

1 AN ACT in relation to State government.

2 Be it enacted by the People of the State of Illinois,
3 represented in the General Assembly:

4 Section 1. This Act may be cited as the Human Voice
5 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 on 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
23 not getting the assistance or services that they are
24 entitled to because the State agency does not have a live
25 operator answering incoming phone calls grows by the day.

26 Section 10. Definition. In this Act, "State agency"
27 means the same as in Section 1-7 of the Illinois State
28 Auditing Act.

29 Section 15. Automated telephone answering equipment. A

1 State agency must have a live operator answer all incoming
2 calls to the State agency during the normal business hours of
3 the State agency. The operator, with the permission of the
4 caller, may direct an incoming call to the proper voice mail
5 or other automated answering service after the incoming call
6 is initially answered. This Section does not apply to a
7 telephone line that is dedicated as a hot line for emergency
8 services or to provide general information.