

SENATE NO. 1910

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 answering
- 2 service in use by a department, board, commission, authority or agency of the commonwealth for the
- 3 purpose of receiving telephone calls shall present all callers with the option of speaking with a live
- 4 operator.

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

The undersigned, citizen of _____, respectfully petitions for the passage of the accompanying bill and for legislation.

RELATIVE TO HUMAN CONTACT WITH STATE AGENCIES

Richard Tisei(RRT0)	Middlesex and Essex
Bruce Tarr(BET0)	First Essex and Middlesex
Michael Knapik(MRK0)	Second Hampden and Hampshire
Robert Hedlund(RLH0)	Plymouth and Norfolk
Scott Brown(SPB0)	Norfolk, Bristol and Middlesex