



Sen. Arthur J. Wilhelmi

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09400HB1589sam001

LRB094 09848 RSP 45414 a

1 AMENDMENT TO HOUSE BILL 1589

2 AMENDMENT NO. \_\_\_\_\_. Amend House Bill 1589 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, need  
9 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 an  
19 automated operator or an automated menu instead of a live  
20 operator, often that person is not able to adequately  
21 receive assistance or services; and

22 (5) the number of people calling a State agency and not  
23 getting the assistance or services that they are entitled  
24 to because the State agency does not have a live operator

1           answering incoming phone calls grows by the day.

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

4           Section 15. Automated telephone answering equipment. A  
5 State agency that uses automated telephone answering equipment  
6 to answer incoming telephone calls must, during the normal  
7 business hours of the agency, provide the caller with the  
8 option of speaking to a live operator. This Section does not  
9 apply to field offices, telephone lines dedicated as hot lines  
10 for emergency services, telephone lines dedicated to providing  
11 general information, and any system that is designed to permit  
12 an individual to conduct a complete transaction with the State  
13 agency over the telephone solely by pressing one or more touch  
14 tone telephone keys in response to automated prompts.

15           Section 99. Effective date. This Act takes effect January  
16 1, 2007."