STATE OF NEW YORK

10796

IN ASSEMBLY

April 1, 2026

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

AN ACT to amend the state technology law, in relation to prohibiting state agency hotlines from relying exclusively on automated answering systems

The People of the State of New York, represented in Senate and Assembly, do enact as follows:

Section 1. Section 101 of the state technology law is amended by adding two new subdivisions 7 and 8 to read as follows:

7. "State agency hotline" means any direct phone line established for the specific purpose of allowing residents of the state to directly contact a state agency.

8. "Standard business hours" means the time between nine o'clock a.m. and five o'clock p.m. during Monday through Friday, excluding any public holidays identified under section twenty-four of the general construction law.

§ 2. The state technology law is amended by adding a new section 103-g to read as follows:

§ 103-g. State agency hotlines. 1. No state agency shall rely exclusively on an automated answering system for answering a state agency hotline during standard business hours.

2. Any state agency hotline shall provide callers with a clear option to speak with a live representative of the state agency.

§ 3. This act shall take effect immediately.

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

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