



**Testimony of Eric Brown  
Senior Counsel  
Connecticut Business & Industry Association  
before the  
Commerce Committee  
February 23, 2017**

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**H.B. No. 5584, An Act Concerning the Creation of a Small Business Hotline**

**CBIA supports this bill**

CBIA appreciates this committee's strong interest in improving Connecticut's regulatory climate. This bill would establish a state-wide small business hotline to assist small businesses.

Connecticut's legislature, along with the current and former governors, have worked hard to create a variety of programs, services and other resources to assist businesses. However, finding effective, efficient and customer-centric strategies to make businesses aware of these resources is a constant challenge.

We believe having the Office of Small Business Affairs (OSBA) allocate a modest amount of existing resources to operating a hotline, would be valuable not only for helping businesses, but also an excellent resource for OSBA itself for better understanding which programs and services are the most utilized, underutilized, or confusing to the small business marketplace.

Such metrics could help ensure that the OSBA's limited resources are being utilized for maximum benefit and identify possibly identify gaps that could lead to increasing the value OSBA supplies to small businesses.

Accordingly, CBIA is pleased to support this bill and its implementation within existing resources.

Thank you for this opportunity to provide comment and for your consideration of our position.