

# MAINE STATE LEGISLATURE

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**STATE AND LOCAL GOVERNMENT**

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**STATE OF MAINE  
SENATE  
119TH LEGISLATURE  
SECOND REGULAR SESSION**

COMMITTEE AMENDMENT "B" to S.P. 777, L.D. 2176, Bill, "An Act to Prohibit State Government from Using Automated Telephone Answering Equipment During Business Hours"

Amend the bill in section 1 in the first line (page 1, line 43 in L.D.) by striking out the following: "54" and inserting in its place the following: '55'

Further amend the bill in section 1 in that part designated "~~\$54.~~" in the first line (page 1, line 45 in L.D.) by striking out the following: "~~\$54.~~" and inserting in its place the following: '~~\$55.~~'

Further amend the bill by inserting after section 1 the following:

**'Sec. 2. Preliminary report on new telephone answering policy.** The Commissioner of Administrative and Financial Services shall provide a preliminary report to the Joint Standing Committee on State and Local Government on the efforts of the Department of Administrative and Financial Services to implement the new policy on the use of automated telephone answering equipment by all state agencies. This report must be in writing and be submitted to the committee by April 19, 2000. The report must include information on any changes to the policy that was proposed by the department on January 19, 2000 to the committee, the number of agencies that have put into effect any part or parts of the new policy, a schedule of implementation of the policy by the remaining state agencies, a summary of the problems encountered by agencies in implementing the policy and a compilation of any responses by the public to the new policy.

2           **Sec. 3. Final report to next Legislature; authority to report out**  
3 **legislation.** The Commissioner of Administrative and Financial  
4 Services shall report to the joint standing committee of the  
5 Legislature having jurisdiction over state government matters on  
6 the efforts of the Department of Administrative and Financial  
7 Services to implement the policy on the use of automated  
8 telephone answering equipment by state agencies. The final  
9 report, which must be made in person to the committee by January  
10 19, 2001, must include information similar to that required to be  
11 included in the preliminary report. The commissioner shall also  
12 recommend to the committee any legislation necessary to assist in  
13 the implementation of a new policy. Following receipt of the  
14 final report, the committee may report out a bill to the First  
15 Regular Session of the 120th Legislature.'

16  
17           Further amend the bill by inserting at the end before the  
18 summary the following:

20  
21                           **'FISCAL NOTE**

22  
23           This bill will increase costs to several state departments  
24 and agencies that are currently using an automated telephone  
25 answering system to handle a high volume of incoming telephone  
26 calls. The bill's exemption for telephone lines dedicated to  
27 providing general information may exempt some of these high  
28 volume telephone answering systems, but may not exempt all  
29 affected state departments and agencies. The agencies most  
30 affected by this bill include the Bureau of Employment Security  
31 within the Department of Labor, the Bureau of Family Independence  
32 within the Department of Human Services, the Bureau of Motor  
33 Vehicles within the Department of the Secretary of State and the  
34 Bureau of Revenue Services within the Department of  
35 Administrative and Financial Services.

36  
37           The amount of additional costs associated with providing  
38 staffing for those lines not exempted by the bill and the  
39 additional telephone system reprogramming costs can not be  
40 determined at this time.

41  
42           The Department of Administrative and Financial Services will  
43 incur some minor additional costs to compile information and  
44 provide certain reports. These costs can be absorbed within the  
45 department's existing budgeted resources.'

**SUMMARY**

2           This amendment is the minority report. The amendment  
4 requires the Commissioner of Administrative and Financial  
6 Services to make both preliminary and final reports to the joint  
8 standing committee of the Legislature having jurisdiction over  
10 the use of automated telephone answering equipment by state  
12 agencies. The amendment also grants authority to the joint  
standing committee of the Legislature having jurisdiction over  
state government matters to report out a bill during the First  
Regular Session of the 120th Legislature. It also adds a fiscal  
note.