

FIRST REGULAR SESSION

# HOUSE BILL NO. 882

## 94TH GENERAL ASSEMBLY

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INTRODUCED BY REPRESENTATIVES PAGE (Sponsor), YOUNG, STORCH, TALBOY, WITTE,  
JOHNSON, KRAUS, DUSENBERG, WRIGHT-JONES AND FAITH (Co-sponsors).

Read 1st time February 15, 2007 and copies ordered printed.

D. ADAM CRUMBLISS, Chief Clerk

2110L.01I

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### AN ACT

To amend chapter 37, RSMo, by adding thereto one new section relating to state agencies.

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*Be it enacted by the General Assembly of the state of Missouri, as follows:*

Section A. Chapter 37, RSMo, is amended by adding thereto one new section, to be  
2 known as section 37.800, to read as follows:

**37.800. 1. This section shall be known and may be cited as the "The Human Voice  
2 Contact Act".**

**3 2. A state agency that uses automated telephone answering equipment to answer  
4 incoming telephone calls shall, during normal business hours of the agency, provide the  
5 caller with the option of speaking to a live operator. This section shall not apply to field  
6 offices, telephone lines dedicated as hotlines for emergency services, telephone lines  
7 dedicated to providing general information, and any system that is designed to permit an  
8 individual to conduct a complete transaction with the state agency over the telephone solely  
9 by pressing one or more touch tone telephone keys in response to automated prompts. As  
10 used in this section, "state agency" refers to each board, commission, department, officer  
11 or other administrative office or unit of the state other than the general assembly, the  
12 courts, the governor, or a political subdivision of the state, existing under the constitution  
13 or statute.**

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EXPLANATION — Matter enclosed in bold-faced brackets [thus] in the above bill is not enacted and is intended to be omitted from the law. Matter in **bold-face** type in the above bill is proposed language.