

**SENATE . . . . . No. 1727**

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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:

*Bruce E. Tarr*

*Donald F. Humason, Jr.*

DISTRICT/ADDRESS:

*First Essex and Middlesex*

*Second Hampden and Hampshire*

**SENATE . . . . . No. 1727**

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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.

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[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.