

1 AMENDMENT TO HOUSE BILL 328

2 AMENDMENT NO. _____. Amend House Bill 328 by replacing
3 everything after the enacting clause with the following:

4 "Section 1. Short title. This Act may be cited as the
5 Human Voice Contact Act.

6 Section 5. Legislative findings. The General Assembly
7 finds that:

8 (1) the people of this State, from time to time,
9 need contact with State agencies because of problems or
10 concerns;

11 (2) often when a person calls a State agency that
12 person needs to talk to an individual, and it is not
13 necessarily convenient or practical for that person to
14 leave a message or to follow an automated menu;

15 (3) the purpose of State agencies is to serve the
16 people of this State in a manner that is as accessible,
17 efficient, and responsive as possible;

18 (4) when a person calls a State agency and receives
19 an automated operator or an automated menu instead of a
20 live operator, often that person is not able to
21 adequately receive assistance or services; and

22 (5) the number of people calling a State agency and

1 not getting the assistance or services that they are
2 entitled to because the State agency does not have a live
3 operator answering incoming phone calls grows by the day.

4 Section 10. Definition. In this Act, "State agency"
5 means the same as in Section 1-7 of the Illinois State
6 Auditing Act.

7 Section 15. Automated telephone answering equipment. A
8 State agency that uses automated telephone answering
9 equipment to answer incoming telephone calls must, during the
10 normal business hours of the agency, provide the caller with
11 the option, among the first set of menu choices, of speaking
12 to a live operator. This Section does not apply to a
13 telephone line that is dedicated as a hot line for emergency
14 services or to provide general information."