STATE OF NEW YORK

8762

2025-2026 Regular Sessions

IN ASSEMBLY

June 2, 2025

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

AN ACT to amend the executive law, in relation to requiring state agencies to offer the public an option to speak with a live agency representative

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 section 164-e to read as follows:

§ 164-e. Live agency representatives. Every department, bureau, board, commission, authority, or any other agency or instrumentality of the state shall provide an initial option for a member of the public to speak to a live representative, in real time, when contacted by any such member of the public using a telephone number designated by the department, bureau, board, commission, authority, or any other agency or instrumentality of the state for contact or receiving inquiries from the public. Any automated answering system used by a department, bureau, board, commission, authority, or any other agency or instrumentality of the state shall begin with an option to speak to a live representative prior to directing the call through any other numeric prompts.

§ 2. This act shall take effect on the one hundred eightieth 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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