

MAINE STATE LEGISLATURE

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LAWS
OF THE
STATE OF MAINE

AS PASSED BY THE

ONE HUNDRED AND NINETEENTH LEGISLATURE

SECOND REGULAR SESSION
January 5, 2000 to May 12, 2000

THE GENERAL EFFECTIVE DATE FOR
SECOND REGULAR SESSION
NON-EMERGENCY LAWS IS
AUGUST 11, 2000

PUBLISHED BY THE REVISOR OF STATUTES
IN ACCORDANCE WITH MAINE REVISED STATUTES ANNOTATED,
TITLE 3, SECTION 163-A, SUBSECTION 4.

J.S. McCarthy Company
Augusta, Maine
2000

**RESOLVES OF THE STATE OF MAINE
AS PASSED AT
THE SECOND REGULAR SESSION OF THE
ONE HUNDRED AND NINETEENTH LEGISLATURE
1999**

CHAPTER 90

S.P. 777 - L.D. 2176

**Resolve, to Require Certain Reports
Concerning the Use of Automated
Telephone Answering Equipment by
State Government**

Emergency preamble. Whereas, Acts and resolves of the Legislature do not become effective until 90 days after adjournment unless enacted as emergencies; and

Whereas, the purpose of state agencies is to serve the people of the State in a manner that is as accessible, efficient and responsive as possible; and

Whereas, several state agencies frequently use automated answering equipment instead of live operators to answer calls from the public; and

Whereas, the use of automated answering equipment, including automated operators and electronic menus, by state agencies is not always the appropriate means by which to communicate with the public and may result in frustration on the part of the public in trying to obtain information related to a problem or concern or assistance with necessary state services; and

Whereas, the Commissioner of Administrative and Financial Services has acknowledged that there is a need to establish a new policy on the use of automated telephone answering equipment by state agencies; and

Whereas, in the judgment of the Legislature, these facts create an emergency within the meaning of the Constitution of Maine and require the following legislation as immediately necessary for the preservation of the public peace, health and safety; now, therefore, be it

Sec. 1. Preliminary report on new telephone answering policy. Resolved: That 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 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 policy; and be it further

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

Emergency clause. In view of the emergency cited in the preamble, this resolve takes effect when approved.

Effective March 14, 2000.

CHAPTER 91

S.P. 870 - L.D. 2280

**Resolve, Authorizing the State Tax
Assessor to Convey the Interest of the
State in Certain Real Estate in the
Unorganized Territory**

Sec. 1. State Tax Assessor authorized to convey real estate. Resolved: That the State Tax Assessor is authorized to convey by sale the interest of the State in real estate in the Unorganized Territory as indicated in this resolve. Except as otherwise directed