

**SENATE . . . . . No. 1537**

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**The Commonwealth of Massachusetts**

PRESENTED BY:

***Bruce E. Tarr***

*To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:*

The undersigned legislators and/or citizens respectfully petition for the adoption of the accompanying bill:

An Act relative to human contact with state agencies..

PETITION OF:

| NAME:                  | DISTRICT/ADDRESS:                     |
|------------------------|---------------------------------------|
| <i>Bruce E. Tarr</i>   | <i>First Essex and Middlesex</i>      |
| <i>Richard J. Ross</i> | <i>Norfolk, Bristol and Middlesex</i> |
| <i>Geoff Diehl</i>     | <i>7th Plymouth</i>                   |

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By Mr. Tarr, a petition (accompanied by bill, Senate, No. 1537) of Bruce E. Tarr, Richard J. Ross and Geoff Diehl for legislation relative to human contact with state agencies. State Administration and Regulatory Oversight.

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[SIMILAR MATTER FILED IN PREVIOUS SESSION  
SEE SENATE, NO. 1626 OF 2011-2012.]

**The Commonwealth of Massachusetts**

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**In the Year Two Thousand Thirteen**  
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An Act relative to human contact with state agencies..

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1           SECTION 1. Notwithstanding any general or special law to the contrary, any electronic  
2 answering service in use by a department, board, commission, authority or agency of the  
3 commonwealth for the purpose of receiving telephone calls shall present all callers with the  
4 option of speaking with a live operator.