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

5667--A

2013-2014 Regular Sessions

I N A S S E M B L Y

March 5, 2013

Introduced by M. of A. BRENNAN, BROOK-KRASNY, DINOWITZ, DenDEKKER, JACOBS, JAFFEE, MAISEL, MILLER, MILLMAN, ROBINSON, ROSENTHAL, STECK, WEISENBERG, ROBERTS, COOK, ABINANTI -- Multi-Sponsored by -- M. of A. ABBATE, ARROYO, BOYLAND, GLICK, GOTTFRIED, HIKIND, MAGEE, PERRY, RIVERA, SIMANOWITZ, SWEENEY -- read once and referred to the Committee on Governmental Operations -- committee discharged, bill amended, ordered reprinted as amended and recommitted to said committee

AN ACT to amend the executive law, in relation to requiring that telephone calls to publicly listed telephone numbers for state of New York agencies be answered by a person

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

Section 1. Section 32 of the executive law is amended by adding a new subdivision 3 to read as follows:

3. ALL STATE AGENCIES SHALL REQUIRE THAT THE PUBLICLY LISTED TELEPHONE NUMBER OR NUMBERS FOR THAT AGENCY BE ANSWERED BY A PERSON WHO IS TRAINED TO DIRECT EACH CALL TO THE PROPER PERSON OR DEPARTMENT WITHIN THAT AGENCY DURING NORMAL BUSINESS HOURS. NORMAL BUSINESS HOURS SHALL MEAN EACH MONDAY THROUGH FRIDAY, EXCEPT THOSE DAYS DESIGNATED AS HOLIDAYS, DURING THE HOURS IN WHICH THE STAFF OF THAT AGENCY IS SCHEDULED TO WORK.

NOTHING IN THIS SECTION SHALL PROHIBIT THE INTERNAL USE OF VOICE MAIL OR OTHER ADVANCED TECHNOLOGIES IF THE AGENCY FINDS THEM TO BE USEFUL. HOWEVER, ANY SUCH SYSTEM WILL CONTAIN WITHIN ITS MESSAGE A PHONE NUMBER WHICH WILL BE ANSWERED BY A PERSON DURING NORMAL BUSINESS HOURS AND WILL ANNOUNCE WHAT THOSE HOURS ARE.

S 2. This act shall take effect on the thirtieth day after it shall have become a law.

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

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