



Waterbury Regional Chamber  
*driving business to business*

Testimony of Lynn Ward, President & CEO  
Waterbury Regional Chamber  
Before the Labor and Public Employees Committee,  
Hartford, CT  
March 8, 2023

Testifying in opposition to HB 6859: AN ACT CONCERNING PREDICTABLE SCHEDULING.

Good afternoon, Senator Kushner, Representative Sanchez, Senator Sampson, Representative Ackert and members of the Labor & Public Employees Committee. The Waterbury Regional Chamber, which serves 14 towns in the greater Waterbury region and represents the collective interests of 900 members in matters of public policy and economic development, **strongly opposes HB 6859: AN ACT CONCERNING PREDICTABLE SCHEDULING.**

On behalf of the many businesses within the chamber this will directly affect, I would like to first address how HB 6859 will negatively impact those in the hospitality industry. Outfits such as hotels, restaurants and healthcare facilities rely heavily on the ability to tweak or adjust employees' schedule at a moment's notice. This is to ensure each of the, sometimes, hundreds of customers' needs are satisfied no matter the situation. Flexibility is needed to properly run and manage these businesses to a far higher extent than many other employers in the state must be concerned with. This proposed legislation would eliminate that flexibility and mandate a new system that would hurt both the employers and employees.

Since the start of the pandemic, we have watched thousands of hospitality-driven businesses throughout the state close. Even for those that have managed to stay afloat, they have faced incredible challenges and are currently still dealing with inflation, supply chain issues and most importantly staffing shortages. These challenges have made it almost impossible to predict the future for our industry, but this proposal is unfortunately asking for our businesses to do just that...predict the future.

Tiffany Wilson, chamber member and General Manager of The Courtyard by Marriott Waterbury added "As many restaurant and hotel managers are aware, on-call scheduling is an essential part of the industry due to a plethora of factors: employees calling out last minute requiring their shifts to be filled, reservations or events being changed hours before the set times; and even weather forcing an establishment to close... These are just

a few of the countless examples that make this “one-size-fits-all” proposal a burden for everyone involved”.

This bill would restrict the proven process which this industry has successfully built and create a new rigid and difficult scheduling system. Unsurprisingly, rather than creating a so-called predictive scheduling format, it would result in far more restrictive scheduling. For these reasons, the Waterbury Regional Chamber urges you to take no action on HB 6859.

Thank you.

Respectfully submitted,

A handwritten signature in cursive script that reads "Lynn Ward". The ink is dark and the signature is fluid and legible.

Lynn Ward

President & CEO