

FEB 17 2000

STATE GOVERNMENT

HOUSE FILE

2337

BY SHOULTZ

Sponsor added 2/21/00 Davis

Passed House, Date _____

Passed Senate, Date _____

Vote: Ayes _____ Nays _____

Vote: Ayes _____ Nays _____

Approved _____

A BILL FOR

1 An Act relating to the answering of telephones in state
2 government and prohibiting the use of voice mail in certain
3 circumstances.

4 BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF IOWA:

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HF 2337

1 Section 1. NEW SECTION. 7E.8 TELEPHONE USE BY
2 DEPARTMENTS AND INDEPENDENT AGENCIES.

3 A department or independent agency with twenty or more
4 full-time equivalent employees shall have at least one
5 employee who shall answer incoming telephone calls during
6 normal business hours. Such department or independent agency
7 shall provide for a person to answer incoming telephone calls
8 to any general telephone line of the department or independent
9 agency the number of which is readily available or made known
10 to the general public as a telephone number that a citizen of
11 this state can use to contact the department or agency. A
12 department or independent agency shall not use voice mail or
13 any other automated answering system in connection with the
14 general telephone line.

15 EXPLANATION

16 This bill provides that a department or independent agency
17 with 20 or more full-time equivalent employees shall have at
18 least one employee who shall answer incoming telephone calls
19 during normal business hours. The bill prohibits a department
20 or independent agency from using voice mail or any other
21 automated answering system in connection with such general
22 telephone line.

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