Basics of Connecticut's EMS System

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## Connecticut Towns by EMS Region

<table>
<thead>
<tr>
<th>Region 1:</th>
<th>Region 2:</th>
<th>Region 3:</th>
<th>Region 4:</th>
<th>Region 5:</th>
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<td>Woodbridge</td>
<td>Middletown</td>
<td>Norwich</td>
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### Region 3:
- Andover
- Avon
- Berlin
- Bloomfield
- Bolton
- Bristol
- Burlington
- Canton
- Cromwell
- East Granby
- East Haddam
- East Hampton
- East Hartford
- East Windsor
- Ellington
- Enfield
- Farmington
- Glastonbury
- Granby
- Hartford
- Hebron
- Manchester
- Marlborough
- Middletown
- New Britain
- Newington
- Plainville
- Portland
- Rocky Hill
- Simsbury
- Somers
- South Windsor
- Southington
- Stafford
- Suffield
- Tolland
- Vernon
- West Hartford
- Wethersfield
- Windsor
- Windsor Locks

### Region 4:
- Ashford
- Bozrah
- Brooklyn
- Canterbury
- Chaplin
- Colechester
- Columbia
- Coventry
- East Lyme
- Eastford
- Franklin
- Griswold
- Groton
- Hampton
- Killingly
- Lebanon
- Ledyard
- Lisbon
- Lyme
- Mansfield
- Montville
- New London
- North Stonington
- Norwich
- Old Lyme
- Plainfield
- Pomfret
- Preston
- Putnam
- Salem
- Scotland
- Sprague
- Sterling
- Stonington
- Thompson
- Union
- Voluntown
- Waterford
- Willington
- Windham
- Woodstock

### Region 5:
- Barkhamsted
- Beacon Falls
- Bethel
- Bethlehem
- Bridgewater
- Brookfield
- Canaan
- Colebrook
- Cornwall
- Danbury
- Goshen
- Hartland
- Harwinton
- Kent
- Litchfield
- Middlebury
- Morris
- Naugatuck
- New Fairfield
- New Hartford
- New Milford
- Newtown
- Norwich
- North Canaan
- Oxford
- Plymouth
- Prospect
- Redding
- Ridgefield
- Roxbury
- Salisbury
- Sharon
- Sherman
- Southbury
- Thomaston
- Torrington
- Warren
- Washington
- Waterbury
- Watertown
- Winchester
- Wolcott
- Woodbury
Map note: All Connecticut State Police Troops, except for 11D (Bradley International Airport), primarily handle wireless 9-1-1 calls on limited access highways and thus their call volumes are marked as circles on this map. Secondary PSAP call volumes are transferred 9-1-1 calls from primary PSAPs and are, thus, duplicate counts.

Prepared by the Division of Statewide Emergency Telecommunications
Map Creation Date: January 28, 2021
Data Source: CDSS, CTDEEP
FOR REFERENCE ONLY
Certified vs Licensed Ambulance Services in Connecticut

Connecticut statute 19a-175 describes the major distinctions between Certified and Licensed ambulance services:

"Certified ambulance service" means a municipal, volunteer or nonprofit ambulance service issued a certificate by the commissioner.

"Licensed ambulance service" means a commercial ambulance service or a volunteer or municipal ambulance service issued a license by the commissioner.

Got that?? In practice, the only actual difference:

**Licensed** ambulance services can bill for non-emergency, interfacility transports. This is the main regulatory distinction between "commercial" ambulance services and every other type.

There are currently 19 ambulance services licensed by the state, and not all of them have assigned PSAs.

**Certified** ambulance services can do non-emergency interfacility transports, but can't bill for them.

The vast majority of the state's ambulance services are certified.
Primary Service Areas (PSAs) in Connecticut

The concept of Primary Service Areas (PSA) was introduced in Connecticut in 1974. A PSA is a specific geographic area that is served exclusively by an emergency medical services (EMS) provider. The State of Connecticut Department of Public Health (DPH) designates this provider. Only the Primary Service Area Responder (PSAR) designated by the State may answer emergency calls in the specified geographic area.*

The designation of PSARs assigned statutory and regulatory responsibilities to individual providers. It also defined levels of accountability for the coordinated emergency medical response and patient care in specific geographic areas, thus promoting statewide stability.

In theory, every square inch of Connecticut has one service responsible for providing each of the four levels of service:

| First Responder (FR) | Basic Ambulance | Intermediate | Paramedic |

In practice, there are gaps in the assignments. The Basic level is the most important because it requires an actual ambulance, and as you can see in the Basic Ambulance PSA coverage is essentially complete.

(Technically, the Intermediate level also requires an ambulance. But Connecticut currently has 43 people certified to operate at that level and DEEP has begun tagging them with tracking collars. As a PSA level, it is effectively extinct.)

*The PSA holder can also contract with another service to provide coverage of their designated PSA, such as when a municipality utilizes a commercial ambulance service. The Town still holds the PSA in that case, but the commercial service does the calls.
Percentage of Population Age 65 and over by Town

Map produced by the Former Legislative Commission on Aging in partnership with the Connecticut Data Collaborative
Percentage of Population Age 65 and over by Town
The **Equalized Net Grand List per Capita** is the estimate of the market value of all taxable property in a municipality, divided by the population. **ENGLPC** is a general indicator of a Town's ability to fund essential services. It is used by the state to determine the split of mandated, cost-shared services like education.

Connecticut is well known for having very wealthy and impoverished areas in close proximity. This measure quantifies the extreme variation well, allowing it to be visualized.

In 2019, ENGLPC for Connecticut’s towns ranged from $52,384 to $802,303.