

SUMMARY ANALYSIS OF AMENDED BILL

Author: Davis Analyst: Deborah Barrett Bill Number: AB 865
 Related Bills: See Prior Analysis Telephone: 845-4301 Amended Date: April 23, 2007

Attorney: Douglas Powers Sponsor: _____

SUBJECT: State Agencies Establish Procedure For Live Customer Service Agents To Answer Telephone Calls On Public Lines During Regular Business Hours

DEPARTMENT AMENDMENTS ACCEPTED. Amendments reflect suggestions of previous analysis of bill as introduced/amended _____.

AMENDMENTS IMPACT REVENUE. A new revenue estimate is provided.

AMENDMENTS DID NOT RESOLVE THE DEPARTMENT'S CONCERNS stated in the previous analysis of bill as introduced/amended _____.

FURTHER AMENDMENTS NECESSARY.

DEPARTMENT POSITION CHANGED TO _____.

REMAINDER OF PREVIOUS ANALYSIS OF BILL AS INTRODUCED February 22, 2007, STILL APPLIES.

OTHER – See comments below.

SUMMARY

This bill would require a state agency that uses automated telephone answering equipment to have, for all incoming calls, an option for the caller to reach a live customer service agent during business hours.

SUMMARY OF AMENDMENTS

The April 23, 2007, amendments incorporated an option for state agencies that use automated telephone answering equipment to have a prompt for the caller to reach a live agent during business hours. The April 23, 2007, amendments resolved the "Implementation Concerns" identified in the department's analysis of the bill as introduced February 22, 2007. The "This Bill" and "Economic Impact" discussions have been revised, and new "Implementation Concerns" have been identified. The remainder of the department's analysis of the bill as introduced February 22, 2007, still applies.

POSITION

Pending.

Board Position:	Legislative Director	Date
<input type="checkbox"/> S <input type="checkbox"/> NA <input type="checkbox"/> NP <input type="checkbox"/> SA <input type="checkbox"/> O <input type="checkbox"/> NAR <input type="checkbox"/> N <input type="checkbox"/> OUA <input checked="" type="checkbox"/> PENDING	Brian Putler	5/30/07

THIS BILL

This bill would require each state agency to establish procedures to provide a live customer service agent to answer incoming calls, or if the agency uses automated telephone answering equipment, to provide a prompt that will allow the caller to reach a live customer service agent during business hours and provide customer service staff accordingly. This requirement would be applicable to headquarters of the state agency, but would not be applicable to field offices, telephone lines dedicated as hotlines for emergency services, lines dedicated exclusively to providing general information, and any system that is designed to permit an individual to conduct a complete transaction with a state agency over the telephone solely by pressing one or more touch-tone telephone keys.

IMPLEMENTATION CONSIDERATIONS

The department has identified the following implementation concern. Department staff is available to work with the author's office to resolve these and other concerns that may be identified.

The bill provides that a state agency headquarters that uses automated telephone answering equipment must provide a live customer service agent option for incoming calls during business hours, but that this requirement does not apply to field offices or dedicated hotlines and others as described. It is unclear whether the author intends to prohibit the use of automated telephone response equipment for field offices or dedicated hotlines or use of live customer service options for field offices and dedicated hotlines. Clarification of the author's intent would assist the department in complying with the provisions of this bill.

FISCAL IMPACT

Because the provisions of this bill are consistent with department practice, there would be no impact to the department's programs or operations.

ECONOMIC IMPACT

The April 23, 2007, amendments removed the impact to state income tax revenue identified in the department's analysis of the bill as introduced February 23, 2007.

LEGISLATIVE STAFF CONTACT

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