Early Childhood. Additional funding comes from grants provided by local United Ways across the state (each of which operates as an independent nonprofit).

Staffing. United Way of CT, the state association for the local United Ways of Connecticut that also provides social services under contract for the state agencies listed above, operates 211.

988 System

In 2020, the Federal Communications Commission adopted rules to establish 988 as an easy-to-remember number for callers to use in times of severe mental crisis. Formerly known as the National Suicide Prevention Lifeline, the 988 Suicide and Crisis Lifeline connects callers directly to crisis services. It was fully implemented throughout the country in 2022 and built upon an existing network of over 200 suicide crisis centers nationwide. Like 211, the system has a text function in efforts to expand accessibility.

Connecticut completed a full-scale launch of 988 line in July 2022.⁴⁰ The implementation focused on securing appropriate levels of trained crisis contact specialists to handle calls efficiently (response time to 95% of calls expected in 15 seconds), de-escalate caller crises to the greatest extent possible, evaluate caller situational risk, and make referrals to needed services. This involved securing adequate funding for the expanded program.⁴¹

³⁸ Ibid.

³⁹ Ibid.

⁴⁰ "Conn. Mental Health Advocates Prepare for 988 Rollout," Jolie Sherman. July 15, 2022. <https://www.nbcconnecticut.com/news/national-international/conn-mental-health-advocates-prepare-for-988-rollout/2827096/>

⁴¹ "Officials scramble to hire for the 988 mental health crisis hotline," Carter Barrett. July 7, 2022.

<https://www.npr.org/2022/07/07/1110224089/officials-scramble-to-hire-for-the-988-mental-health-crisis-hotline>

Funding. As is the case with 911 and 211, the 988 line is operational 24 hours, seven days a week. CT United Way operates 988. 988 is funded via a combination of federal and state funding mechanisms (including a proposed surcharge on phone lines in CT – similar to that of the E-911 surcharge).

Staffing. CT United Way 211 serves as the operator for 988 and provides staff trained in mental health crisis response. Table 1 below compares the unique yet complementary features of 911, 211 and 988 in Connecticut.

Table 1. 911, 211, 988 Capability Chart for Connecticut

	911	211	988
Nationwide network to route calls	No	Yes	Yes
Assistance available by text	Yes	Yes (on a limited basis)	Yes
Assistance available by chat	No	Yes	Yes
Call centers with trained professionals	Yes	Yes	Yes
Provide de-escalating emotional support via phone, text or chat	Yes (via dispatch until responders arrive on-scene)	Yes	Yes
Provide referrals to community-based resources	Yes	Yes	Yes
Capacity to provide emergency care	Yes	Yes-resolve over phone or connect to mobile crisis or police as situation requires	Yes-resolve over phone or connect to mobile crisis or police as situation requires
Capacity to connect to ongoing treatment	No (but can provide 211 & other community support/program referrals)	Yes	Yes-via connections with/referrals to community supports
Funding through fees assessed on phone bills	Yes	No	Not at this time *Proposal passed CT House in 2022

Source: <https://www.thenationalcouncil.org/resources/988-implementation-and-future-priorities/>

Section 2. Emergency Line Utilization

To reiterate, calling 911 for emergencies of all types including mental health crises constitutes a common practice for people across the country.

Emergency Call Line Utilization Information

Statewide utilization. In 2022, 911 call centers (PSAPs) processed over 2 million calls for service. In a state with a population of just over 3.6 million people, this is a significant figure.⁴² At this time and due to constraints in the available data, it cannot be determined precisely of those calls how many were placed by out-of-state residents.

In 2022, United Way of CT/ 211 fielded 104,845 calls from individuals seeking “Mental Health and Addictions”-related assistance.⁴³

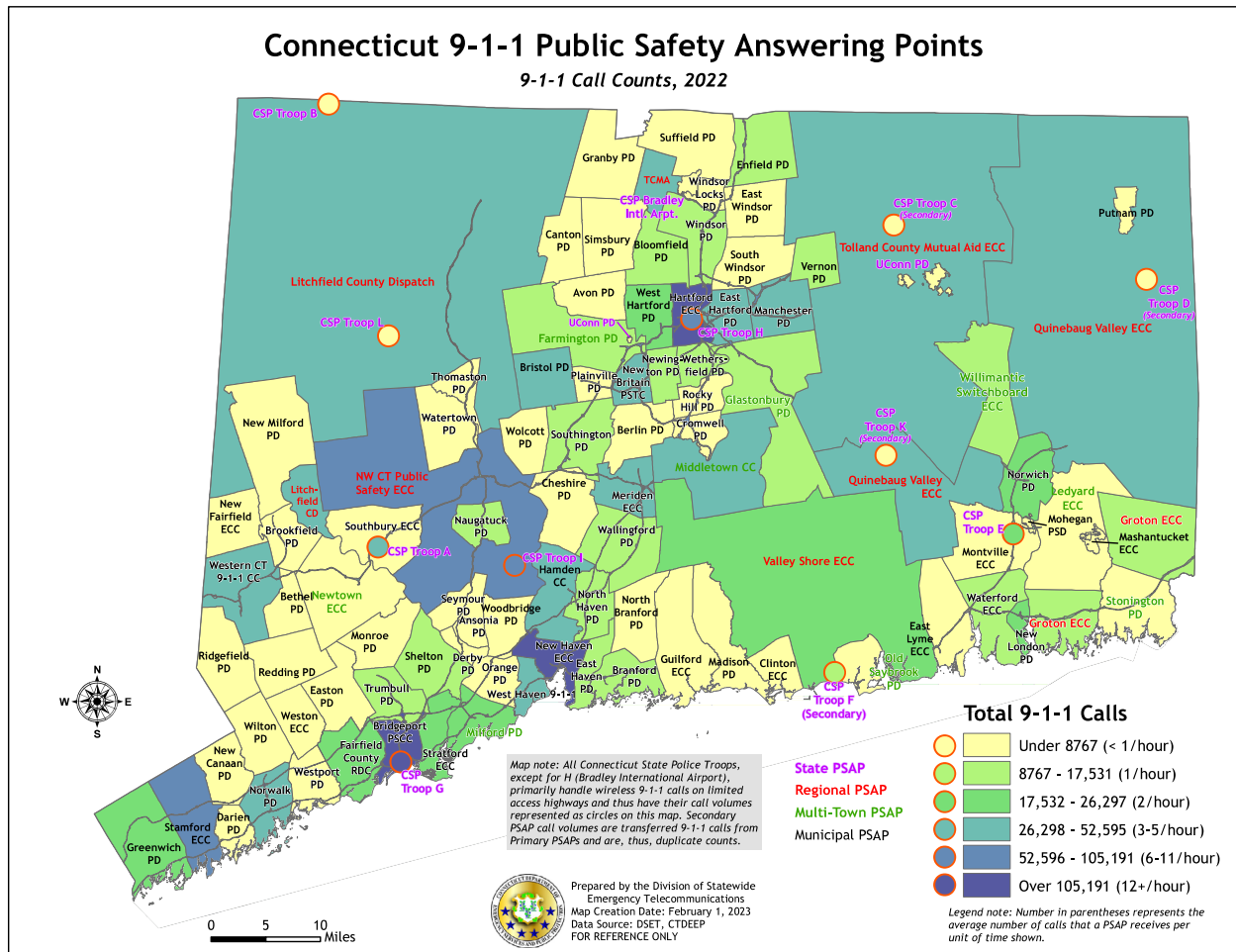
14,932 9-8-8 calls were routed to Connecticut from July-December 2022, following implementation of the new 988 exchange in July of that year. According to national figures from the federal Substance Abuse & Mental Health Services Administration (SAMHSA), total 988 contacts within a sample period of December 1-30, 2022, stood at 434,033.⁴⁴

Utilization Rates Among Sample Departments. Emergency 911 call data for four police departments were reviewed, with a focus on mental health-related calls: Madison, Milford, Middletown, and Hartford. Figure 3 is both a general map of Connecticut municipalities and a specific map of PSAPs that highlights the average 911 call volume per hour. The four police departments reviewed represent the variety of 911 call volume per hour.

⁴² U.S. Census data for CT: 3,626,205.

⁴³ <https://www.ctunitedway.org/wp-content/uploads/2023/02/211-Fact-Sheet-IR.pdf>

⁴⁴ <https://www.samhsa.gov/find-help/988/performance-metrics>



Preliminary Highlights: 911

- Currently, there is neither a standardized repository of 911 call information parsed by emergency type within the state. For example, CT residents can access total 911 call volume via the DSET website and online reports. But there is no way to identify, for example, how many of those 911 calls are mental health, suicide, domestic, substance abuse-related
- Currently, there is neither a standardized nor centralized method/procedure for municipal police departments to code, collect, and send mental health 911 call data to a streamlined database
- 2021 was the year for highest number of 911 psychiatric calls into the Madison PD
- 2019 was the year for highest number of 911 psychiatric incident calls into the Milford PD, with 2018 being the year for highest number of suicide attempt calls into the same PD (and welfare check calls were highest in 2020 for Milford)
- 2019 was the year for highest number of suicide & mental case calls into the Hartford PD

From the sample of CT police departments (PDs) included within this interim informational study, the IMRP finds that 2019 marks a common denominator: identified as the year for the highest number of psychiatric/mental health/suicide ideation and/or attempt-related 911 calls into these particular PDs.

In addition, from the sample of CT localities (the same ones that the Police Departments draw from) included within this informational report, we find that mental health calls across a range of categories (for example, substance abuse-related, crisis intervention, suicide ideation, mental health program assistance) are rising but some preliminary patterns indicate that mental health calls into 911 are declining but that mental health calls into 211 (and 988) are rising.

At this time, we cannot state whether there is a causal or correlative relationship between increasing awareness of 211 and 988 as options for mental health crisis response and decreasing mental health calls into 911. Nonetheless, such a pattern is worth noting and potentially indicative of growing awareness of multiple crisis/emergency approaches.

For example, the Hartford PD reports the highest number of attempted suicide calls to 911 in 2019, with a tapering off through 2021. The Middletown PD saw the highest number of attempted suicide calls to 911 in 2018. Cumulatively, the four PDs observed have the highest total number of these kinds of calls in 2020, with a decline recorded in 2021.

For psychiatric calls into 911, Hartford reports the highest number in 2020 with a decline in 2021. Madison reports the highest number in 2021, with the lowest in 2021. Milford has held somewhat steady but reports the highest number in 2019 and lowest in 2020. Again, cumulatively, the highest number across these PDs occurred in 2020, with a decline across the PDs in 2021.

When the number of mental health calls for the four localities (Madison, Middletown, Milford, Hartford) studied in this interim report are totaled together, 2018 constitutes the year for the highest volume of mental health calls across these jurisdictions. Separately, however, different trends emerge and can be identified.

For example, the Hartford PD reports the highest number of attempted suicide calls to 911 in 2019, with a tapering off through 2021. Middletown, meanwhile, saw the highest number of attempted suicide calls to 911 in 2018. Again, cumulatively, total number is at the highest across the jurisdictions sampled in 2020, with a drastic decline reported in 2021.

For psychiatric calls into 911, Hartford reports the highest number in 2020 with a decline in 2021. Madison reports the higher number in 2021, with the lowest in 2018. Milford has held somewhat steady, but reports the highest number in 2019, with lowest in 2020. Again, cumulatively, highest number reported in 2020 with decline cumulatively reported in 2021.

Up Close: CT Police Departments, Dispatching, and Emergency/Crisis Response-

*Figures in bolded blue within the data tables that follow denote the highest figure for that year between the 2018-2021 timeframe.

[Madison, CT Police Department](#)

Table A. Madison Police Department PSAP Total 911 Call Volume

Year	Number of Calls
2018	5,396
2019	5,009
2020	5,261
2021	4,866

Table B. Total 911 Calls

2018	2019	2020	2021
911 Calls: 5048	4957	5268	5118
Police: 11352	11613	9278	10029
EMS: 1959	1995	1870	1925
Fire: 1167	1051	1139	1042
Misdial/Hangups: 459	628	747	763

Table C. Psychiatric Calls

2018	2019	2020	2021
42 (Medical)	39 (Medical)	39 (Medical)	44 (Medical)
42 (PD)	63 (PD)	52 (PD)	71 (PD)
Total: 84	102	91	115

[Middletown, CT Police Department](#)

Table D. Middletown Police Department PSAP Total 911 Call Volume

Year	Number of Calls
2018	25,364
2019	23,701
2020	23,996
2021	24,998

Table E. Wellbeing, Suicide, EMS, 911, Disturbance Calls

Year	Wellbeing	Suicide	Disturbance
2018	1933	871	1516
2020	*data unavailable for report publication	250	*data unavailable for report publication

[Milford, CT Police Department](#)

Table F. Milford Police Department PSAP Total 911 Call Volume Years 2018-2021

Year	Number of Calls
2018	17,873
2019	17,330
2020	17,521
2021	18,634

Table G. Suicide Attempts, Psychological Incidents & Welfare Check Calls: 2018-2021*

Call Type	Number of Calls
Suicide Attempts	2
Psychological Incidents	131
*Welfare Checks	30
*Some Welfare check calls include Psych incidents.	Total: 133

Table H. Suicide Attempts: 2018-2021

2018	2019	2020	2021
2	0	0	0

Table I. Psychological Incidents: 2018-2021

2018	2019	2020	2021
26	30	19	21

Table J. Milford PD Welfare Check Calls: 2018-2021

2018	2019	2020	2021
8	5	12	5

[Hartford, CT](#)

Table K. Hartford Police Department PSAP Total 911 Call Volume Years 2018-2021

Year	Number of Calls
2018	141,149
2019	121,953
2020	115,064
2021	119,192

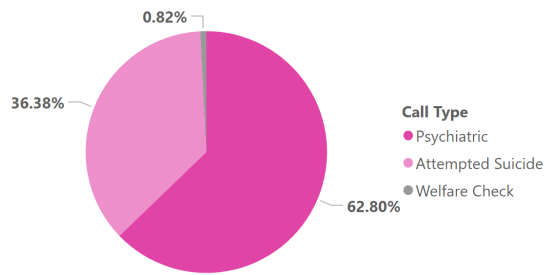
Table L. Hartford PD Suicide & Mental Case Calls: 2005-2021

Suicide	Mental Case
1,436	6,276

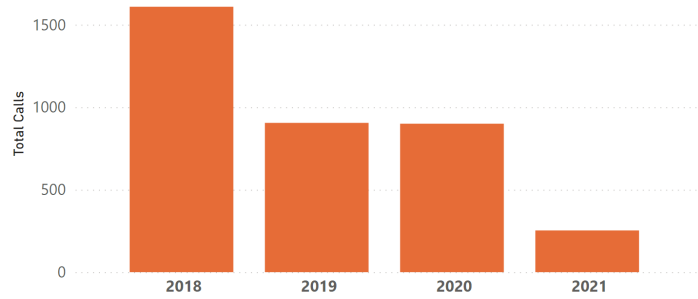
Table M. Hartford PD Suicide & Mental Case Calls: 2018-2021

Year	Suicide	Mental Case
2018	130	488
2019	164	604
2020	134	644
2021	33	194

Total Calls by Call Type



Total Calls by Year



Total Mental Health Calls by Type

Call Type	Total
Welfare Check	30
Psychiatric	2303
Attempted Suicide	1334
Total	3667

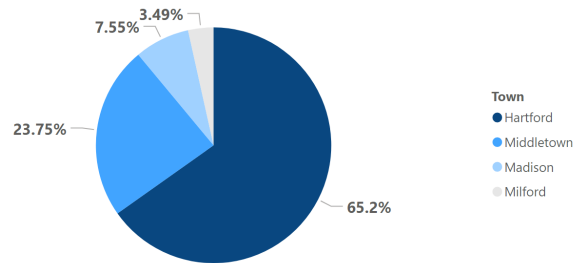
Total Mental Health Calls by Year

Year	Total
2018	1609
2019	905
2020	900
2021	253
Total	3667

Total Mental Health Calls by Town

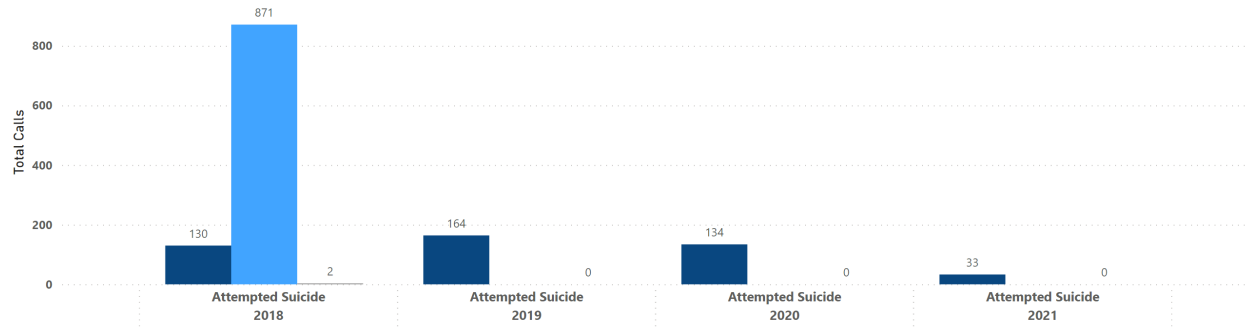
Town	Total
Hartford	2391
Middletown	871
Madison	277
Milford	128
Total	3667

Total Calls by Town

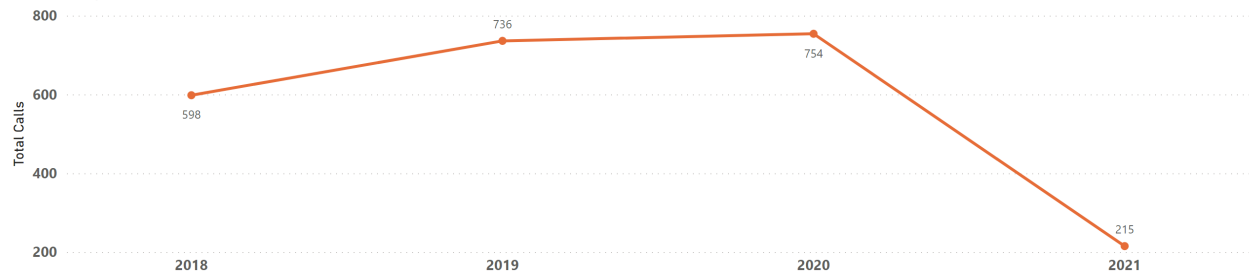


Attempted Suicide Calls by Town

Town ● Hartford ● Middletown ● Milford

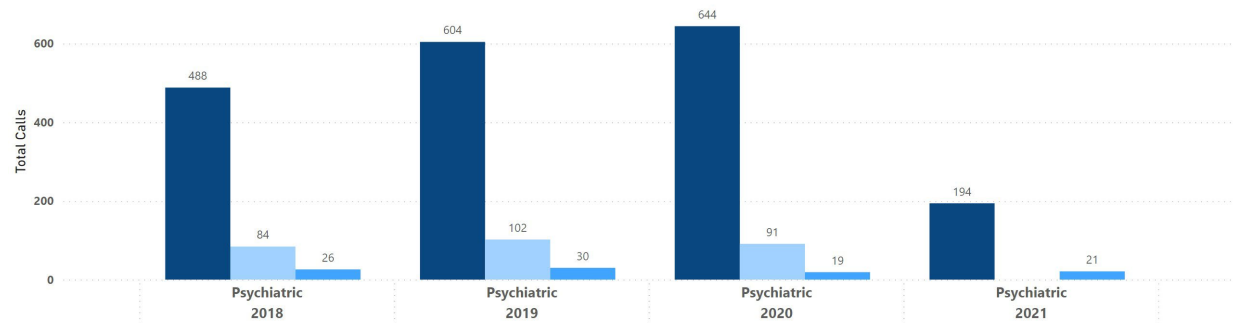


Total Attempted Suicide Calls 2018-2021



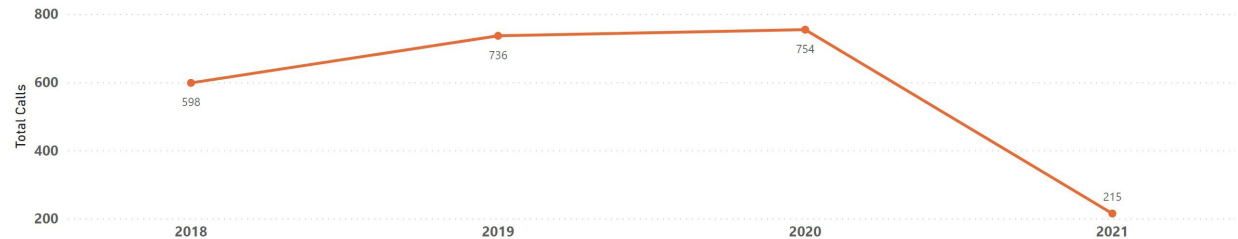
Attempted Suicide Calls by Town

Town ● Hartford ● Madison ● Milford



Total Attempted Suicide Calls 2018-2021

Call Type ● Psychiatric



Preliminary Highlights: 211

- Statewide, 2021 marks the year United Way of CT/211 received the highest total calls, call requests, web requests
- Statewide, 2022 marks the year United Way of CT/211 received the highest number of mental health & addictions, crisis intervention and mental health services call requests
- For Madison, 2022 was the year for highest number of mental health services, substance abuse, crisis intervention/suicide call requests
- For Middletown, 2018 was the year for the highest number of mental health & addictions, mental health services calls; 2022 marked the year for highest number of crisis intervention/suicide calls, substance abuse & addiction calls
- For Milford, 2021 was the year for highest number of substance abuse & addictions call requests; 2022 was the year for highest number of mental health services and suicide/crisis intervention calls requests
- For Hartford, 2022 was the year for highest number of substance abuse & addictions calls, mental health services, mental health facilities call requests

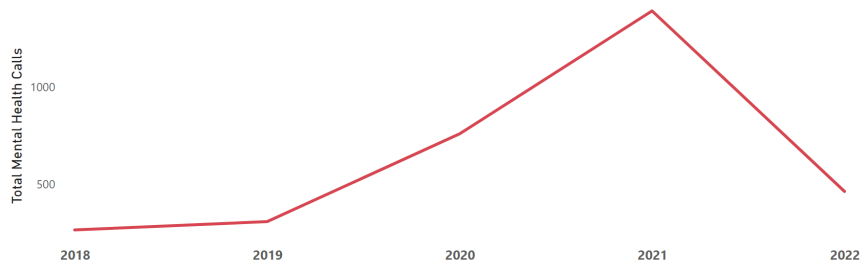
Madison, CT

On the 211counts.org website, data update in real time. Data included within this section were collected from January 1, 2018 to December 29, 2022.

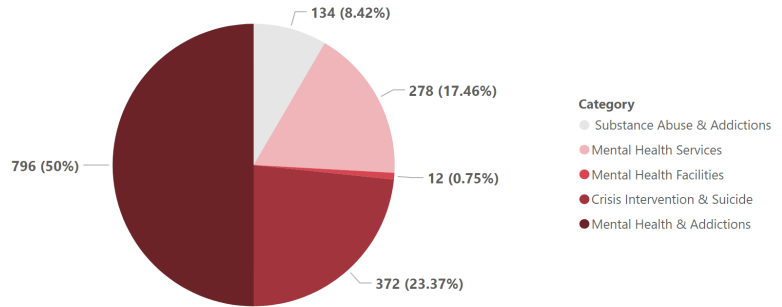
Summary

Locality	Year	Mental Health Calls
Madison	2018	265
Madison	2019	308
Madison	2020	759
Madison	2021	1391
Madison	2022	463
Total		3186

Total Mental Health Calls in Madison by Year



Total Mental Health Calls in Madison by Category



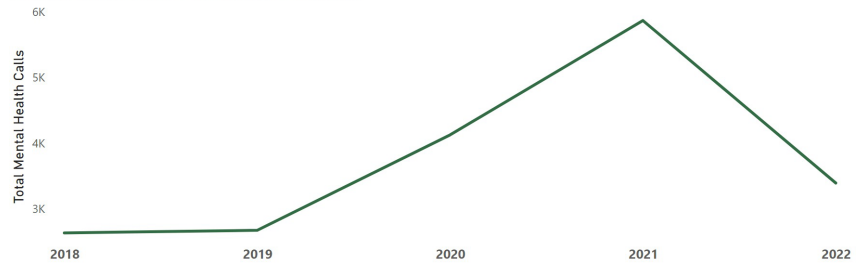
Milford, CT

On the 211counts.org website, data update in real time. Data included within this section were collected from January 1, 2018 to December 29, 2022.

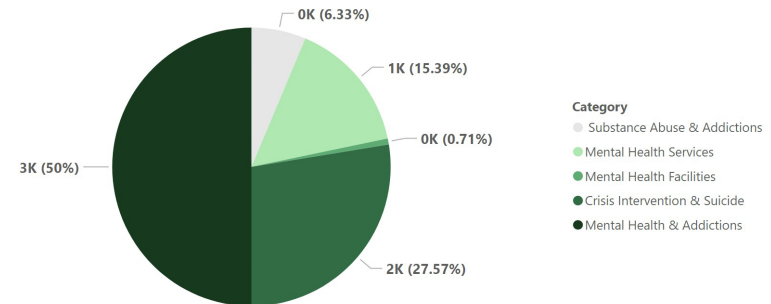
Summary

Locality	Year	Mental Health Calls
Milford	2018	2636
Milford	2019	2675
Milford	2020	4126
Milford	2021	5865
Milford	2022	3394
Total		18696

Total Mental Health Calls in Milford by Year



Total Mental Health Calls in Milford by Category



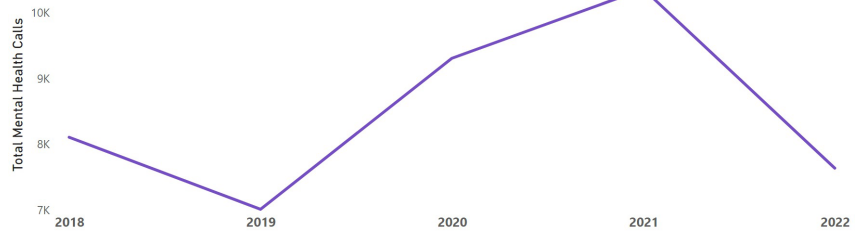
Middletown, CT

On the 211counts.org website, data update in real time. Data included within this section were collected from January 1, 2018 to December 29, 2022.

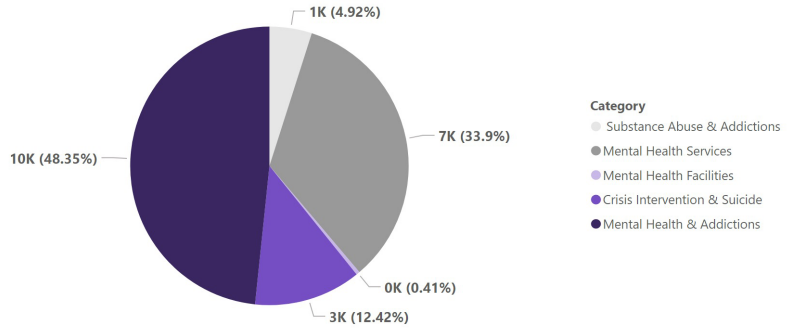
Summary

Locality	Year	Mental Health Calls
Middletown	2018	8104
Middletown	2019	7008
Middletown	2020	9305
Middletown	2021	10358
Middletown	2022	7633
Total		42408

Total Mental Health Calls in Middletown by Year



Total Mental Health Calls in Middletown by Category



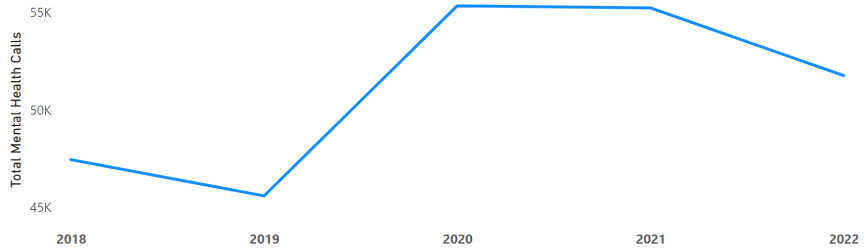
Hartford, CT

On the 211counts.org website, data update in real time. Data included within this section were collected from January 1, 2018 to December 29, 2022.

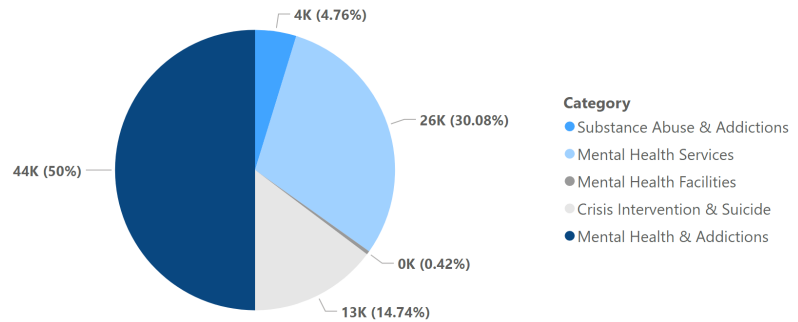
Summary

Locality	Year	Mental Health Calls
Hartford	2018	47442
Hartford	2019	45579
Hartford	2020	55347
Hartford	2021	55242
Hartford	2022	51765
Total		255375

Total Mental Health Calls in Hartford by Year



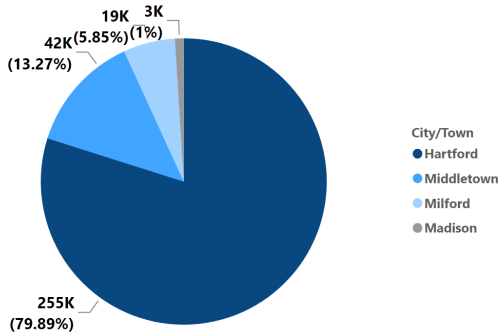
Total Mental Health Calls in Hartford by Category



Mental Health Call Requests

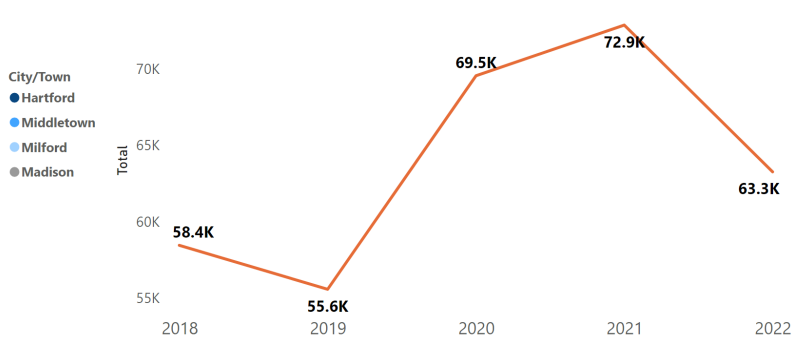
911 211 Mental Health Study - CT United Way

Total Mental Health Calls by City/Town



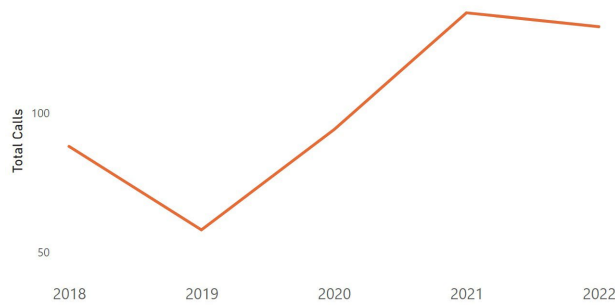
On the 211counts.org website, data update in real time. Data included within this section were collected from January 1, 2018 to December 29, 2022.

Total Mental Health Calls by Year

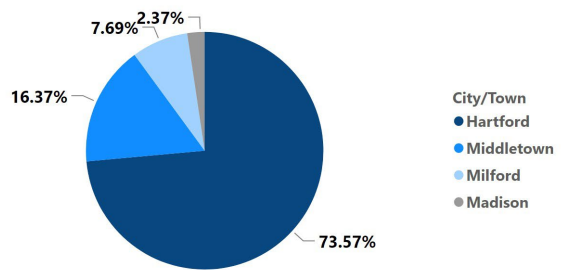


City/Town	Mental Health & Addictions	Mental Health Facilities	Mental Health Services	Substance Abuse & Addictions	Crisis Intervention & Suicide
Hartford	43924	373	26425	4181	12945
Madison	796	12	278	134	372
Middletown	9791	83	6865	997	2516
Milford	2748	39	846	348	1515
Total	57259	507	34414	5660	17348

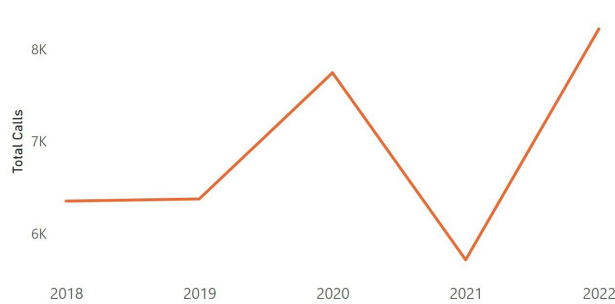
Total Calls for Mental Health Facilities by Year



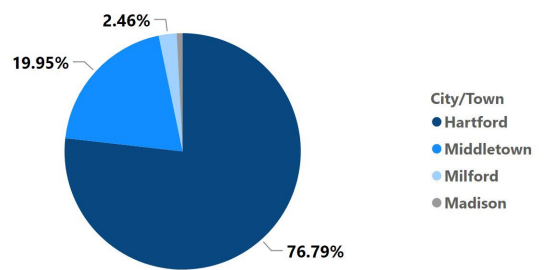
Total Calls for Mental Health Facilities by City/Town



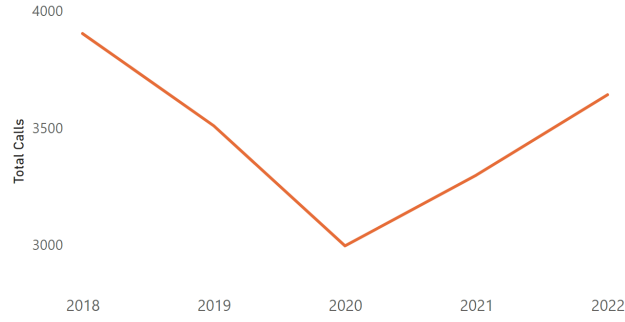
Total Calls for Mental Health Services by Year



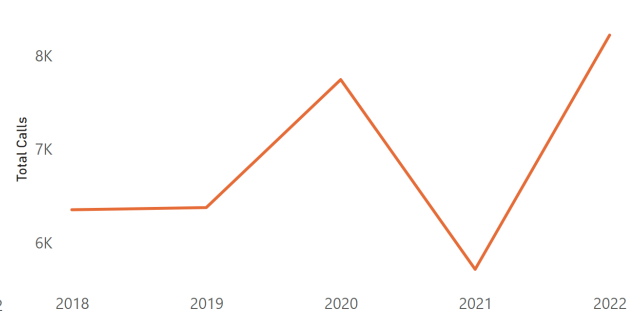
Total Calls for Mental Health Services by City/Town



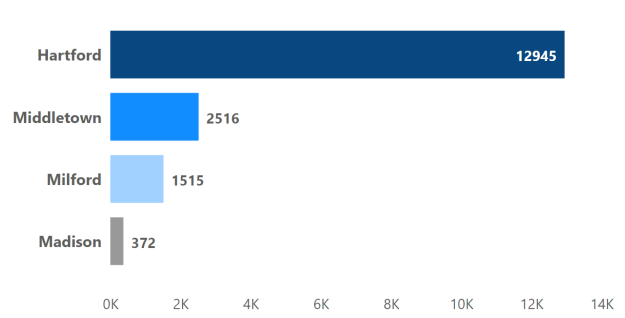
Total Calls for Crisis Intervention & Suicide by Year



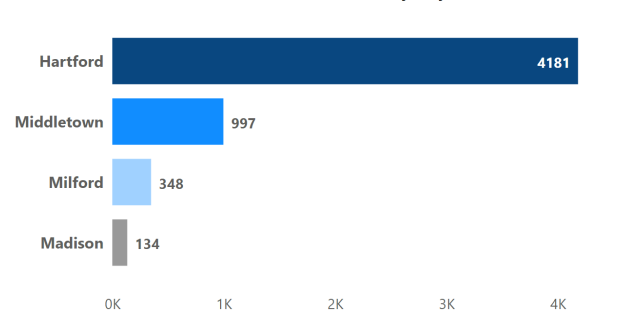
Total Calls for Substance Abuse & Addictions by Year



Total Calls for Crisis Intervention & Suicide by City/Town



Total Calls for Substance Abuse & Addictions by City/Town



Section 3. Emergency/Crisis Dispatchers: Education, Training, Practices

Dispatchers: Necessary Role in the Emergency Telecommunications System.

Who is the first point of contact when people place a 911 call? Dispatchers. Also known as emergency telecommunicators, dispatchers are the personnel who connect people in crisis and emergency situations with first responders. In this way, dispatchers are the *first* first responders.⁴⁵

Dispatchers/Emergency Telecommunicators in the United States⁴⁶

Approximately 65,000 emergency dispatchers in U.S.

73.2% dispatchers women; 26.8% men

Average age of dispatcher: 39

78% dispatchers White; 9.3% Hispanic or Latino; 8.3% Black or African American; 2.7% Unknown

Minneapolis, MN pays highest annual average wage for dispatcher: \$46,436

Dispatcher Education Requirements. Dispatcher educational attainment requirements are not standardized in Connecticut.

Education Requirements in the United States-

Educational attainment requirements are not standardized at the federal, state or local levels. General educational attainment trends, however, can be identified and tracked. In the U.S., emergency dispatchers with a Bachelors degree earn a median annual income of \$41,386; those with an Associates degree earn a median annual income of \$40,464; and those with a High School diploma or equivalent earn \$38,616.⁴⁷

Table 2. Composition of 911 Emergency Dispatchers in the U.S. By Educational Attainment (data current to 2021)⁴⁸

Degree Level	Percentages
High School Diploma	30%
Bachelors	27%
Associate	26%
Diploma	5%
Other Degrees	12%

⁴⁵ Within the law enforcement community, there is clear support for the re-classification of dispatchers as first responders within the Standard Occupational Classification. See "Why 911 dispatchers should be considered first responders." April 13, 2020. <https://www.police1.com/police-products/police-technology/publicsafetysoftware/articles/why-911-dispatchers-should-be-considered-first-responders-V0H4cmLgYnP47ntK/>

⁴⁶ "911 Emergency Dispatcher Demographics and Statistics in the US." <https://www.zippia.com/911-emergency-dispatcher-jobs/demographics/>

⁴⁷ "Dispatcher Salary by State." <https://www.zippia.com/advice/dispatcher-salary-by-state/>

⁴⁸ "Emergency Dispatcher Education Requirements." <https://www.zippia.com/emergency-dispatcher-jobs/education/>

Education Requirements in CT-

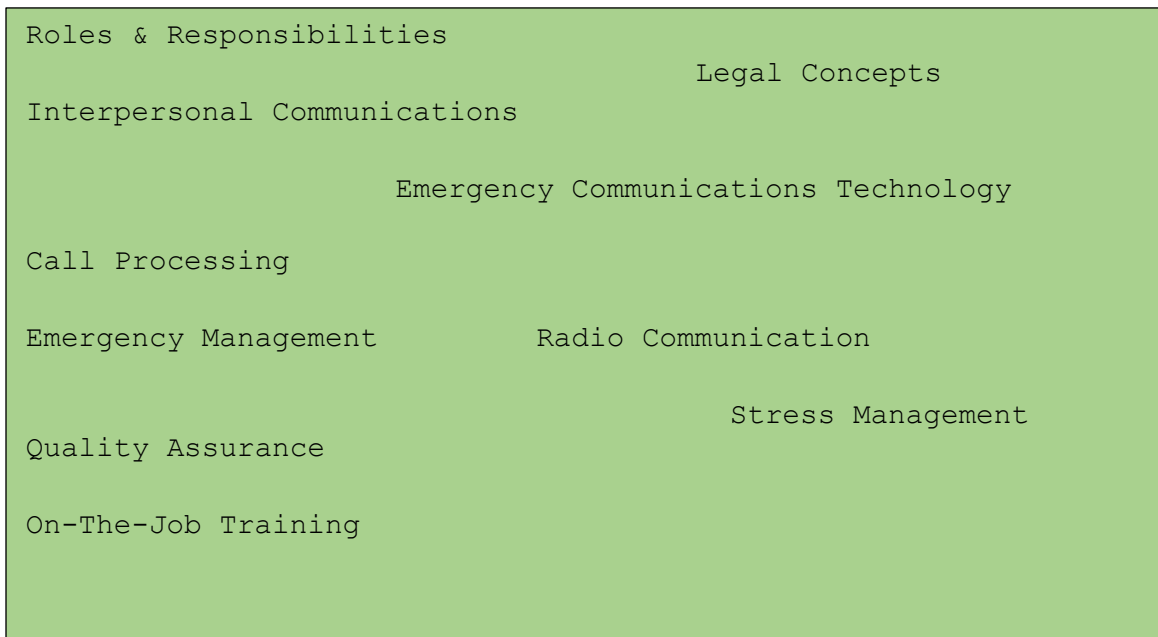
To reiterate, there are no specific education requirements for 911 emergency telecommunicators In Connecticut at this time.

Training Requirements in the United States-

As is the case with educational requirements, Emergency Telecommunicator (dispatcher) training is not standardized at the federal, state or local levels. Due to variation across jurisdictions, it is difficult to describe minimum educational and training requirements.

That said, a working group offshoot from the National 9-1-1 Program has offered a series of recommended minimum training guidelines for dispatchers in the United States. In part comprising emergency telecommunication leaders such as the Association of Public Safety Communications Officials International (APCO), National Association of State 9-1-1 Administrators (NASNA), National Emergency Number Association (NENA), National Fire Protection Association (NFPA), PowerPhone, International Academies of Emergency Dispatch (IAED), this work group issued a document containing recommendations for “baseline knowledge” for foundational operations within the occupation.⁴⁹ These “baseline knowledge” aspects are delineated by topical area below in Figure 4:

Figure 4. Recommended Training Topics⁵⁰



⁴⁹ See National Emergency Number Association’s website: <https://www.nena.org/page/Standards>

⁵⁰ Ibid.

Table 3. Sampling of Education & Training Requirements Across the United States⁵¹

States With Degree Requirement For Dispatchers ⁵²	States With Various Safety/Emergency/CPR Certification(s) Requirement For Dispatchers ⁵³
Alabama, Alaska, Arizona, Arkansas, Oregon, Pennsylvania, Rhode Island	Alaska, Arizona, California, Louisiana, Maine, Maryland, Massachusetts, Nebraska, New Mexico, South Carolina, South Dakota, Tennessee, Texas
	*most states provide certification during dispatcher probation period

Dispatcher Training Requirements.

911 Dispatchers. Connecticut dispatchers/emergency telecommunicators receive training and certification from the Division of Statewide Emergency Telecommunications (DSET), a unit which operates within the state’s Department of Emergency & Public Protection (DESPP).⁵⁴ General education and training requirements comprise a combination of successful completion of a CT-approved telecommunicator training program, successful completion of a probationary work test period (verified by employer if currently employed or within one year’s time upon hire), or “evidence of competence” in the performance of telecommunicator training standards per state regulations. All candidates need to achieve a minimum passing grade of 75% on the State of Connecticut Telecommunicator Exam and submit other required materials, as delineated below:

Figure 5. CT Dispatcher/Emergency Telecommunicator Requirements



⁵¹ The state-by-state table of education and certification/training requirements, gathered and organized by Kemrodge Bell, Graduate Assistant to the Institute for Municipal & Regional Policy (IMRP), is located in its entirety within Appendix B to this report.

⁵² States without a degree requirement nonetheless encourage and highly recommend specific degree paths that make dispatcher candidates more competitive.

⁵³ Again, while states vary – sometimes widely – in terms of their certification/training requirements, they nonetheless encourage and highly recommend certain basic thresholds of training, such as CPR.

⁵⁴ The Division of Statewide Emergency Telecommunications (within the Department of Emergency Services & Public Protection) maintains a highly detailed, informative website. For more information about the division’s history, functions, reports – among other things, see <https://portal.ct.gov/DESPP/Division-of-Statewide-Emergency-Telecommunications/Home>

In addition, there are prerequisites that applicants must complete prior to applying for the CT Telecommunicator training program. Specifically, individuals must take and pass several National Incident Management Systems (NIMS) online courses, ranging from “Introduction to Hazardous Materials” to “DHS [Department of Homeland Security] Radio Interoperability.”⁵⁵ Finally, candidates must be employed either by a public or private safety agency in order to gain entrance into a state-approved training program.⁵⁶

In terms of employment opportunities, the state’s largest sites for dispatchers include Milford Professional Telecommunicators, Stamford Government Center in the Stamford Police Department, City of New Haven Office of Emergency Management and Bridgeport Public Safety Communications 911 Center.⁵⁷

In Connecticut, the average (yearly) dispatcher salary is \$41,014 (\$19.72 hourly), placing the state at #3 within the top ten states for dispatcher salaries.⁵⁸



**CT: Top #3 State For
Dispatcher Salary**

In Connecticut, nine certification classes were held in 2019 (the most recent year for which information is available). During that year, 146 telecommunicators were trained and certified. An additional 215 dispatchers received recertification. Training encompasses a comprehensive variety of conference attendance, professional organization membership and continuing education in topics such as crisis intervention.⁵⁹

211 Dispatchers. United Way of CT provides crisis specialist training for approximately 8 weeks to individuals who have a high school diploma or GED. The organization also encourages applicants who have a college degree in social work, psychology, counseling, or related field.

988 Dispatchers. Because it also operates 988 in Connecticut, United Way of CT/ 211 provides specific job training (including how to respond to individuals in severe mental crisis, who are experiencing suicide ideation) to 988 contact specialists.

Current 9-1-1 Dispatch Practices in the U.S.-

Since August 2019, the FCC has adopted two rules that impact the way 911 calls are placed to dispatchers on the one hand and how dispatchers respond to those calls on the other. The first federal rule, Kari’s Law, requires direct 911 dialing and notification capabilities in multi-line telephone systems (MLTS) contexts such as college campuses, hotels, and office buildings. In other words, callers no longer need to dial a number preceding “911.” The second federal rule, Ray Baum’s Act, requires all MLTS to send a

⁵⁵ “Telecommunicator Certification Training.” DSET, DESPP. <https://portal.ct.gov/DESPP/Division-of-Statewide-Emergency-Telecommunications/Telecommunicator-Certification-Training/Telecommunicator-Certification-Training>

⁵⁶ Ibid.

⁵⁷ <https://www.911dispatcheredu.org/connecticut/>

⁵⁸ Ibid.

⁵⁹ <https://portal.ct.gov/DESPP/Division-of-Statewide-Emergency-Telecommunications/Home>

dispatchable location (that is, precise geographic area) with each 911 call, along with a number to call back if necessary.⁶⁰

The Reality of Kari's Law- Kari was murdered by her estranged husband in front of their daughter in a motel room. The daughter had attempted to reach 9-1-1 multiple times, but the call did not go through due to the establishment's requirement of dialing an initial digit prior to "9-1-1."

Ray Baum's Act-
dispatcher utilizes/has
access to caller's precise
geographic location + call
back #

Current 9-1-1 Dispatch Practices in CT-

To understand current 911 dispatch practices in this state, it is important to understand the training and education that underlie them. For example, nine certification classes were held in 2019. During that year, 146 telecommunicators were trained and certified. An additional 215 dispatchers received recertification. Training encompasses a comprehensive variety of conference attendance, professional organization membership and continuing education in topics such as crisis intervention.⁶¹

As of 2019, the Next Generation 9-1-1 (NG911) platform was receiving calls from traditional communication networks as well as Text-to-911. As noted elsewhere in this report, NG911 will also include the capacity to process emergency call picture, video components and data from telematics and automatic crash notification systems. Telecommunicators and public safety personnel have been trained in NG911 software and hardware, which has been implemented in 109 PSAPs throughout the state.

The Division of Safety & Emergency Telecommunications (DSET) has also focused on collecting and processing address updates provided by localities and PSAPs in order to improve dispatchable location services for 9-1-1 callers.

⁶⁰ <https://www.911.gov/issues/legislation-and-policy/kari-s-law-and-ray-baum-s-act/>. See also <https://www.fcc.gov/mlts-911-requirements>

⁶¹ <https://portal.ct.gov/DESPP/Division-of-Statewide-Emergency-Telecommunications/Home>

Section 4. Public Safety Answering Points (PSAPs): Role & Practices

PSAPs: Vital Component in Emergency Telecommunications Infrastructure

Public Safety Answering Points (PSAPs) in the United States-

Public Safety Answering Points (PSAPs) are emergency call facilities that dispatch emergency responders to 911 calls and/or transfer, relay calls to other emergency service providers. Approximately 6,800 PSAPs operate in the United States.⁶² For nearly 20 years the Federal Communications Commission (FCC) has collected and centralized information PSAPs throughout the United States into a “911 Master PSAP Registry.”⁶³ The Registry organizes PSAPs by an FCC-assigned ID number, PSAP name, State, County, City. The FCC updates this Registry “periodically.”⁶⁴ In 2014, the FCC established a “Task Force on Optimal Public Safety Answering Point (PSAP) Architecture” (TFOPA) to investigate infrastructure needs and areas for improvement.⁶⁵

Public Safety Answering Points (PSAPs) in CT-

PSAPs in Connecticut operate 24 hours, 7 days a week. According to information filed with the FCC as of December 31, 2020, there were 107 (103 Primary; 4 Secondary) PSAPs in operation within the state.⁶⁶ Notably, the number of dispatchers or telecommunicators who process calls through these PSAPs was “unknown.”⁶⁷

Below are tables outlining the total 911 call volume as well as Text-to-911 volume (when the data for this feature was submitted by Connecticut PDs and collected by CT DSET beginning in 2019) for each locality represented by the police departments subsequently spotlighted later in this report. Specifically, the focus is on years 2018-2021 in order to detect crisis/emergency call patterns/trends pre and post-COVID-19 contexts.

PSAP Tables of the CT Police Departments Analyzed (in order of population ranking - least populous to most populous)⁶⁸: 2018-2021

- *Madison, CT: pop. 17,739*
- *Middletown, CT: pop. 47,731*
- *Milford, CT: pop. 50,416*
- *Hartford, CT: pop. 120,310*

**Population figures from most recently available U.S. Census information.*

⁶² <https://www.fcc.gov/general/9-1-1master-psap-registry>

⁶³ Ibid.

⁶⁴ Ibid.

⁶⁵ Ibid.

⁶⁶ <https://portal.ct.gov/DESPP/Division-of-Statewide-Emergency-Telecommunications/911-In-Connecticut/Public-Safety-Answering-Points>

⁶⁷ Ibid.

⁶⁸ Ibid.

Table 1. Statewide PSAP Total 911 Call Volume: 2018-2021

Year	Number of Calls
2018	2,172,495
2019	1,994,161
2020	1,921,838
2021	2,012,310

Table 2. Statewide PSAP Total Text-to-911 Volume: 2019-2021

Year	Number of Texts
2019	5,902
2020	5,338
2021	5,112

Table 3. Madison Police Department PSAP Total 911 Call Volume: Years 2018-2021

Year	Number of Calls
2018	5,396
2019	5,009
2020	5,261
2021	4,866

Table 4. Madison Police Department PSAP Text-to- 911 Volume: Years 2019-2021*

Year	Number of Texts
2019	12
2020	8
2021	11

*Again, PSAP Text-to-911 Volume information was submitted by Connecticut police departments and collected by CT DSET/DESPP beginning in 2019. This and subsequent PSAP Text-to-911 Volume data tables below reflect this implementation.

Table D. Middletown Police Department PSAP Total 911 Call Volume: Years 2018-2021

Year	Number of Calls
2018	25,364
2019	23,701
2020	23,996
2021	24,998

Table 5. Middletown Police Department PSAP Total Text-to-911 Volume: Years 2019-2021

Year	Number of Texts
2019	70
2020	50
2021	44

Table 6. Milford Police Department PSAP Total 911 Call Volume Years 2018-2021

Year	Number of Calls
2018	17,873
2019	17,330
2020	17,521
2021	18,634

Table 7. Milford Police Department PSAP Total Text-to-911 Volume: Years 2019-2021

Year	Number of Texts
2019	40
2020	30
2021	29

Table 8. Hartford Police Department PSAP Total 911 Call Volume Years 2018-2021

Year	Number of Calls
2018	141,149
2019	121,953
2020	115,064
2021	119,192

Table 9. Hartford Police Department PSAP Total Text-to-911 Volume years: 2019-2021

Year	Number of Texts
2019	685
2020	711
2021	586

Section 5. Areas For Future Focus Priorities Within CT Emergency/Crisis Telecommunications & Response Infrastructure

Public Safety Answering Points (PSAPs). *911 call volume can be unpredictable and vary widely from PSAP to PSAP. Building in flexibility and adaptability in terms of budgetary and personnel needs is integral to a well-functioning PSAP center.*

Evaluate and ensure adequate PSAP budgeting & staffing levels on annual basis.

While the minute specifics of Public Safety Answering Points (PSAPs) best practices are beyond the scope of this study, we acknowledge the wholly essential role PSAPs play within the Connecticut crisis/emergency telecommunications/public safety infrastructure. To this end, we offer a general delineation of important factors to consider in improving PSAP operations, dispatching processes, and call outcomes:⁶⁹

- Ensure adequate PSAP staffing levels for anticipated call volume based on-
 - Does the PSAP in question answer just police, police and fire, or police, fire, and EMS?
 - Population density for that PSAP's location/jurisdiction
 - Does PSAP provide non-emergency services as well (e.g., school dismissals due to weather)?
 - Are highways part of the PSAP's jurisdiction (high-traffic areas can increase call volume for a PSAP)?
- Ensure adequate PSAP budgeting levels based on-
 - Number of full-time & part-time staff required to operational efficacy of the PSAP in question
 - Training considerations/needs (for both initial and refresher course types, as well as for personnel morale, mental and physical wellbeing supports/resources)
 - Building in monetary resources for 911 public awareness/education campaigns

Dispatch/Response Time. *Crisis/emergency response time is critical for an overall effective public safety approach. According to the CT Office of Emergency Medical Services (EMS) 2021 report*

- *urban towns had the most calls 459,372 and shortest average response time of 7.52 minutes.*
- *Suburban towns had 132,447 calls with an average response time of 8.38 minutes.*
- *Rural towns had the fewest calls 37,474 and the longest average response time of 11.79 minutes⁷⁰*

Improve all aspects of the 911/211/988 dispatch processing/response time to improve overall crisis and emergency response, service, and public safety across Connecticut localities.

In times of emergency and crisis, the response timeline from the moment a 911 call placed, to call taken, to first responder team dispatched (or resolved over the phone in cases of certain 211/988 calls) is crucial.

⁶⁹ Robert Kimball & Associates, Inc. & 9-1-1 SME Consulting, 2003. "PSAP Staffing Guidelines Report."

https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-REF-001-2003_PSAP_Staff.pdf

⁷⁰ https://portal.ct.gov/-/media/Departments-and-Agencies/DPH/dph/ems/pdf/CEMSTARS/2021/2021OEMSAnnualReport_final.pdf

The shorter, more concise the response time, the more effective the delivery of emergency – and ultimately – safety services can be. Timely emergency and crisis response are vital building blocks within emergency telecommunication functioning specifically and emergency management broadly. The topic of time is inextricably linked to matters of life and death.

Three components comprise the response equation: process time, dispatch time, and dispatch-to-arrival time.⁷¹ Process time refers to the phase in which the call comes through the call center and is processed. Dispatch time refers to the phase in which the relevant message/content of call is relayed to the pertinent emergency personnel. Dispatch-to-arrival time encompasses the Time “0” at which the call comes through the call center through Time “1” at which emergency personnel arrive on scene.⁷² When each element within the response equation is efficient, the entire process is likewise efficient. If any one of the elements is inefficient, the overall crisis/emergency response process is adversely impacted – and by extension, the individual(s) who placed the 911 or 211 call at the outset.⁷³

Questions Dispatchers Ask. Mental health crisis/emergency calls are on the rise. Some jurisdictions are piloting incorporation of mental health-centered question(s) within the dispatch question process to gauge appropriate response.

Encourage police dispatchers to incorporate one question (or ancillary question) to solicit/gauge potential mental health component of a 911 call.

Another important factor in the dispatching process is the queries dispatchers are trained to ask callers. What is the sequencing of questions? Is there a standardized series of inquiries dispatchers are equipped to ask? If so, is it standardized across localities, states, and the country?

There are two major batches of information with which dispatchers engage: external and internal communications. The first type involves information transmitted between callers and dispatchers. The second type involves information transmitted from dispatchers to the first responders.⁷⁴

For instance, the Eugene, Oregon (home to a longstanding de-escalation model)⁷⁵ Police Department website outlines a basic framework of questions 911 callers can expect to be asked by dispatchers:⁷⁶

- What is the address of the emergency?
- What is the phone number you’re calling from?
- Tell me exactly what happened?

More simply, dispatcher questions can be distilled into *what* and *where*: what kind of emergency has/is occurring and the location of that emergency.⁷⁷ In this way, there are core questions emergency telecommunicators/dispatchers are trained to ask. Yet, the specific sequencing, number, and content of questions vary across states, localities, PSAPs.⁷⁸ In Grand Traverse County, Michigan, 911 callers can

⁷¹ <https://data.austintexas.gov/stories/s/Total-Police-Response-Time-for-Emergency-and-Urgen/y3zx-3xig>

⁷² Ibid.

⁷³ Ibid.

⁷⁴ <https://files.asprtracie.hhs.gov/documents/eplmn-module-5-internal-and-external-communications.pdf>

⁷⁵ Eugene, OR is home to the Crisis Assistance Helping Out On The Streets (CAHOOTS) program, which is a more than three-decades long program that dispatches volunteer social workers and mental health professionals (who are contracted with a local clinic) to certain mental and behavioral, substance abuse, and homelessness calls instead of sending a police response. See <https://www.eugene-or.gov/4508/CAHOOTS>

⁷⁶ Ibid.

⁷⁷ <https://www.alamance-nc.com/ccom/calling-911/what-to-expect-when-you-call-9-1-1/>

⁷⁸ S. Rebecca Neusteter et al. 2019. “The 911 Call Processing System: A Review of the Literature as it Relates to Policing.” Vera Institute of Justice. <https://www.vera.org/downloads/publications/911-call-processing-system-review-of-policing-literature.pdf>

expect to be asked where, what, your phone number, who, when, why (sometimes).⁷⁹ In Greensboro, North Carolina, dispatchers have been trained to ask more “descriptive questions” of individuals who call about suspicious persons as of 2020.⁸⁰ In other words, by utilizing a protocol-based software system, dispatchers will ask callers to provide more information – including details about the suspect’s clothing and race. The purpose is to prevent racial profiling and reduce racial-based stops made on the basis of erroneous, mis-identified calls. In Kirksville, Missouri, specific lines of dispatcher questions are organized according to general emergency type: Basic, Medical, Fire, as explained on the city government’s website.⁸¹ In Austin, TX, dispatchers are trained to ask whether a 911 caller needs police, fire, EMS, or a mental health response.⁸² The organization of Northwest Connecticut Public Safety (NWCPS) dispatchers divides the dispatcher questions framework into two over-arching categories: address of the emergency (location) and exactly what is happening (nature of the incident – “the what”).⁸³

Visual Information Transmission to Dispatchers. Police department dispatch centers are piloting the use of visual information transmission/texting (for example, video of house fire) to facilitate emergency and crisis response. With text-to-911 in place in CT and further build-out of visual (and audio information sharing between 911 callers and dispatchers can assist in the tailoring of response type and resources.

Encourage PD dispatch centers/PSAPs to explore text-to-911 options/visual information sharing technology to facilitate crisis/emergency responses to individuals who have disabilities or in non-verbal settings (for example, domestic violence).

As previously discussed, Next-Generation 911 (NG911) is an IP-protocol 911 calling system, with video (via links) and text-to-911 options built into the telecommunications infrastructure. For example, in a northern Colorado county (Larimer County), 911 dispatchers have been testing software that permits callers to send video to emergency dispatchers, which they subsequently share with first responders. With consent of the 911 caller, dispatchers send a link to the individual facing a crisis/emergency. Via this link, the caller can share video and sound of the scene.⁸⁴ At this time, the technology does not include sound content within the video feed. In addition, if and once the caller ends the call, the video feed immediately ends upon call termination.⁸⁵

The text-to-911 feature offers callers in certain circumstances and/or with disabilities a vital emergency communication alternative that can enhance emergency service access and response. In particular, this communication tool provides individuals who are hard-of-hearing, deaf, or who have speech disabilities the opportunity to reach 911 in a way that the traditional method of calling 911 may prove cumbersome – even impossible. It is important to note, however, that this method can only be completed with a mobile, handheld device. Thus, the text-to-911 function does not apply to landline devices.⁸⁶

Accessibility of Dispatch Process. 911 callers can include individuals who have verbal and/or hearing disabilities.

⁷⁹ <https://www.gtcountymi.gov/Faq.aspx?QID=154>

⁸⁰ “City leaders push for Greensboro 911 dispatchers to ask more descriptive questions,” Hayley Fisher. Fox 8. <https://myfox8.com/news/city-leaders-push-for-greensboro-911-dispatchers-to-ask-more-descriptive-questions/>

⁸¹ <https://www.kirksvillecity.com/content/9693/9727/20090/20270/20332.aspx>

⁸²

⁸³ <https://nowestps.org>

⁸⁴ “New technology in Colorado allows 911 callers to give dispatch access to phone camera,” Dillon Thomas. December 12, 2022. CBS News. <https://www.cbsnews.com/colorado/news/new-technology-allows-911-callers-give-dispatch-access-phone-camera/>

⁸⁵ Ibid.

⁸⁶ Ibid.

Improve accessibility of dispatch and crisis/emergency response system for individuals with disabilities.

Emergencies and crises can affect Americans at any time. Individuals with and without disabilities may need to utilize 911. Ensuring access – more, cultivating consistent levels of accessibility for all Americans - to emergency telecommunications and crisis response infrastructures in the United States constitutes a crucial focus both for dispatchers specifically, and first responders generally.

The federal Americans with Disabilities Act (ADA) requires that all Public Safety Answering Points (PSAPs) provide “direct, equal access” to dispatch and first responder services for people with disabilities who use teletypewriters (TTYS).⁸⁷ This requirement especially pertains to 911 callers who are deaf, hard of hearing and/or have speech disabilities. In addition, to be ADA-compliant, all call-takers at a PSAP need to have TTYS equipment to process TTYS calls effectively and efficiently.

Ten years ago, the FCC proposed requiring all wireless carriers to enable their customers to send text messages to 911. By 2014, all four of the largest wireless carriers within the U.S. had “voluntarily committed to make texting to 911 possible.”⁸⁸ Vermont was the first state to implement text-to-911 statewide.⁸⁹

Many states and localities take a pro-active approach by providing opportunities for residents to notify dispatchers and police departments about their disabilities (or relatives with disabilities in their household). For example, residents in Philadelphia are directed to submit any relevant updated information every two years to the Philadelphia Police Radio Training unit.⁹⁰

For some individuals with disabilities, the text-to-911 can prove particularly important for communication with dispatch and emergency service access.⁹¹ If, for instance, an individual who is deaf/hard of hearing/hearing impaired requires emergency response, texting the nature and location of the emergency to 911 is a necessary feature. Or, consider a situation in which a non-verbal individual is in crisis and requires emergency support, the text-to-911 feature – either on her own or someone texting on her behalf – offers what will likely become a crucial mainstay within the 21st century emergency telecommunications infrastructure. Finally, for those individuals who may not have disabilities but who cannot vocalize given the nature of the crisis/emergency call (for example, domestic violence), text-to-911 constitutes a communication possibility previously not in place. Moreover, emergency dispatchers/PSAP personnel in Indiana, for example, can add a “non-voice” option and initiate texts to an existing call if they receive a silent phone call from a handheld or wireless device.⁹²

PSAPs/911 call centers are required to provide equally effective, efficient emergency communication services to all Americans – those with and without disabilities. To do this, PSAPs must have proper TTY call

⁸⁷ “Access for 9-1-1 and Telephone Emergency Services.” U.S. Department of Justice, Civil Rights Section, Disability Rights Section.
<https://archive.ada.gov/911ta.htm>

⁸⁸ Ibid.

⁸⁹ <https://www.flowjournal.org/2015/01/text-to-911/>

⁹⁰ <https://www.phila.gov/programs/philadelphia-reforms/reforms/police-and-public-safety/>

⁹¹ Numerous disability rights advocacy organizations and legal institutions have emphasized in recent years the paramount utility of a text-to-911 feature for individuals who have disabilities. See <https://www.disability.state.mn.us/technical-assistance/emergency-preparedness/text-to-911/>; https://tucson.com/news/local/text-to-911-coming-to-tucson-area-will-help-disabled-give-voice-call-option/article_60b649bb-ba2f-55bb-ba09-c77b076eda91.html; <https://www.courthousenews.com/disabled-new-yorkers-fight-to-text-911/>

⁹² <https://www.flowjournal.org/2015/01/text-to-911/>

equipment. In addition, to be ADA-compliant, telecommunicators must “be able to recognize and handle TTY calls properly” by recognizing TTY tones and to proceed by querying every “silent, open line call” with a TTY to determine if it is a TTY call after querying it via voice.⁹³

Furthermore, the Next Generation 911 (NG11) system not only presents an opportunity for improved emergency telecommunications infrastructure but supports enhanced accessibility for individuals with disabilities, as explained on the Next Generation Advanced (NGA) website⁹⁴:

In short, the text-to-911 feature opens vital crisis/emergency communication doors for Americans with disabilities – both with *first* first responders – and ultimately emergency responders on-scene.

As the CT State Department of Public Health (DPH) notes, the federal Centers for Disease Control and Prevention (CDC) provides guidance for ensuring state emergency telecommunications infrastructure is readily accessible to individuals with disabilities – including the instruction to upgrade 911 systems in order “to allow people with disabilities to use text-based communications.”⁹⁵

According to Heidi Henaire, Education Consultant & State Coordinator for the Deaf, the CT State Bureau of Rehabilitation Services (BRS), explains that the agency has not used “TTYs in a while now as most of our consumers use VP, text, email, or FaceTime (or comparable services).” Still, Henaire notes that there are some individuals who prefer TTY over VP, as they “preferred simple[r] technology or they couldn’t afford internet services or mobile phone services required for VP.”

Within this context, NG911 offers a viable, systemwide course forward in terms of increasing usage of and accessibility to, emergency communications, services and crisis supports. On this point, NG911 was completed at all CT PSAPs in 2017, with the text-to-911 feature implemented in 2018.⁹⁶ As a result, quarterly and annual PSAP reports (available on the CT Division of Safety & Emergency Telecommunications, Department of Emergency Services & Public Protection website) submitted by each CT PSAP reflect text-to-911 volume beginning in 2018.⁹⁷

Wellbeing/Mental Health Focus for Dispatchers. *Dispatchers can suffer from PTSD (among other mental health conditions) due to occupational stressors.*

Ensure and encourage access to wellbeing/mental health programming/resources for dispatchers.

Within the context of focusing on best practices for optimizing crisis/emergency communications and response mechanisms, prioritizing the wellbeing and mental health of dispatchers is key. At its core, the field of dispatching is emotionally, mentally, physically, and psychologically-taxing. By working within a stress-laden occupation, dispatchers can experience “vicarious trauma” or “compassion fatigue,” - secondary exposure to trauma over the phone as they listen to and relay calls from individuals in life-critical situations.⁹⁸ Despite the fact that dispatchers are not on-scene, they are *not* immune from

⁹³ Ibid.

⁹⁴ <https://nga911.com>; <https://nga911.com/news/post/understanding-ng911-implementation-state-and-federal-level>

⁹⁵ <https://portal.ct.gov/DPH/Public-Health-Preparedness/Access-and-Functional-Needs/Individuals-with-Disabilities>

⁹⁶ According to e-mail correspondence facilitated by Jonathan Slifka, Executive Assistance, Aging and Disability Services, State of Connecticut.

⁹⁷ <https://portal.ct.gov/DESPP/Division-of-Statewide-Emergency-Telecommunications/911-In-Connecticut/9-1-1-in-Connecticut>

⁹⁸ Pierce, Heather and Michelle Lilly. 2012. “Duty-Related Trauma Exposure in 911 Telecommunicators: Considering the Risk for Post-traumatic Stress.” *Journal of Traumatic Stress* 25(2): 211-215. See also, Raskin, Anna. 2016. “PTSD and Emergency Telecommunicators.” *The Journal of Emergency Dispatch*: <https://www.iaedjournal.org/ptsd-in-911-communications-qa>

potential Post Traumatic Stress Disorder (PTSD) symptoms that may result from answering – literally – the call of duty.⁹⁹

“According to a study conducted by the Journal of Traumatic Stress, the most commonly identified worst calls for dispatchers to cope with were the unexpected injury or death of a child, followed by suicidal callers and shootings involving officers.”

How do dispatchers handle the aftermath of a call – let alone the call itself? How do dispatchers move forward in the event a call does not resolve positively (for example, an officer-involved shooting in which police, civilians, or both get killed)? According to a 2013 *Business Insider* article, police, fire and ambulance dispatchers were identified as one of the most stressful jobs in the United States.¹⁰⁰

In efforts to draw attention to and place mental health/wellbeing of dispatchers front and center, the National Emergency Number Association (NENA) has established a “Wellness Committee,” which is charged with “identifying issues related to health and wellness for 911 professionals.”¹⁰¹ The Committee identifies the issues at hand as well as the current standards and practices that exist to address them. In addition, the Committee is tasked with “creating new standards, best practices and informational documents” – as well as “promote...the physical and mental well-being” of dispatchers.¹⁰²

Information Accessibility. *Public Safety Answering Point (PSAP) information and reports are highly accessible via the DSET website; ensuring consistency across information points is key, however for CT residents to have a fuller picture of 911 call trends in their communities.*

Encourage local police departments in CT to create a tab on their departmental websites for their residents (if they do not already have one) to access information on 911 call totals across call categories (including for example, mental health calls, domestic calls, welfare checks), the response times to those calls, the types of responders to those calls, outcome of mental health calls (for example, social worker/mental health referral/response, hospitalization, facility committal, arrest).

Rationale: Openness and information-sharing between law enforcement and the broader community can cultivate conditions necessary for trust-building.

Future Areas of Study

This report underscores the critical job dispatchers carry out day after day, hour after hour. Yet, dispatchers and the work they accomplish do not receive the necessary focus requisite to understanding what they do, how they do it, and whether reforms and improvements – both internal to the profession

⁹⁹ Ibid.

¹⁰⁰ “The 14 Most Stressful Jobs in America,” Vivian Giang, November 12, 2013. *Business Insider*: <https://www.businessinsider.com/most-stressful-jobs-in-america-2013-11?op=1>

¹⁰¹ <https://www.nena.org/general/custom.asp?page=WellnessCommittee>

¹⁰² Ibid.

(for example, more standardization in education and training requirements; more mental health and wellbeing resources for dispatcher personnel) and external (for example, enhanced public awareness about the important role dispatchers play in the American emergency and crisis response system) are needed – and what those could potentially look like.

Phase 2 of this research project will examine what the role of dispatchers in co-response models can be as part of an entire network of de-escalation approaches to crisis and emergency response/management. In short, how can collaboration and coordination between dispatchers, police, fire, EMS, social workers, mental health professionals be strengthened in order to increase positive outcomes while reducing and mitigating adverse outcomes for individuals in emergency and crisis situations?

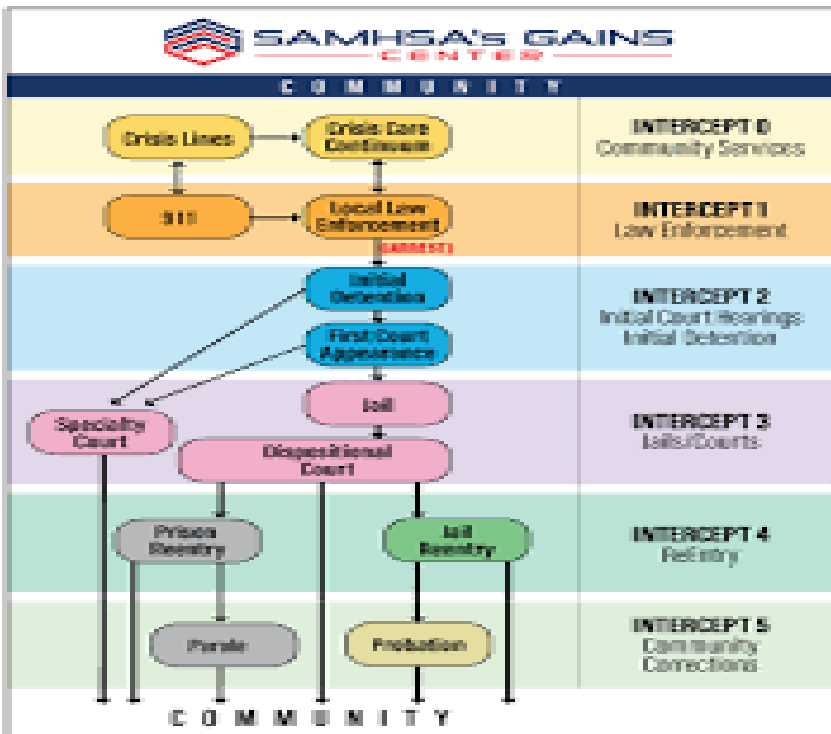
Role of Dispatcher in Different Crisis/Emergency Response Models-

As *first* first responders, dispatchers play not only an essential role of fielding calls from those in various types of need, distress, emergency, crisis. Emergency telecommunicators play the essential role of connecting individuals in need with those who can respond. Simply put, dispatchers are first responders who connect individuals in need with first responders and other emergency personnel. They are the ones who – literally – answer the call and direct urgent messages from caller to responder. They connect people to police, fire, EMS as well as crisis care providers – depending on the type and specific content of the call.

To conceptualize the role that dispatchers play within the broader emergency telecommunications system and public safety context, the Sequential Intercept Model (SIM) is a helpful tool here.¹⁰³ Appropriately, the SIM model was released by the federal Substance Abuse & Mental Health Services Administration (SAMHSA) – an agency whose institutional mission is to focus on mental health and community resources.

¹⁰³ The CT Police Transparency & Accountability Task Force final report also notes the applicability of the SIM model as a helpful framework to understand the various ways individuals enter the American justice system.

Figure 6. Sequential Intercept Model (SIM).



Source: Substance Abuse & Mental Health Services Administration (SAMHSA), Health & Human Services.

This framework provides a visual representation of the ways and moments in which Americans make contact with community (civilian) assistance, law enforcement, and corrections at different times and in different spaces within the overall United States justice system. Dispatchers operate at the very beginning of this contact process – of the entry into the community-law enforcement-corrections continuum.¹⁰⁴ They function at the community intercept of 0. Whether they are 911 emergency telecommunicators or United Way of CT/211 contact specialists, they connect people to 911 response services and crisis care, respectively. The implications of dispatchers connecting people with first responders are not to be underestimated. In fundamental terms, dispatchers initiate vital contact between individuals in crisis/emergency and those who can respond – whether that resolution occurs via police or non-police personnel. States across the country have been piloting and implementing different policies and practices around crisis and emergency response.¹⁰⁵ During this time of first responder/public safety innovation, the role of dispatchers merits – indeed, warrants – attention. In particular, that dispatchers can make this process more purposeful in meeting criteria of more effective, efficient, safer responses is essential. Connecticut is not alone in this effort.

Over the last couple of years, the Institute for Municipal & Regional Policy (IMRP) has documented and described efforts across police departments in the U.S. to collaborate with – on occasion wholly integrating – the role of social workers and/or mental health professionals within certain crisis and

¹⁰⁴ Whether they are 911 dispatchers or United Way of CT/211 contact specialists, these individuals provide an essential service by transmitting and directing emergency and crisis call messages to the appropriate first responders.

¹⁰⁵ As “policy laboratories” in their own right, states have been experimenting with different crisis/emergency response models, including police-social worker co-response, police as first responder and social worker as second responder/follow-up care provider, and crisis intervention teams (CIT).

emergency response strategies. These approaches are located within a fusion between the community and law enforcement “moments of contact” in terms of civilian entry into the American justice system.

In Connecticut, numerous police departments throughout the state are piloting and implementing medium to long-term co-response models joining law enforcement personnel with social workers in team, first and second-responder, or in-person and remote settings. For example, in some of the police departments highlighted in this report’s representative sampling, the following programs are being piloted/implemented:

Madison, CT – After a well-received (from the Madison police officers and community alike), successful social worker pilot program recently ended in May 2022, the Madison PD is working to implement a permanent social worker position to work with the department in answering certain calls – including crisis, behavioral and mental health, domestic calls. Within the albeit brief time frame of the pilot program (April-May 2022), the Madison PD, Madison Youth & Family Services, outreach results were tangible and positive. During the 7-week roll-out, 50 individuals in Madison “were identified and contacted for outreach.”¹⁰⁶ Of the individuals who received outreach from the Madison PD-Madison YFS & social worker extern collaboration, adults ages 18+ constituted 56%, adults ages 65+ comprised 32%, with youth accounting for 12% of those contacted by the social worker.¹⁰⁷ From a survey administered to Madison police officers, one noteworthy finding is that 80% of those who participated in the survey reported “encountering situations with a behavioral health and/or social services component from multiple days a week to every day.”¹⁰⁸

Middletown, CT – The Middletown PD launched a crisis intervention team in February 2022, which operates in addition to the two Licensed Clinical Social Workers (LCSWs) who are “embedded in the department,” respond to “certain scenes along with officers” and are from the Department of Mental Health & Addiction Services (DMHAS).¹⁰⁹ The LCSWs respond on-scene after officers first report to the situation. According to the Middletown PD, these social workers assist in de-escalation and directing specific assistance and follow-up care for individuals in ongoing crisis.

Milford, CT – Milford PD has been a participant in the innovative Social Worker & Law Enforcement Program (SWLE) created in 2020 by Dr. Isabel Logan from Eastern Connecticut State University, Dr. Robert Madden from St. Joseph University, and Lt. Matthew Solak from the Willimantic Police Department.¹¹⁰ The initiative places ECSU social work student interns within the Willimantic PD to gain field experience and on-the-ground training to equip them with the occupational tools required in responding to crisis/emergency scenarios they will face in their future careers.

Hartford, CT – In 2022, the Hartford community, vis-à-vis coordination between internal and external municipal agency partners (for example, Hartford municipal personnel, Capital Regional Mental Health, Wheeler Clinic, Community Renewal Team, Hartford-based MSWs [Master in Social Work] care providers and LCSWs [Licensed Clinical Social Workers], has created an alternative crisis/emergency response structure, called the HEARTeam (Hartford Emergency Assistance Response Team) to provide more

¹⁰⁶ “MYFS/MPD Pilot Social Work Outreach Program April-May 2022: Full Report-Program Summary, Outcomes and Recommendations,” pages 1-34. Courtesy via correspondence with Chief Jack Drumm, Madison Police Department, Madison, CT.

¹⁰⁷ Ibid.

¹⁰⁸ Ibid.

¹⁰⁹ “New Crisis Intervention Team Begins at Middletown PD,” Vincent Salzo, February 9, 2022. Patch.com:

<https://patch.com/connecticut/middletown-ct/new-crisis-intervention-program-begins-middletown-pd>

¹¹⁰ “ECSU and Willimantic Police Partner for Law Enforcement Social Work Project,” Siobhan McGirl, November 8, 2021. NBC Connecticut: <https://www.nbcconnecticut.com/news/local/ecs-u-and-willimantic-police-partner-for-law-enforcement-social-work-project/2645500/>

tailored response to individuals (both adults and youth) in mental health and/or behavioral health crises that do not warrant a police response.¹¹¹ Program implementation will occur over a five-year span in order to monitor and analyze data for efficacy, identify gaps/areas of need that persist and identify elements that have worked well and yielded positive outcomes. Dispatch staff are trained to identify if/which calls are best served by a non-police emergency responder/team. At the same time, dispatchers may determine that police ought be on standby in proximity so that they can stage/prepare to respond if scenarios escalate.¹¹²

The Institute for Municipal & Regional Policy (IMRP) at UConn-Hartford is grateful to have hosted a “Public Dialogue Series: Policing and Social Work” forum (virtual) event on April 18, 2022 that featured panelists from the UConn campus police community (Deputy Chiefs Andrew Fournier and Maggie Silver), disability advocacy community (Rayla Mattson, social worker community (Rosaline Brown, LCSW), and Hartford’s new HEARTeam (Patricia McIntosh, LCSW, HEARTeam project manager). This forum provided an opportunity for the public to hear and learn more about some of the local law enforcement-social worker partnership initiatives unfolding here in Connecticut.¹¹³

On this front, how can dispatcher response times be improved through NG911 (Next Generation 911) that Connecticut rolled out effective 2017-2018? How can this site for improvement (including the text-to-911 technology) make emergency response more efficient? How will NG911 affect crisis and emergency response for individuals with disabilities or individuals who cannot make a phone call due to exigent circumstances?¹¹⁴

The IMRP will review emergency telecommunications best practices for application in Connecticut, including:

- Feasibility of dispatcher question standardization to improve outcomes
- dispatcher education and training requirements with specific focus on dispatch response to mental health crises and improved incident outcomes
- standardization of police department computer aided dispatch (CAD) coding to improve trend and pattern identification, incident analyses, and recommendations for future sites of improvement

In addition, a review will also consider how and whether state re-classification of the dispatcher role and occupation as emergency and first responders can bring more public visibility and institutional respect to the profession as well as amplify occupational funding and resources.¹¹⁵

Finally, the second phase of this study will also:

¹¹¹ Information compiled from this author’s notes during Hartford’s virtual Town Hall presentation on HEARTeam, March 8, 2022. A PDF of the presentation can be found at: <https://www.hartfordct.gov>

¹¹² Ibid.

¹¹³ <https://imrp.dpp.uconn.edu/2022/04/23/public-dialogue-series-1/>. The online public dialogue series was held to provide Connecticut residents with more information about some of the major components within the CT Police Transparency & Accountability Task Force final report (released January 2022), including recommendations about continued work innovating public safety-minded collaboration between law enforcement, social workers, and mental health professionals.

¹¹⁴ For instance, in domestic disturbance/violence calls in which safety of adult(s) and child(ren) is at stake.

¹¹⁵ “Reclassifying Emergency Dispatchers,” Audrey Frazier. July 15, 2020. *The Journal of Emergency Dispatch*:

<https://www.iaedjournal.org/reclassifying-emergency-dispatchers>. A legislative effort at the federal level – the 911 SAVES Act - to re-classify dispatchers as first responders vis-à-vis the Office of Management and Budget (OMB) Standard Occupational Classification System was not successful. See <https://www.govtrack.us/congress/bills/116/hr1629>.

- evaluate the role of dispatchers in CT and broad impacts within the state’s emergency telecommunications/public safety system through a survey and focus groups to gain real-life, real-world perspectives – to provide real voices that support and help explain the quantitative, numeric data
- evaluate existing collaborative, coordination practices between dispatchers, first responders, other emergency personnel within CT through a survey and focus groups to identify current conditions and identify areas for potential, practical improvement and growth

To address these questions, the IMRP will implement an online survey and focus groups across Connecticut communities (as discussed earlier in this report).

In sum, the work of understanding how and why the CT system of emergency personnel, crisis/emergency telecommunications, crisis/emergency response works the way it does has only just begun.

To this end, near-term, medium-term, and long-term studies should continue the precise work of data and information-gathering and analysis for the purposes of improving professional practices, public awareness of public safety communication resources, crisis and emergency response strategies. As a result, the objective of maximizing conditions for more universal, consistent public safety across Connecticut can become tangible and realizable.

Appendix A: CT Dispatcher Education & Training (CT General Statutes)

Regulations-
TITLE 28 CIVIL
Sec. 28-30-7

Public safety telecommunicator and private safety telecommunicator training standards.

Any individual requiring certification as a public safety telecommunicator or a private safety telecommunicator in accordance with Connecticut General Statutes subsection (2c) of section 28-30 shall successfully complete a state approval telecommunicator training program in which:

1. a) The telecommunicator shall demonstrate an understanding of interpersonal communications, to include:
 - 1) The forms of communication;
 - 2) The factors that influence and complicate communications;
 - 3) SMCR (Sender or Source, Message or Method, Channel, Receiver) concept of communications;
 - 4) Loop of understanding and feedback;
 - 5) Barriers to effective communications;
 - 6) Communications symbols and the social environment; and
 - 7) Stress Management.
2. b) The telecommunicator shall demonstrate an understanding of the organization of the public or private safety communications function, to include:
 - 1) The organizational structure of police, fire and EMS public or private safety telecommunications centers;
 - 2) Interrelation of the communications unit with other functional units within the parent organization, with other departments and the public; and
 - 3) Basic operational requirements of a public or private safety telecommunications system and the vital services provided.
3. c) The telecommunicator shall demonstrate an understanding of public or private safety telecommunications systems, to include:
 - 1) The components that make up a telecommunications system including, but not limited to, the use of repeater base stations, satellite receivers, voting comparators, mobile repeaters, mobile data terminals and control consoles;
 - 2) Commonly encountered malfunctions in radio telecommunications systems, the corrective actions that may be taken to re-establish communications and the ability to communicate the nature of malfunctions to a radio technician; and
 - 3) Electromagnetic spectrum and spectrum management by the Federal Communications Commission (FCC).
4. d) The telecommunicator shall demonstrate an understanding of the basic fundamentals of public safety radio broadcasting.
5. e) The telecommunicator shall demonstrate a proficiency in the basics of fundamentals of public safety radio broadcasting to include:

- 1) Effective transmission of information and descriptive data to field units or other public or private safety agencies;
- 2) Theory and use of radio signal codes;
- 3) Use of aural brevity codes and the phonic alphabet;
- 4) Use of 2400 hour time in broadcasting; and
- 5) Correct procedures for broadcasting including the following: street address

numbers, vehicle identification numbers, registration numbers, serial numbers or model numbers and descriptive data concerning persons, property and vehicles.

Regulations TITLE 28 CIVIL Sec. 28-30-7

6. f) The telecommunicator shall demonstrate an understanding of public safety telecommunications record systems, to include:
 - 1) The various types of records that shall be maintained within a public safety telecommunications center including, but not limited to, status records, dispatch records, daily logs, daily bulletins, and supervisor's daily log;
 - 2) Records retention schedules; and
 - 3) Laws associated with the taping of telephone calls and radio transmissions.
7. g) The telecommunicator shall demonstrate an understanding of standard universally accepted broadcast rules and procedures, to include:
 - 1) The need for standardization of broadcast procedures;
 - 2) Technique for choosing appropriate words and rate of speech for broadcast messages;
 - 3) Logical sequencing of information, echo procedures, impersonal dispatching, concept of never guessing the content of written messages, and courtesy;
 - 4) Styles of call-up procedures
 - 5) Clipping;
 - 6) Acknowledging calls from mobile units or other stations;
 - 7) Terminating calls;
 - 8) Use of alert tones; and
 - 9) The parts of a dispatch message.
8. h) The telecommunicator shall demonstrate understanding of telephone techniques; to include:
 - 1) Basic principles for handling calls from the general public and calls from other emergency service agencies;
 - 2) General telephone techniques, including clarity of speech, avoidance of the use of jargon or slang, explanation of waits and telephone courtesy;
 - 3) Specific telephone techniques, including taking charge of the conversation when dealing with the public, personality projection, repetitive persistence, obtaining pertinent information, classifying the nature of a complaint or report, and following through on information obtained.
 - 4) Procedures for handling multiple calls;
 - 5) Dealing with third party callers;

- 6) Dealing with calls from children, the elderly, and non-English speaking persons;
- 7) Dealing with calls involving violent crimes;
- 8) Dealing with calls involving anonymous callers;
- 9) Correct procedures for taking and recording telephone messages, including general message taking; dealing with confidential informants, procedures, for relaying routine and urgent messages, and radio paging of undercover operatives;
- 10) Procedures for overcoming the hysteria threshold of distraught callers; and
- 11) The key questions that shall be asked of a caller reporting an accident (who, where, what, when and why).

9. i) The telecommunicator shall demonstrate an understanding of the enhanced 9-1-1 emergency telephone system, to include:

1) Components and functions of the enhanced 9-1-1 telephone system network and the dynamics of 9-1-1 call flow and address information transmission;

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2) Enhanced 9-1-1 features, including, but not limited to, automatic number identification (ANI), automatic location identification (ALI) and selective routing, as defined in Connecticut General Statutes section 28-25; and default routing, alternate routing, selective call transfer, fixed call transfer, manual call transfer, disaster routing, 9-1-1 data management system and 9-1-1 printouts;

3) Components and functions of enhanced 9-1-1 terminal equipment;

4) Types of automatic location identification and trouble displays;

5) Recognizing and reacting to conditions of 9-1-1 failure or equipment malfunctions; and

6) Completion of inquiry forms

10. j) Using a telecommunications device for the deaf (TDD) the telecommunicator shall demonstrate a proficiency in the processing of requests for assistance from the deaf and the hearing impaired to include:

1) Effective usage of language conventions and abbreviations typically used by the deaf and hearing impaired; and

2) Appropriate procedures for establishing communications with the deaf and hearing impaired.

11. k) The telecommunicator shall demonstrate an understanding of the functions of a law enforcement agency and law enforcement dispatch procedures to include:

1) Roles of field personnel and objectives of a law enforcement agency;

2) Working relationship between law enforcement field personnel and telecommunicators;

3) Proper classification and processing of the basic types of law enforcement emergency

calls utilizing telephone complaint and report processing procedures; and

4) Application of appropriate procedures for the processing of calls for emergency assistance related to law enforcement, including pre-arrival instructions.

12. l) The telecommunicator shall demonstrate an understanding of the functions of a fire department and fire dispatch procedures to include:
 - 1) Roles of field personnel and objectives of a fire and rescue operation agency;
 - 2) Working relationship between fire and rescue operation field personnel and telecommunicators;
 - 3) Proper classification and processing of the basic types of fire and rescue emergency calls utilizing telephone complaint and report processing procedures; and
 - 4) Application of appropriate procedures for the processing of calls for emergency assistance related to fire and rescue operations, including pre-arrival instructions.

13. m) The telecommunicator shall demonstrate an understanding of emergency medical dispatch procedures to include;
 - 1) Proper classification and processing of the basic types of emergency medical service calls utilizing telephone complaint and report processing procedures; and
 - 2) Application of appropriate procedures for pre-arrival instructions pertaining to emergency medical service operations or emergency medical dispatch cards as contained in the current U.S. Department of Transportation – National Highway Traffic Safety Administration Emergency Medical Dispatcher’s Call Guides available through the U.S. Department of Transportation, National Highway Traffic Safety Administration, 400 Seventh Street, S.W. Washington, D.C. 20590; and in accordance with the Standard Practice for Emergency Medical Dispatch ASTM

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Standard F1258-90, available from ASTM, 1916 Race Street, Philadelphia, PA

19103-1187

14. n) The telecommunicator shall demonstrate an understanding of public or private safety telecommunicator liability issues, to include:
 - 1) Liability issues associated with each phase of the dispatch function with a review of appropriate court cases;
 - 2) Local government for liability as it applies to the dispatch function; and
 - 3) Liability protection offered by standard operating procedures and call guides.

15. o) The telecommunicator shall demonstrate an understanding of hazardous materials awareness training consistent with ANSI/NFPA 472, Chapter 2, Standard for Professional Competence of Responders to Hazardous Materials Incidents, available through the National Fire Protection Association, 1 Batterymarch Park, Quincy, Massachusetts 02269-9101.

Appendix B: Dispatcher Education & Training State-by-State

	EDUCATION REQUIREMENTS	TRAINING REQUIREMENTS
Alabama	Any of the following degrees: <ul style="list-style-type: none"> ○ BA/BS in psychology ○ BA/BS in criminal justice ○ BA/BS in communications ○ AA in Disaster Management ○ BA/BS in information system 	<ul style="list-style-type: none"> ▪ 6 months conducting and obtaining radio transmissions ▪ Openness, to work holidays, weekends, night shifts and overtime. ▪ Power to understand processes and NCIC codes ▪ Capability to master geography of the authority ▪ Complete a drug test
Alaska	<ul style="list-style-type: none"> ○ B.S. in Communications ○ B.S. in Psychology ○ B.S. in Criminal Justice 	<p>(Please see supporting document for additional information)</p> <ul style="list-style-type: none"> ▪ Must finish Emergency Medical Dispatcher certificate (EMD) within 3 months of hire ▪ Required to finish Crisis Fire Dispatcher certificate (EFD) within 3 months of hire ▪ Possess CPR Certification ▪ Can type 35 words per minute
Arizona	<ul style="list-style-type: none"> ○ BA in Communications ○ BA/BS in Psychology ○ BA/BS in Criminology ○ BA/BS Computer Systems 	<p>(Please see supporting document for additional information)</p> <ul style="list-style-type: none"> ● Learning road places and directions in the city of employment ● Be willing, and capable, to work weekends, nights, holidays, and evenings ● Be CPR certified prior to employment ● Successfully complete the Phoenix Fire Department Emergency Medical Dispatch within half a year of employment
Arkansas	<ul style="list-style-type: none"> ○ BA in Communications ○ BA/BS in Psychology ○ BA/BS in Criminology ○ BA/BS Crisis Management 	<p>A bill was recently passed into law which makes minimal, although not required, training readily available for future dispatchers through the state. While there are not any special prerequisites for becoming a 911 dispatcher in Arkansas, the state requires the training to be accessible to individuals who wish to take advantage of its benefits.</p>
California	<p>Having previous work experience or education in any of the following subjects would be beneficial to prospective 911 operators:</p> <ul style="list-style-type: none"> ● Communications ● Psychology ● Emergency Management ● Fire Science 	<ul style="list-style-type: none"> ● Emergency Medical Dispatch Certificate ● Association of Public-Safety Communications Officials (APCO) Certificate ● Fire Dispatch Training Certificate ● Radio Training Program Certificate

	<ul style="list-style-type: none"> • Law Enforcement • Homeland Security • Nursing • Public Safety • Criminal Justice 	<ul style="list-style-type: none"> • COBOL Computer-Aided Dispatch Certificate • Public Safety Dispatchers' Basic Course • California Fire Chiefs Association Communications Section Certificate • Commission on Accreditation for Law Enforcement Agencies (CALDEA) Certificate
Colorado	<p>A four or a two-year degree in just one of these areas is an excellent measure for prospective dispatchers:</p> <ul style="list-style-type: none"> • Law Enforcement • Public Security • Homeland Security • Psychology • Criminal Justice • Emergency Management • Communications 	<p>Although different departments require different training, some of the standard Colorado 911 dispatcher training covers:</p> <ul style="list-style-type: none"> • Homeland Security • Stress Management • Emergency Services Dispatching • Critical Incident Management • Crisis Intervention Team • Computer Assisted Dispatching (CAD) Technology including: <ul style="list-style-type: none"> • Motorola CAD • Tri-Tech CAD • Databases such as the following: <ul style="list-style-type: none"> • Court Files from the County and City of Denver • NCIS • CCIS
Connecticut	<p>Some popular majors among applicants include:</p> <ul style="list-style-type: none"> • Criminal Justice • Emergency Telecommunications • Public Administration • Emergency Management • Public Safety Telecommunications 	<ul style="list-style-type: none"> • Passing two on-line classes sponsored by the Federal Emergency Management Association (FEMA): <ul style="list-style-type: none"> • NIMS 100 – Intro to Incident Command System • NIMS 700 – Knowledge Training- National Incident Management System • Passing a Connecticut-approved telecommunicator training program. <ul style="list-style-type: none"> • Seven courses • Three days in length from 9 a.m. to 4 p.m. • Conducted in the Connecticut Police Academy in Meriden • Passing the state certification test with a minimum score of 70/100. <ul style="list-style-type: none"> • Test is administered in Meriden, at the

		<p>conclusion of the state training curriculum</p> <p>Once the evaluation is passed by the 911 dispatcher, they are going to be certified as an EMD.</p>
Delaware	<p>While pursuing a college education, you should look to major in one of the following:</p> <ul style="list-style-type: none"> • A.S. or B.S in Information Technology • A.S. in Network Systems Management • B.S. in Telecommunications and Computer Systems Networking 	<p>EMD Certification Class</p> <p>This certification class will be three days in length and provides Principles of Emergency Medical Dispatch reference textbook, Medical Priority's EMD Course Manual, Advanced MPDS Card Sets, and ProQA software. Also, prospects will need to score 80 percent or higher on a 50-question examination and become CPR certified.</p> <p>EFD Certification Class</p> <p>This class gives students field training with simulated/real calls and classroom experience. For this certification, the exam will be 50 questions as well, with the applicants needing to score at least 80/100.</p>
Florida	<p>Relevant degrees would include the following:</p> <ul style="list-style-type: none"> • Criminology • Crisis Management • Public Health • Communication • Fire Science • Criminal Justice 	<p>Candidates who possess certifications in these areas will benefit greatly:</p> <ul style="list-style-type: none"> • MicroData Mapping • National Incident Management System (NIMS) Certification • Emergency Medical Dispatch Certification • Critical Incident Call Taking • Communications Training Academy • Public Safety Telecommunicator Certification • Printrak Computer Aided Dispatching • CPR • Labor and freceiving procedures • Emergency Audio Evidence
Georgia	<p>If you choose to receive a college degree it is important to:</p> <ul style="list-style-type: none"> • Certification in Emergency and Fire Services • B.A. in Communications • A.A. in Communications 	<p>Training will consist of:</p> <ul style="list-style-type: none"> • Fire/materials that are hazardous dispatch • Communications Officer liability • Crisis intervention • Stress management • Medical dispatch • Dispatching law enforcement officers • Radio broadcast

Hawaii	<p>School programs in Hawaii that will benefit those looking to become Hawaii 911 dispatchers include:</p> <ul style="list-style-type: none"> ● A.S. in Computer Science ● B.S. in Data Support Services and Computer Science ● A.S. in Information Technology 	<p>Testing</p> <p>In some cases, applicants may be required to complete an examination before employment. This examination will test how well you work with individuals, your technical knowledge and speed of use, your ability to process information, and reading ability.</p> <p>Experience</p> <p>In some departments, they require applicants to have two years of phone experience whether it is in customer service or another area. Other departments will provide training for you.</p>
Idaho	<p>For those who choose to go this route, some of the most useful majors include:</p> <ul style="list-style-type: none"> ● Psychology ● Law Enforcement ● Public Security ● Fire Science ● Criminal Justice ● Nursing ● Communications ● Emergency Management 	<p>Each 911 dispatcher in Idaho needs to be certified by the state with a training program that is handled by each department. Although vaguely different, most training courses include training in matters such as:</p> <ul style="list-style-type: none"> ● Emergency Management ● Computer Assisted Dispatch ● Child Abductions ● GPS Mapping ● Emergency Medical Dispatching including childbirth and CPR ● School Violence Events ● Legal obligation and ethos
Illinois	<p>There are schools and universities (brick and mortar and on-line) found throughout Illinois that offer degree programs that directly benefit 911 dispatchers, such as:</p> <ul style="list-style-type: none"> ● Public Security ● Criminal Justice ● Homeland Security ● Emergency Management ● Fire Science ● Communication ● Psychology ● Law Enforcement 	<p>In training, some of the areas covered are:</p> <ul style="list-style-type: none"> ● Authorities Dispatching ● Order Point Computer Assisted Dispatching ● GPS Mapping ● Medical Dispatching ● Fire Dispatching ● 911 Telecommunication
Indiana	<p>Although there are a few majors that will help you with the responsibilities of the position, some of the more useful ones include:</p> <ul style="list-style-type: none"> ● Emergency Management ● Communications ● Psychology ● Criminal Justice 	<p>Some useful certifications include:</p> <ul style="list-style-type: none"> ● 911 Telecommunications Certification ● APCO Certification ● EMD Certification <p>Must have a knowledge and understanding of the following organizations:</p> <ul style="list-style-type: none"> ● Bureau of Motor Vehicles Indiana ● NCIC ● IDACS

Iowa	<p>Some excellent majors pertaining to the field are:</p> <ul style="list-style-type: none"> ● Nursing ● Homeland Security ● Psychology ● Fire Science ● Communications ● Emergency Management ● Law Enforcement 	<p>For 911 operators in Iowa, dispatcher training includes instruction in the following areas:</p> <ul style="list-style-type: none"> ● Dispatching Fire ● Dispatching Law Enforcement ● Dispatching Emergency Medical Vehicles ● Standard Telecommunications ● Iowa Crime Info Center ● Federal Crime Info Center
Kansas	<p>Some of the most useful degree choices for those entering the field include:</p> <ul style="list-style-type: none"> ● Public Security ● Psychology ● Nursing ● Communications ● Emergency Management ● Fire Science ● Homeland Security ● Law Enforcement 	<p>Prospective 911 dispatchers who possess education, training, or certification in any of the following areas will benefit in terms of employment and career advancement. These areas include:</p> <ul style="list-style-type: none"> ● CPR Certification during the American Heart Association ● National Crime Information Center Certificate ● Computer Assisted Dispatch ● APCO certification in: <ul style="list-style-type: none"> ○ Standard Telecommunications ○ Medical Dispatch ○ Fire Dispatch ○ Law Enforcement Dispatch
Kentucky	<p>Though there are a variety of majors that can assist you with employment, some of the most beneficial include:</p> <ul style="list-style-type: none"> ● Psychology ● Nursing ● Emergency Management ● Communications 	<p>Although training for these positions are conducted later, having a certification or training in any of the following areas is highly beneficial:</p> <ul style="list-style-type: none"> ● Law Enforcement Dispatch Certification ● Medical Response Dispatch Certification ● NCIC Certification ● LINK Certification ● Fire Dispatch Certification ● Computer Training <ul style="list-style-type: none"> ● GPS locating ● Law Enforcement Radio Dispatch ● Computer Aided Dispatch
Louisiana	<p>Some beneficial majors include:</p> <ul style="list-style-type: none"> ● Criminal Justice ● Fire Science ● Communications 	<p>Louisiana requires that emergency dispatchers be certified in at least one of the following:</p>

	<ul style="list-style-type: none"> • Legal Studies • Emergency Administration 	<ul style="list-style-type: none"> • Association of Public Safety Communications Officials (APCO)- Which has these certifications: <ul style="list-style-type: none"> • Emergency Medical Dispatcher • Fire Service Dispatcher • Public Safety Telecommunicator • Crisis Intervention Training (CIT) of the National Alliance on Mental Illness
Maine	<p>The following represent a few of the degree programs which are important to candidates aspiring to become 911 dispatchers in Maine:</p> <ul style="list-style-type: none"> • Criminal Justice • Legal Studies • Human Resources • Information Technology • EMS • Crisis Management 	<p>Before you can become fully employed as a 911 dispatcher in Maine you will need to complete Emergency Medical Dispatch and CPR certification courses. EMD certification facilities include:</p> <ul style="list-style-type: none"> • Maine Emergency Services Communication Bureau, Maine Criminal Justice Academy • Maine Criminal Justice Academy, Maine State Police Access Integrity Unit
Maryland	<p>Some useful degrees include:</p> <ul style="list-style-type: none"> • Emergency management • Public health • Public management • Computer science • Communications 	<p>The Prince George’s County Public Safety Communications Department required that all new candidates complete the following:</p> <ul style="list-style-type: none"> • NAED Crisis Police Dispatch (EPD) class and certification • NAED Emergency Fire Dispatch (EFD) class and certification • NAED Emergency Telecommunicator Class • NCIC CN2 training and certification • End of an academic training course, with assessments and courses that have to be passed with grades of at least 80 percent • Passing a thorough criminal history test • Competence with Windows programs and software • Passing drug screening evaluation and a medical exam • Capability to work during crisis situations like natural/manmade inclement weather and catastrophes • Skill, openness to work 12 hour shifts
Massachusetts	<p>Some degrees that have been proven to be useful as as 911 dispatcher include:</p> <ul style="list-style-type: none"> • Criminal Justice • Legal Studies • Human Resources • Emergency Management • Telecommunications 	<ul style="list-style-type: none"> • Complete a Basic Public Safety Telecommunications Class that lasts 40 hours • Complete a 12 hour Criminal Justice Information Systems Certificate • Complete Suicide Prevention Training for 4 hours

	<p>Certifications that are useful include:</p> <ul style="list-style-type: none"> • Radio transmissions • Human Behavior • Emergency Dispatching • Telecommunications 	<ul style="list-style-type: none"> • Complete an EMD Certificate lasting 24 hours • Complete an 8 hour CPR Certificate Course • Complete Standard Criminal Law for Telecommunicators
Michigan	<p>Some useful degrees and certifications include:</p> <ul style="list-style-type: none"> • Emergency Telecommunications Certificate • Business • Criminal Justice • Legal Studies • Communication 	<ul style="list-style-type: none"> • The completion of a 40 hour standard telecommunications class that includes subjects such as: <ul style="list-style-type: none"> • Stress Reduction • Communication Between Individuals • Radio Communication • Phone Skills • Public Health and Safety • Prior to two years of employment all dispatcher must complete at least 40 hours in the following: <ul style="list-style-type: none"> • Emergency Liability • Suicide Prevention • Home Abuse • Homeland Security
Minnesota	<p>Some of the most useful degrees are:</p> <ul style="list-style-type: none"> • Psychology • Criminal Justice • Legal Studies • Communications • Human Resources • Emergency Management • 	<p>Applicants seeking to become a 911 operator in Minnesota will be required to:</p> <ul style="list-style-type: none"> • Pass a physical examination • Pass Emergency Medical Dispatch (EMD) certificate within probation • Pass Criminal Justice Information System (CJIS) certificate within probation
Mississippi	<p>Mississippi schools and universities provide various degree programs that prove relevant to the 911 dispatch occupation:</p> <ul style="list-style-type: none"> • Communications – Develop techniques for handling a wide range of communications tasks. • Pre-law Studies – Develop important logical thinking and procedural skills. • Pre-Med Studies – Develop familiarity with physiological and general medical terms. 	<p>Common requirements (among different municipalities) include the following:</p> <ul style="list-style-type: none"> • Must be at least 21-years-old • Must have at least a high school diploma or GED • Must have the ability to work effectively in high stress environments • Problem solving abilities are essential • After being trained, new hires work on a 1 year probation status

Missouri	<p>There are many universities in Missouri that have viable choices for relevant degree programs:</p> <ul style="list-style-type: none"> ● BA in Criminal Justice ● BA in Crisis Management ● BA Psychology ● BA Communications 	N/A
Montana	N/A	<ul style="list-style-type: none"> ● Quick decision making ● Clear communication abilities ● Nonjudgmental approach ● Great recollection ● Active Listening abilities
Nebraska	<p>Choosing a degree program in the state of Nebraska that is most relevant to 911 dispatcher work is best:</p> <ul style="list-style-type: none"> ● Criminal Justice ● Pre-medicine ● Communications ● Nursing ● Psychology 	<ul style="list-style-type: none"> ● The Emergency Medical Dispatch certificate is granted to people who have finished the prerequisites that are determined through the International Academies of Emergency Dispatch. ● The International Academies of Emergency Dispatch also sponsor the Emergency Fire Dispatch certification. ● The Criminal Justice Information Services certification qualifies to employers that the applicant is proficient with utilizing the FBI's CJIS systems.
Nevada	<p>Some notable education and degree programs provided by Nevada universities that will help prepare the applicant for 911 dispatcher work are as follows.</p> <ul style="list-style-type: none"> ● Nursing ● Communications ● Pre-Med ● Pre-law 	<ul style="list-style-type: none"> ● Knowledge of call screening techniques ● Acquaintance with basic criminal and civil law ● Familiar with Las Vegas geography ● Familiarity with radio-telephone processes and procedures ● Comfortable utilizing databases such as the following: NCIC, RANGE, NCJIS ● Must have a typing certificate that is valid ● Must demonstrate ability to type a minimum Of forty-five words per minute
New Hampshire	<p>The following are considered some of the more relevant degrees and education choices pertaining to 911 dispatch work.</p> <ul style="list-style-type: none"> ● Emergency Management ● Criminal Justice ● Psychology 	<p>Training issues you will explore in the dispatch training program will include the following (not limited to this list):</p> <ul style="list-style-type: none"> ● Basic Telecommunications ● Suicide Intervention ● Domestic Violence

	<ul style="list-style-type: none"> • Public Safety • Communications • Homeland Security • Computer Science 	<ul style="list-style-type: none"> • TTY Training • Hazardous Materials • Terrorism
New Jersey	<p>A certificate or a college degree in one of the following areas:</p> <ul style="list-style-type: none"> • Public Safety • Emergency Management • Homeland Security • Psychology • Communications • Computer Science • Criminal Justice 	<p>New Jersey public safety operators in New Jersey must complete a basic training course, which includes the following topics (and more that are not listed):</p> <ul style="list-style-type: none"> • Overview of the Police Function • Radio Broadcasting Processes and Rules • Telecommunicators Legal Issues • Interpersonal Communications • Summary of the EMS Function • Overview of the Fire Function
New Mexico	N/A	<p>All 911 operators in New Mexico must successfully complete:</p> <ul style="list-style-type: none"> • The Fundamental Radio Dispatcher Training Curriculum by way of the New Mexico Law Enforcement Academy • A CPR class • Class in “Emergency Medical Dispatcher”
New York	<p>Many people pursuing 911 operator work in New York select to finish a two or four-year education program in a discipline such as communications or public safety, as both these disciplines supply a solid framework in at least one of the next areas:</p> <ul style="list-style-type: none"> • Strategic Communications Abilities • Psychology • Public Safety Direction • Preparation and Performance of Disaster Response • Interpersonal Communications <p>It’s also recommended for candidates to consider such degrees as:</p> <ul style="list-style-type: none"> • Homeland Security • Emergency Management • Psychology • Criminal Justice • Computer Science 	<p>911 dispatcher work in New York comes with certain requirements. Mandates include being a USA citizen and having a four-year high-school diploma. Further, people must have the following:</p> <ul style="list-style-type: none"> • One year of full-time paid experience in the action of performing clerical responsibilities or getting advice • Two years of active military duty with honorable discharge • Thirty college credits • A minimum of 40 hours of classroom education in the following: <ul style="list-style-type: none"> • Incident Command System • Functions and Duties • Legal Aspects • Interpersonal Communications • Technologies • Phone Techniques • Call Categorization • Radio Communications

		<ul style="list-style-type: none"> ● Stress Management
North Carolina		
North Dakota	<p>The following represent some logical academic choices for future 911 dispatchers:</p> <ul style="list-style-type: none"> ● Management and Supervision ● Communications ● Emergency Services Management Operations and Finance ● Human Relations ● Emergency Services Management ● Law and Ethics for Emergency Services Staff 	<p>Categories of training will include the following:</p> <ul style="list-style-type: none"> ● Issues of Liability ● Telephony Emerging Technology ● Telephony Conventional Technology ● Telephony TTY ● Radio Technology ● Stress Management ● NIMS Incident Command System ● Telematics ● Call Categorization ● Computer-aided Technologies and Assisted Dispatch ● Social Communications ● Phone Communicating Techniques
Ohio		
Oklahoma	<p>many people choose to complete a two-to-four year school program in one of the following, or something closely related:</p> <ul style="list-style-type: none"> ● Homeland Security ● Public Security ● Computer Science ● Communications ● Emergency Management <p>Certifications pursued and held by 911 operators in Oklahoma:</p> <ul style="list-style-type: none"> ● CPR ● Emergency Medical Dispatch ● Oklahoma Law Enforcement Telecommunications Terminal Operator 	<p>By completing a primary length of training performed by the State Board of Education a person may obtain certification. This plan should contain:</p> <ul style="list-style-type: none"> ● At minimum of 40 hours of training or education ● Training or educational units in: <ul style="list-style-type: none"> ○ Powerful communication abilities ○ Emergency service telecommunicator obligation ○ Phone techniques ○ Managing suicidal and hysterical callers ○ Fire service language ○ Techniques were broadcast by radio ○ Catastrophe preparation ○ Police officers fire survival or emergency medical service scene security, or a blend of the two

Oregon	<p>A BA or AA in any of the following:</p> <ul style="list-style-type: none"> ● Public Safety ● Emergency Management ● Homeland Security ● Psychology ● Communications ● Computer Science ● Criminal Justice 	<p>New Oregon 911 Dispatchers must:</p> <ul style="list-style-type: none"> ● attend a 2-week training academy in Salem (through the DPSST) ● attend a 10-week in-house academy to learn about fielding emergency calls and dispatching fire and EMT responders and police ● post-new hire training, candidates must complete an additional on-the-job call taking and dispatch work (lasting 18 months)
Pennsylvania	<p>An Associate’s degree or Bachelor’s degree in public safety direction or administration, for instance, may comprise study in these subjects:</p> <ul style="list-style-type: none"> ● Project Management ● Direction ● Principles of Management ● Motivational Strategies ● Presentation ● Administrative Law ● Strategy and Execution 	<p>PEMA mandates at least 104 hours of hands-on and classroom training, including CPR certifications and the mandated EMD. Training subjects include the following:</p> <ul style="list-style-type: none"> ● Computer-assisted dispatch ● Geography ● Radio operations ● Policy and procedure ● Department standards ● Skills for call taking
Rhode Island	<p>A BA or AA in any of the following:</p> <ul style="list-style-type: none"> ● Public Safety ● Emergency Management ● Homeland Security ● Psychology ● Communications ● Computer Science ● Criminal Justice 	<p>The majority of Rhode Island 911 dispatcher companies will mandate new dispatchers to become certified as EMD, EFD, or EPD (Emergency Medical Dispatcher, Emergency Fire Dispatcher, or Emergency Police Dispatcher). The IAED offers these important certifications (International Academies of Emergency Dispatch).</p>

<p>South Carolina</p>	<p>Many 911 dispatcher companies in South Carolina would like to interview candidates with the following degrees:</p> <ul style="list-style-type: none"> ● Criminal Justice ● Business Administration ● Public Management ● Emergency Management 	<ul style="list-style-type: none"> ● EMD Certification – This certificate is granted by the IAED: International Academies of Emergency Dispatch. ● NENA ENP Certification – This certification requires a minimum of 3 years of expertise in Emergency Communications. Also, nominees need to have at least one of the following: Associate’s degree, Bachelor’s degree, or graduate degree (points are given by NENA for each and will count towards certification qualifications).
<p>South Dakota</p>	<p>They encourage you to pursue a formal degree in one of the following areas as a strong precursor to the work:</p> <ul style="list-style-type: none"> ● Criminology ● Computer Science ● Public Security ● Communications ● Psychology ● Registered Nurse 	<p>A few of the bigger bureaus require 911 dispatcher training and certification that will include the following:</p> <ul style="list-style-type: none"> ● Emergency Medical Dispatch Certification ● Fundamental 911 Training School and certification in Pierre ● South Dakota Law Enforcement Training and Standards Commission
<p>Tennessee</p>	<p>With competition in the job market, many candidates will distinguish themselves by earning a four-year degree (the following subjects are considered relevant to 911 dispatcher work):</p> <ul style="list-style-type: none"> ● Criminal Justice ● Psychology ● Communicating ● Health Sciences ● Homeland Security 	<p>Training for 911 dispatcher will usually include the following topics at varying levels:</p> <ul style="list-style-type: none"> ● Local, county, state, and federal resources ● Geography ● Procedures and functions for (CAD) Computer Aided Dispatch ● Police, medical, and fire codes <p>A few of the bigger crisis call centers will require certification for the following areas:</p> <ul style="list-style-type: none"> ● With FEMA: National Incident Management Systems and Incident Command Systems

		<ul style="list-style-type: none"> ● The Association of Public Safety Communications Officials: Basic Telecommunicator ● Emergency Medical Dispatch and Emergency Fire Dispatch with the National Academy of Emergency Dispatch ● CPR ● National Crime Information Center (NCIC)
Texas	<p>Some degree programs offered throughout the state include:</p> <ul style="list-style-type: none"> ● Public Security ● Homeland Security ● Criminal Justice ● Communications ● Psychology ● Emergency Management 	<p>911 dispatcher jobs in Texas require substantial skills in the areas of calmly guiding individuals toward life-saving help. The basic training involved will often consist of many of the following:</p> <ul style="list-style-type: none"> ● Hazardous Materials Recognition ● Considerable on the job training ● TLETS Terminal Operator Certificate ● Passing an abilities evaluation that is clerical and typing test ● CritiCall certificate ● Emergency Telecommunicator class ● Continuing education on changes in technology and policies <p>Candidates pursuing 911 dispatcher jobs in Texas will realize that there are several agencies in the state affiliated with 911 operator/dispatcher training, among which are the following:</p> <ul style="list-style-type: none"> ● Texas Commission on State Emergency Communications ● Texas branch of the International Association of Public Safety Communication Officers (APCO) ● Federal Emergency Management Agency (FEMA) ● Texas Commission on State Emergency Communications ●
Utah		
Vermont	Education and training are crucial for being empowered as a dispatcher in Vermont.	N/A

	<p>Pursuing an education and earning a degree in one of the following areas will make you competitive as a candidate for become a 911 dispatcher in Vermont and put you in a position of career advancement down the road:</p> <ul style="list-style-type: none"> ● Psychology ● Public Security ● Emergency Management ● Nursing ● Communications <p>Special certifications for Vermont can prove highly useful:</p> <ul style="list-style-type: none"> ● CPR ● Computer-Assisted Dispatching 	
Virginia	<p>Earning a degree that is related to the field can make you competitive as a candidate and put you in a position for long-term advancement. Here are some types of degrees that would benefit you:</p> <ul style="list-style-type: none"> ● Criminal Justice ● Psychology ● Homeland Security ● Nursing ● Communication ● Emergency Management 	<p>The following represent some of the more important training/certification programs in the state of Virginia:</p> <ul style="list-style-type: none"> ● CPR ● Telecommunicator Training Academy ● On the job training for technology <ul style="list-style-type: none"> ○ Radio technology ○ GPS mapping systems ● VCIN: Virginia Criminal Information Network ● Emergency Medical Dispatch
Washington	<p>An Associate degree or an undergraduate four-year degree in one of the following areas of study would be ideal:</p> <ul style="list-style-type: none"> ● Psychology ● Homeland Security ● Legal Studies ● Communications ● Public Health ● Emergency Management ● Public Security 	<p>When you are looking for how to become a 911 dispatcher in Washington, you will want to gain the right education and training for the agency through which you will interview for a position. The following are just a few of the training programs through which emergency dispatchers in Washington can get involved:</p> <ul style="list-style-type: none"> ● Real-time Crime Center ● Technology:

		<ul style="list-style-type: none"> ○ Computer Assisted Dispatch (CAD) ○ NG911 (Next Generation 911) supplying services like texting/sms and video
West Virginia	<p>Nominees that have an interest in being marketed up the chain of 911 dispatcher work in West Virginia can contemplate going using a diploma in a related field of study to their new career. This also can facilitate an easier transition and can help through the first application procedure. Applications that are related include:</p> <ul style="list-style-type: none"> ● Law Enforcement ● Public Security ● Criminal Justice ● Psychology ● Nursing and/or Health Care ● Communications ● Emergency Management ● 	<p>911 Dispatcher training for employer in West Virginia can include components such as the following:</p> <ul style="list-style-type: none"> ● Fire Dispatching ● Domestic violence acknowledgement ● Emergency Telecommunicator Class ● Association of Public-Safety Communications Officials (APCO) Telecommunicators Class ● Innovative Computer-Aided Dispatch (A-CAD) ● Technology and databases: <ul style="list-style-type: none"> ○ West Virginia Automated Authorities Network (WEAPON) ○ National Crime Information Center (NCIC) ○ National Auto Theft Bureau (NATB)
Wisconsin	<p>In addition to standard 911 dispatcher training, future crisis operators can consider earning college degrees in order to become as competitive as possible. Possible degree programs that would prove relevant would include the following:</p> <ul style="list-style-type: none"> ● Public Security ● Communications ● Emergency Management ● Nursing ● Psychology ● Information Technology ● Law Enforcement 	<p>Classes and certifications can include the following:</p> <ul style="list-style-type: none"> ● Communicator Training School ● Emergency fire dispatch ● Computer Assisted Dispatch System ● Emergency Telecommunicator Class

Wyoming	<p>Having career goals that are long-term is important as you develop your career as a 911 Operator. Having a degree in the following areas can facilitate you greatly while demonstrating commitment to the field:</p> <ul style="list-style-type: none"> ● Criminal Justice ● Fire Science ● Communications ● Law Enforcement ● Psychology 	<p>Training is crucial for becoming a 911 operator in Wyoming. You will want to become the most qualified and professional dispatcher possible. You will want to have confidence in crises, be able to remain calm when dealing with callers in panic and be able to help remedy critical situations. Recently hired operators will be provided substantial 911 dispatcher training, and, as candidates, they will be stronger when gaining certification in the following types of subjects:</p> <ul style="list-style-type: none"> ● Emergency Medical Dispatching ● Computer-Aided Dispatching (CAD) ● Medical Assistance
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Appendix C. 911 PSAP Locations in CT

Connecticut's 9-1-1 Public Safety Answering Points

Ansonia PD	2 Elm St	Ansonia	06401
Avon PD	60 West Main St	Avon	06001
Berlin PD	240 Kensington Rd	Berlin	06037
Bethel PD	49 Plumtrees Rd	Bethel	06801
Bloomfield PD	785 Park Ave	Bloomfield	06002
Branford PD	33 Laurel St	Branford	06405
Bridgeport PSCC	581 North Washington Ave	Bridgeport	06604
Bristol PD	131 North Main St	Bristol	06010
Brookfield PD	63 Silvermine Rd	Brookfield	06804
Canton PD	45 River Rd	Collinsville	06022
Cheshire PD	500 Highland Ave	Cheshire	06410
Clinton ECC	170 East Main St	Clinton	06413
Cromwell PD	5 West St	Cromwell	06416
CSP Troop A	90 Lakeside Rd	Southbury	06488
CSP Troop B	463B Ashley Falls Rd	North Canaan	06018
CSP Troop C	1320 Tolland Stage Rd	Tolland	06084
CSP Troop D	55 Westcott Rd	Danielson	06239
CSP Troop E	I 395	Uncasville	06382
CSP Troop F	315 Spencer Plains Rd	Westbrook	06498
CSP Troop G	149 Prospect St	Bridgeport	06604
CSP Troop H	100 Washington St	Hartford	06106
CSP Troop I	638 Amity Rd	Bethany	06525
CSP Troop K	15 Old Hartford Rd	Colchester	06415
CSP Troop L	452-A Bantam Rd	Litchfield	06759
CSP Bradley	Bradley International Airport	Windsor Locks	06096
Darien PD	25 Hecker Ave	Darien	06820
Derby PD	125 Water St	Derby	06418
East Hartford PD	31 School St	East Hartford	06108
East Haven PD	471 Main St	East Haven	06512
East Lyme ECC	171 Boston Post Rd	Niantic	06357
East Windsor PD	25 School St	East Windsor	06088
Easton PD	700 Morehouse Rd	Easton	06612
Enfield PD	293 Elm St	Enfield	06082
Fairfield ECC	100 Reef Rd	Fairfield	06824
Farmington PD	319 New Britain Ave	Farmington	06032
Glastonbury PD	2108 Main St	Glastonbury	06033
Granby PD	15 North Granby Rd	Granby	06035
Greenwich PD	11 Bruce Pl	Greenwich	06836
Groton ECC	68 Groton Long Point Rd	Groton	06340
Guilford ECC	31 Park St	Guilford	06437
Hamden Central Comm.	2900 Dixwell Ave	Hamden	06518
Hartford ECC	253 High St	Hartford	06120

Ledyard ECC	737 Colonel Ledyard Hwy	Ledyard	06339
Litchfield County Dispatch	111 Water St	Torrington	06792
Madison PD	9 Campus Dr	Madison	06443
Manchester PD	239 East Middle Tpke	Manchester	06040
Mashantucket Pequot PS	101 Pequot Tr	Mashantucket	06338
Meriden ECC	50 West Main St	Meriden	06450
Middletown Central Comm.	169 Cross St	Middletown	06457
Milford PD	430 Boston Post Rd	Milford	06460
Mohegan Tribal PSD	49 Sandy Desert Rd	Uncasville	06382
Monroe PD	7 Fan Hill Rd	Monroe	06468
Montville ECC	911 Norwich New London Tpke	Uncasville	06382
Naugatuck PD	211 Spring St	Naugatuck	06770
Navy Regional Dispatch Center (RDC)	Building V-29, Naval Station Norfolk	Norfolk, VA	23511
New Britain PSTC	10 Chestnut St	New Britain	06051
New Canaan PD	174 South Ave	New Canaan	06840
New Fairfield ECC	302 Ball Pond Rd	New Fairfield	06812
New Haven ECC	1 Union Ave	New Haven	06502
New London PD	5 Gov Winthrop Blvd	New London	06320
New Milford PD	49 Poplar St	New Milford	06776
Newington PD	131 Cedar St	Newington	06111
Newtown ECC	3 Main St	Newtown	06470
North Branford PD	260 Forest Rd	North Branford	06471
North Haven PD	8 Linsley St	North Haven	06473
Northwest CT Public Safety	96 Union St	Waterbury	06708
Norwalk PD	1 Monroe St	Norwalk	06852
Norwich PD	70 Thames St	Norwich	06360
Old Saybrook PD	36 Lynde St	Old Saybrook	06475
Orange PD	314 Lambert Rd	Orange	06477
Plainville PD	19 Neal Ct	Plainville	06062
Putnam PD	189 Church St	Putnam	06260
Quinebaug Valley ECC	1249 Hartford Pike	East Killingly	06243
Redding PD	96 Hill Rd	Redding	06896
Ridgefield PD	76 East Ridge	Ridgefield	06877
Rocky Hill PD	699 Old Main St	Rocky Hill	06067
Seymour PD	11 Franklin St	Seymour	06483
Shelton PD	85 Wheeler St	Shelton	06484
Simsbury PD	933 Hopmeadow St	Simsbury	06070
South Windsor PD	151 Sand Hill Rd	South Windsor	06074
Southbury ECC	421 Main St South	Southbury	06488
Southington PD	69 Lazy La	Southington	06489
Stamford ECC	888 Washington Blvd	Stamford	06901
Stonington PD	173 South Broad St	Pawcatuck	06379
Stratford ECC	2750 Main St	Stratford	06615

Suffield PD	911 Mountain Rd	Suffield	06078
Thomaston PD	158 Main St	Thomaston	06787
Tolland County ECC	56 Tolland Center	Tolland	06084
Trumbull PD	158 Edison Rd	Trumbull	06611
UCONN PD	126 North Eagleville Rd	Storrs	06268
Valley Shore ECC	315 Spencer Plains Rd	Westbrook	06498
Vernon PD	725 Hartford Tpke	Vernon	06066
Wallingford PD	135 North Main St	Wallingford	06492
Waterford ECC	204 Boston Post Rd	Waterford	06385
Watertown PD	195 French St	Watertown	06795
Western CT Comm. Ctr.	375 Main St	Danbury	06810
West Hartford PD	103 Raymond Rd	West Hartford	06107
West Haven ERS	200 Saw Mill Rd	West Haven	06516
Weston ECC	56 Norfield Rd	Weston	06883
Westport PD	50 Jesup Rd	Westport	06880
Wethersfield PD	250 Silas Deane Hwy	Wethersfield	06109
Willimantic Switchboard ECC	22 Meadow St	Willimantic	06226
Wilton PD	240 Danbury Rd	Wilton	06897
Windsor PD	340 Bloomfield Ave	Windsor	06096
Windsor Locks PD	4 Volunteer Dr	Windsor Locks	06716
Wolcott PD	225 Nichols Rd	Wolcott	06716
Woodbridge PD	4 Meeting House La	Woodbridge	06525

Appendix D. Additional United Way of Connecticut/211 information
(directly provided by organization)

211 System in CT

211, a program of United Way of Connecticut, is fully certified in crisis intervention by the American Association of Suicidology and by The Alliance of Information and Referral Systems (AIRS). The program began in 1976 as a partnership between the public and private sector. To this day, 211 receives financial support from both the State of Connecticut and Connecticut United Ways.¹¹⁶ In 1999 Connecticut was the first state in the nation to implement 211 on a statewide basis. 211CT is professionally staffed and available 24 hours/day, 7 days/week, 365 days/year – online and over the phone.¹¹⁷

211 helps Connecticut residents every day by connecting them to the resources they need through a curated database of resources. For example, they can contact 211 for:

- Information and Referral to connect to more than 40,000 programs and services provided by more than 4,000 partner agencies.
- Mental health crisis intervention to dispatch youth and adult mobile health crisis teams.
- Emergency/Disaster information and response resources when the state emergency response framework is activated for extreme weather or a disaster (natural or man-made).
- Housing Crises through 211 Housing that serves as the central intake for the statewide coordinated homeless response system.
- State and Federal Benefits Online Screener – information regarding 23 programs that are constantly reviewed and updated for program and eligibility changes.
- A unique statewide database of nearly 6,000 childcare providers.

In 2022, 211CT responded to more than three million inquires (by phone and online) from Connecticut residents seeking help. Nearly 150,000 of those inquiries were crisis calls: these include (a) calls directly to 988 or another 211 crisis line and (b) calls to 211 for information and referral which were escalated to the crisis team when a contact specialist identified that a caller was in need of crisis support. The total number of crisis calls comprise 42% of all 211CT calls and represent an increase of 16% over calls received in 2021.

United Way of Connecticut/211's highly trained contact center staff are qualified in suicide assessment, prevention and intervention. They are the point of entry for crisis intervention in Connecticut (including Connecticut's service through the new national three-digit extension, 988 for the National Suicide Prevention Lifeline (also reachable at 1-800-SUICIDE or 1-800-273-TALK/8255), the Department of Mental Health and Addiction Service's "Action Line" (1-800-HOPE-135), and the Youth Mobile Crisis Line through Connecticut 211. In July 211CT ranked among the top three 988 crisis centers in the nation for call responsiveness.

Connecticut residents receive effective, compassionate, phone-based intervention by calling 211, including when there is a mental health crisis. This allows an effective, appropriate path as an alternative to 911, which often is the target for these calls – regardless of whether law enforcement/emergency response resources are appropriate and necessary.

United Way of Connecticut President and CEO Lisa Tepper Bates shares that "In 92% of mental health crisis calls to 211CT – arguably the most important area of potential overlap with 911 – callers reported that their state of crisis diminished while talking with a 211 contact specialist and fewer than ½ of 1% of crisis calls required escalation to 911 for active rescue or medical emergency response."

¹¹⁶ <https://uwc.211ct.org/about-211/>

¹¹⁷ Ibid.

This track record of operational excellence qualified United Way of Connecticut 211 to be awarded national recognition as the 2022 winner of the American Association of Suicidology Crisis Center Excellence Award.

Bates continues, “This high rate of effectiveness combined with a low rate of needed escalation to 911 illustrate that 211 can be an effective partner to 911, managing calls with appropriate resources that may well otherwise be directed to 911.” There is an important opportunity to direct additional calls away from 911 that are not primarily suited to law enforcement/emergency response. Expanded public education/outreach regarding which resource to call when (under what set of circumstances) could encourage increased use of 211 and serve to minimize inappropriate calls to 911.