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THE GENERAL ASSEMBLY OF PENNSYLVANIA

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HOUSE BILL

No. 2731 Session of  
2000

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INTRODUCED BY ROBERTS, BELFANTI, M. COHEN, CORRIGAN, GEORGE,  
GRUCELA, HASAY, JOSEPHS, MELIO, SAMUELSON, SCRIMENTI, SOLOBAY  
AND SURRA, SEPTEMBER 25, 2000

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REFERRED TO COMMITTEE ON STATE GOVERNMENT, SEPTEMBER 25, 2000

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AN ACT

1 Encouraging State agencies to limit their usage of automated  
2 telephone answering and voice mail systems.

3 The General Assembly of the Commonwealth of Pennsylvania  
4 hereby enacts as follows:

5 Section 1. State agency telephone answering systems.

6 (a) Guidelines.--The Department of General Services shall  
7 establish guidelines to encourage State agencies to limit their  
8 usage of automated telephone answering and voice mail systems in  
9 communicating with the citizens of this Commonwealth about the  
10 programs and operations of the State agencies. The guidelines  
11 shall include consideration of the following factors:

12 (1) The requirements of the State agency.

13 (2) Servicing of citizen needs.

14 (3) Economic considerations.

15 (4) The availability of suitable staff to manually  
16 perform the telephone answering needs of the State agency.

17 (5) Costs and savings to the Commonwealth.

1       (b) Definitions.--For purposes of this section, "State  
2 agency" means an executive agency or independent agency as those  
3 terms are defined in 62 Pa.C.S. § 103 (relating to definitions).  
4 Section 2. Effective date.  
5       This act shall take effect in 60 days.