

AMENDED IN ASSEMBLY JANUARY 22, 2008

AMENDED IN ASSEMBLY JANUARY 17, 2008

AMENDED IN ASSEMBLY APRIL 23, 2007

CALIFORNIA LEGISLATURE—2007—08 REGULAR SESSION

**ASSEMBLY BILL**

**No. 865**

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**Introduced by Assembly Member Davis**

February 22, 2007

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An act to amend Section 11022 of the Government Code, relating to state agencies.

LEGISLATIVE COUNSEL'S DIGEST

AB 865, as amended, Davis. State agencies: live customer service agents.

Existing law requires each state agency to establish a procedure whereby incoming telephone calls on any public line shall be answered within 10 rings during regular business hours, subject to certain exceptions.

This bill would name these provisions the State Agency Live Customer Service Act. It would require each state agency to answer an incoming call on ~~any~~ *its* main public line with a live customer service agent or automated telephone answering equipment with an automated prompt that allows a caller to select the option to speak with a live customer service agent, subject to certain exceptions.

Vote: majority. Appropriation: no. Fiscal committee: yes.  
State-mandated local program: no.

*The people of the State of California do enact as follows:*

1 SECTION 1. Section 11022 of the Government Code is  
 2 amended to read:

3 11022. (a) This section shall be known and may be cited as  
 4 the State Agency Live Customer Service Act.

5 (b) Each state agency shall establish a procedure pursuant to  
 6 which incoming telephone calls on ~~any~~ *the* main public line shall  
 7 be answered by a live customer service agent, or automated  
 8 telephone answering equipment in accordance with subdivision  
 9 (c), within 10 rings during regular business hours as set forth in  
 10 Section 11020, except when emergency or illness requires  
 11 adjustments to normal staffing levels.

12 (c) During regular business hours, as set forth in Section 11020,  
 13 the headquarters of every state agency that uses automated  
 14 telephone answering equipment shall have for all incoming  
 15 telephone calls on ~~a~~ *the* main public line, an automated prompt  
 16 that allows a caller to select the option to speak with a live  
 17 customer service agent and shall have a live customer service agent  
 18 available for this purpose.

19 (d) Subdivision (c) does not apply to ~~the following~~:

20 ~~(1) Field offices.~~

21 ~~(2) Telephone~~ *telephone* lines dedicated as hotlines for  
 22 emergency services, telephone lines dedicated exclusively to  
 23 providing general information, and any system that is designed to  
 24 permit an individual to conduct a complete transaction with a state  
 25 agency over the telephone solely by pressing one or more  
 26 touch-tone telephone keys in response to automated prompts.

27 (e) For the purposes of this section, the following definitions  
 28 shall apply:

29 (1) “Headquarters” means the chief executive office of the  
 30 agency designated by the director or head of the agency as its main  
 31 office.

32 (2) “Main public line” means ~~\_\_\_\_\_~~ *the line designated by the*  
 33 *director or head of the agency as its main public line.*

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