

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. 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 that uses automated telephone answering  
2 equipment to answer incoming telephone calls must, during the  
3 normal business hours of the agency, provide the caller with  
4 the option, among the first set of menu choices, of speaking  
5 to a live operator. This Section does not apply to a  
6 telephone line that is dedicated as a hot line for emergency  
7 services or to provide general information.