

**STATE OF CONNECTICUT  
HOUSE OF REPRESENTATIVES**



**REPRESENTATIVE JASON ROJAS**  
HOUSE MAJORITY LEADER

Joint Committee of Public Safety and Security  
Public Hearing Testimony  
In favor of House Bill 6302

Chairs Horn and Bradley, Ranking Members Champagne and Greene, and distinguished members of the Public Safety and Security Committee. Thank you for the opportunity to testify in support of H.B. 6302, AN ACT CONCERNING THE REGIONALIZATION OF CERTAIN PUBLIC SAFETY EMERGENCY TELECOMMUNICATIONS CENTERS AND A STUDY OF CONSOLIDATION.

The legislation before you will provide funding to those municipalities that have formed regional emergency telecommunications centers. Often, we consider ways in which we can consolidate duplicated services and save the tax payers of Connecticut money. This legislation will provide one means to achieve this goal.

The first part to this legislation would be to develop a plan among the Department of Emergency Services and Public Protection along with local municipality chief elected officials and municipal public safety leaders. This work will provide an invaluable framework to establish a foundation and put the elements in place for planning and coordination of regionalizing (9-1-1) services. The second part of this legislation is to provide incentives to public safety answering points (PSAPs) that service at least 40,000 in population.

Connecticut has many small, low volume emergency communications centers. This is both costly and inefficient. When we discuss combining resources, we can address the improvement of safety through faster response times, increased efficiency of resources, and lowering costs for municipalities. Combined emergency communication resources allow for:

- Increased dedicated staff
  - Allowed to more effectively perform job requirements:
    - Gather essential call information
    - Provide potentially life-saving instructions
    - Dispatch and track police, fire apparatus, and ambulances
  - Focus provided solely to caller at a time needed most
- Increase staffing for field operations
  - Increase visibility and effectiveness of operations
- Leads to more efficient response to both routine requests for mutual aid and major disasters

- Better financial and operational oversight
  - Multiple PSAPs lead to inefficiencies
  - Decreased number of PSAPs are a more efficient use of tax dollars and more efficient delivery of government services
  - Monies saved can be reallocated to:
    - Enhanced personnel training and supervision
    - Purchase and maintain state of the art emergency communication equipment

### **Connecticut Research Data:**

- As of September 2019, 109 PSAPs have been established
- In a 2012 study by Kimball, the majority of PSAPs handle less than 8,000 (9-1-1) calls per year
- Many PSAPs handle 3-4 (9-1-1) calls an hour
  - 2010 LOW Average daily (9-1-1) calls: Easton (5); Thomaston (5); Middlebury (6); Putnam (7); Redding (8)
  - 2010 HIGH Average daily (9-1-1) calls: Stamford (180); Waterbury (184); New Haven (327); Bridgeport (329); Hartford (388)

Similar legislation has been adopted in other states such as Massachusetts, Illinois, Pennsylvania, and Michigan. Case studies have shown promising returns for their citizens. The significant decrease in response time allows the focal point of government entities to remain: public safety.

I request favorable consideration in moving this bill forward. Thank you.