

5667--A

2013-2014 Regular Sessions

I N   A S S E M B L Y

March 5, 2013

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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:

1     Section 1. Section 32 of the executive law is amended by adding a new  
2     subdivision 3 to read as follows:  
3     3. ALL STATE AGENCIES SHALL REQUIRE THAT THE PUBLICLY LISTED TELEPHONE  
4     NUMBER OR NUMBERS FOR THAT AGENCY BE ANSWERED BY A PERSON WHO IS TRAINED  
5     TO DIRECT EACH CALL TO THE PROPER PERSON OR DEPARTMENT WITHIN THAT AGENCY  
6     DURING NORMAL BUSINESS HOURS. NORMAL BUSINESS HOURS SHALL MEAN EACH  
7     MONDAY THROUGH FRIDAY, EXCEPT THOSE DAYS DESIGNATED AS HOLIDAYS, DURING  
8     THE HOURS IN WHICH THE STAFF OF THAT AGENCY IS SCHEDULED TO WORK.  
9     NOTHING IN THIS SECTION SHALL PROHIBIT THE INTERNAL USE OF VOICE MAIL  
10    OR OTHER ADVANCED TECHNOLOGIES IF THE AGENCY FINDS THEM TO BE USEFUL.  
11    HOWEVER, ANY SUCH SYSTEM WILL CONTAIN WITHIN ITS MESSAGE A PHONE NUMBER  
12    WHICH WILL BE ANSWERED BY A PERSON DURING NORMAL BUSINESS HOURS AND WILL  
13    ANNOUNCE WHAT THOSE HOURS ARE.  
14    S 2. This act shall take effect on the thirtieth day after it shall  
15    have become a law.

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

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