



**State of Connecticut**  
**HOUSE OF REPRESENTATIVES**  
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**DEPUTY SPEAKER**

**MEMBER**  
ENVIRONMENT COMMITTEE  
FINANCE, REVENUE AND BONDING COMMITTEE  
ENERGY AND TECHNOLOGY COMMITTEE

**Testimony of Rep. Mary Mushinsky (85<sup>th</sup>) in Support of PHB 6302, AN ACT CONCERNING THE REGIONALIZATION OF CERTAIN PUBLIC SAFETY EMERGENCY TELECOMMUNICATIONS CENTERS AND A STUDY OF CONSOLIDATION.**

Before the Public Safety Committee  
Public Hearing Feb. 11, 2021  
[pstestimony@cga.ct.gov](mailto:pstestimony@cga.ct.gov)

1:00 p.m.

I again support this proposal which is similar to my 2019 bill HB 6381, which was referred to the Public Safety Committee. Several years ago, the Program Review and Investigations Committee heard testimony from the CT Institute for the 21<sup>st</sup> Century, a business-oriented think tank which identified several areas in which the state could restructure the delivery of core services and save up to \$2 billion.

One example of restructuring was this measure to consolidate or regionalize 911 call centers, which the Institute reported could save millions based on new technology that makes individual town call centers unnecessary. We learned that states and regions with much larger populations than the State of Connecticut had already consolidated 911 services to use only one, two or three call centers instead of the estimated 52 centers in Connecticut. These consolidated centers deploy help to the scene smoothly and efficiently.

Connecticut municipalities, with the help of Office of Policy and Management and other state agencies, will need to review the successful implementation in states such as California, New Jersey and the regional system of Houston, Texas to appreciate the vast improvement in technology, deployment and potential savings. Existing call center workers will need retraining. But we are years overdue for this reform, and we should begin the process now.