STATE OF NEW YORK

10804

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 reporting requirements for state call centers

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 a new subdivision 7 to read as follows:

7. "State call center" means any facility or other operation whereby state employees and/or automated answering systems receive phone calls or other electronic communications for the purpose of providing assistance to residents of the state.

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

§ 103-g. State call centers. Any state agency operating a state call center shall annually publish on its public-facing website the following metrics relating to such state call center:

1. performance metrics;

2. total call volume received;

3. average wait times for callers;

4. the percentage of calls answered by human operators;

5. call abandonment rates; and

6. the percentage of calls resolved through automated answering systems.

§ 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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