

HB 882 -- HUMAN VOICE CONTACT ACT

SPONSOR: Page

COMMITTEE ACTION: Voted "do pass" by the Special Committee on Government Affairs by a vote of 6 to 0.

This bill establishes the Human Voice Contact Act which requires state agencies that use automated answering equipment for incoming calls other than the General Assembly, the courts, the Governor's office, and political subdivisions to provide callers with an option to speak to a live operator if calling during regular business hours. Field offices, emergency hotlines, general information services, and touch tone customer service systems that allow customers to complete various transactions over the phone will be exempt from the provisions of the bill.

FISCAL NOTE: No impact on state funds in FY 2008, FY 2009, and FY 2010.

PROPONENTS: Supporters say that Missouri residents are frustrated when they are not able to reach live operators at state agencies. Currently, some agencies only have automated voice prompts and do not offer any live operators to assist callers. The bill ensures that callers will have an option to speak with a live operator at every state agency.

Testifying for the bill was Representative Page.

OPPONENTS: There was no opposition voiced to the committee.