S T A T E O F N E W Y O R K

3831

2009-2010 Regular Sessions

I N A S S E M B L Y

January 28, 2009

Introduced by M. of A. LENTOL -- read once and referred to the Committee on Governmental Operations

AN ACT to amend the executive law, the general city law and the public service law, in relation to live telephone representatives

THE PEOPLE OF THE STATE OF NEW YORK, REPRESENTED IN SENATE AND ASSEMBLY, DO ENACT AS FOLLOWS:

Section 1. The executive law is amended by adding a new article 20-A to read as follows:

ARTICLE 20-A

LIVE TELEPHONE REPRESENTATIVES OF STATE AGENCIES

SECTION 560. LIVE TELEPHONE REPRESENTATIVES OF STATE AGENCIES.

S 560. LIVE TELEPHONE REPRESENTATIVES OF STATE AGENCIES. 1. EVERY STATE AGENCY:

(A) SHALL ESTABLISH AND MAINTAIN A PUBLIC TELEPHONE NUMBER WITH A LIVE AGENCY REPRESENTATIVE TO ANSWER INCOMING CALLS DURING REGULAR BUSINESS HOURS FOR THE PURPOSE OF RECEIVING COMPLAINTS FROM AND PROVIDING INFORMATION TO MEMBERS OF THE GENERAL PUBLIC; OR

(B) THAT USES A MENU DRIVEN, AUTOMATED, INTERACTIVE TELEPHONE ANSWERING SYSTEM TO RESPOND TO INCOMING CALLS DURING REGULAR BUSINESS HOURS, SHALL INCLUDE THE OPTION OF TRANSFERRING TO A LIVE REPRESENTATIVE IN THE INITIAL RECORDED MESSAGE, AND SHALL ALSO PROVIDE FOR THE AUTOMATIC TRANSFER OF THE CALLER TO A LIVE REPRESENTATIVE IF AT ANY TIME DURING THE CALL THE CALLER FAILS TO INTERACT WITH THE SYSTEM FOR A PERIOD OF TEN SECONDS FOLLOWING ANY PROMPT.

2. FOR PURPOSES OF THIS SECTION, "STATE AGENCY" SHALL MEAN A STATE AGENCY AS DEFINED IN SECTION THREE HUNDRED TEN OF THIS CHAPTER.

S 2. The general city law is amended by adding a new section 18-e to read as follows:

S 18-E. LIVE TELEPHONE REPRESENTATIVES OF CITY AGENCIES.

1. EVERY CITY AGENCY:

EXPLANATION--Matter in ITALICS (underscored) is new; matter in brackets [ ] is old law to be omitted.

LBD05871-01-9

(A) SHALL ESTABLISH AND MAINTAIN A PUBLIC TELEPHONE NUMBER WITH A LIVE AGENCY REPRESENTATIVE TO ANSWER INCOMING CALLS DURING REGULAR BUSINESS HOURS FOR THE PURPOSE OF RECEIVING COMPLAINTS FROM AND PROVIDING INFORMATION TO MEMBERS OF THE GENERAL PUBLIC; OR

(B) THAT USES A MENU DRIVEN, AUTOMATED, INTERACTIVE TELEPHONE ANSWERING SYSTEM TO RESPOND TO INCOMING CALLS DURING REGULAR BUSINESS HOURS, SHALL INCLUDE THE OPTION OF TRANSFERRING TO A LIVE REPRESENTATIVE IN THE INITIAL RECORDED MESSAGE, AND SHALL ALSO PROVIDE FOR THE AUTOMATIC TRANSFER OF THE CALLER TO A LIVE REPRESENTATIVE IF AT ANY TIME DURING THE CALL THE CALLER FAILS TO INTERACT WITH THE SYSTEM FOR A PERIOD OF TEN SECONDS FOLLOWING ANY PROMPT.

2. FOR PURPOSES OF THIS SECTION, "CITY AGENCY" SHALL MEAN ANY AGENCY, DEPARTMENT, DIVISION, BOARD, COMMISSION OR BUREAU OF A CITY.

S 3. The public service law is amended by adding a new article 12 to read as follows:

ARTICLE 12

LIVE TELEPHONE REPRESENTATIVES OF GAS CORPORATIONS, ELECTRIC CORPORATIONS AND TELEPHONE CORPORATIONS

SECTION 250. LIVE TELEPHONE REPRESENTATIVES OF GAS CORPORATIONS, ELECTRIC CORPORATIONS AND TELEPHONE CORPORATIONS.

S 250. LIVE TELEPHONE REPRESENTATIVES OF GAS CORPORATIONS, ELECTRIC CORPORATIONS AND TELEPHONE CORPORATIONS. EVERY GAS, ELECTRIC AND TELEPHONE CORPORATION:

(A) SHALL ESTABLISH AND MAINTAIN A PUBLIC TELEPHONE NUMBER WITH A LIVE REPRESENTATIVE TO ANSWER INCOMING CALLS DURING REGULAR BUSINESS HOURS FOR THE PURPOSE OF RECEIVING COMPLAINTS FROM AND PROVIDING INFORMATION TO MEMBERS OF THE GENERAL PUBLIC; OR

(B) THAT USES A MENU DRIVEN, AUTOMATED, INTERACTIVE TELEPHONE ANSWERING SYSTEM TO RESPOND TO INCOMING CALLS DURING REGULAR BUSINESS HOURS, SHALL INCLUDE THE OPTION OF TRANSFERRING TO A LIVE REPRESENTATIVE IN THE INITIAL RECORDED MESSAGE, AND SHALL ALSO PROVIDE FOR THE AUTOMATIC TRANSFER OF THE CALLER TO A LIVE REPRESENTATIVE IF AT ANY TIME DURING THE CALL THE CALLER FAILS TO INTERACT WITH THE SYSTEM FOR A PERIOD OF TEN SECONDS FOLLOWING ANY PROMPT.

S 4. This act shall take effect January 1, 2011.