

SENATE No. 1727

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:

Bruce E. Tarr

First Essex and Middlesex

Donald F. Humason, Jr.

Second Hampden and Hampshire

SENATE No. 1727

By Mr. Tarr, a petition (accompanied by bill, Senate, No. 1727) of Bruce E. Tarr and Donald F. Humason, Jr. for legislation relative to human contact with state agencies. State Administration and Regulatory Oversight.

[SIMILAR MATTER FILED IN PREVIOUS SESSION
SEE SENATE, NO. 1537 OF 2013-2014.]

The Commonwealth of Massachusetts

In the One Hundred and Eighty-Ninth General Court
(2015-2016)

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 during regular business hours.