



STATE OF CONNECTICUT

DEPARTMENT OF PUBLIC HEALTH

**TESTIMONY PRESENTED BEFORE THE PUBLIC SAFETY AND SECURITY
COMMITTEE
March 4, 2010**

Leonard H. Guercia, Chief Operating Officer, DPH (860)509-8100

**Senate Bill 312 - An Act Mandating the Regionalization of Public Safety
Emergency Telecommunication Centers**

The Department of Public Health **supports** Senate Bill 312.

Connecticut has a significant number of emergency telecommunication centers that manage a low call volume with limited staff. Maintaining these small centers is both costly and inefficient. Additionally, due to the limited number of emergency calls, telecommunicators do not necessarily achieve a consistent high level of proficiency with their call management. Combining resources between centers will improve efficiencies and reduce costs. These larger, regionalized centers will also potentially have the resources to increase training opportunities for staff and improve the quality of the service provided.

Thank you for your consideration of the Department's views on this bill.

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