SENATE DOCKET, NO. 1184 FILED ON: 1/20/2011

SENATE . . . . . No. 1626

The Commonwealth of Massachusetts

PRESENTED BY:

Bruce E. Tarr

To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:

The undersigned legislators and/or citizens respectfully petition for the passage of the accompanying:

An Act relative to human contact with state agencies..

PETITION OF:

NAME:	DISTRICT/ADDRESS:
Bruce E. Tarr	☐ *[District]* ☐
Michael R. Knapik	☐ *[District]* ☐
Richard J. Ross	*Norfolk, Bristol, and Middlesex*
Ann-Margaret Ferrante	*5th Essex*
Benjamin Swan	*11th Hampden*

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SENATE . . . . . No. 1626

By Mr. Tarr, a petition (accompanied by bill, Senate, No. 1626) of Bruce E. Tarr, Michael R. Knapik, Richard J. Ross, Ann-Margaret Ferrante and others for legislation relative to human contact with state agencies. State Administration and Regulatory Oversight.

[SIMILAR MATTER FILED IN PREVIOUS SESSION
SEE
SENATE
, NO. *1462* OF 2009-2010.]

The Commonwealth of Massachusetts

An Act relative to human contact with state agencies..

Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:

SECTION 1. Notwithstanding any general or special law to the contrary, any electronic answering service in use by a department, board, commission, authority or agency of the commonwealth for the purpose of receiving telephone calls shall present all callers with the option of speaking with a live operator.