

SENATE No. 1769

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

DISTRICT/ADDRESS:

First Essex and Middlesex

SENATE No. 1769

By Mr. Tarr, a petition (accompanied by bill, Senate, No. 1769) of Bruce E. Tarr for legislation relative to human contact with state agencies. State Administration and Regulatory Oversight.

The Commonwealth of Massachusetts

In the One Hundred and Ninetieth General Court
(2017-2018)

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.