

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. 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
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. Definitions. In this Act:

27 "Information transaction line" means a telephone line
28 that meets all of the following criteria:

29 (1) The line is used by a State agency.

30 (2) The line allows a caller to access his or her

1 account or accounts and related information using a
2 touch-tone telephone.

3 (3) The line delivers or captures, or both delivers
4 and captures, information from callers and operates 24
5 hours per day, 7 days per week using a computer-generated
6 voice response.

7 (4) The line allows a caller to self-select the
8 information he or she desires by choosing an appropriate
9 menu option from a list presented by a computer-generated
10 voice.

11 (5) The line allows data to be captured by
12 permitting a caller to enter basic information, such as
13 the number of hours worked, using his or her telephone
14 dial pad as automated input into the system.

15 "State agency" means the same as in Section 1-7 of the
16 Illinois State Auditing Act.

17 Section 15. Automated telephone answering equipment.
18 Subject to appropriations, a State agency that uses automated
19 telephone answering equipment to answer incoming telephone
20 calls must, during the normal business hours of the agency,
21 provide the caller with the option, among the first set of
22 menu choices, of speaking to a live operator. This Section
23 does not apply to a telephone line that is dedicated as a hot
24 line for emergency services or to provide general
25 information. This Section does not apply to an information
26 transaction line.