

# ASSEMBLY, No. 3076

## STATE OF NEW JERSEY 221st LEGISLATURE

PRE-FILED FOR INTRODUCTION IN THE 2024 SESSION

**Sponsored by:**

**Assemblyman DONALD A. GUARDIAN**

**District 2 (Atlantic)**

**SYNOPSIS**

Allows person calling certain State or local government entities to have option of speaking or leaving recorded message with human telephone operator during normal business hours.

**CURRENT VERSION OF TEXT**

Introduced Pending Technical Review by Legislative Counsel.



1 AN ACT concerning telephone services of certain government  
2 agencies and supplementing Title 40A of the New Jersey Statutes  
3 and Title 52 of the Revised Statutes.  
4

5 **BE IT ENACTED** by the Senate and General Assembly of the State  
6 of New Jersey:  
7

8 1. Notwithstanding the provisions of any law, rule, or  
9 regulation to the contrary, a local unit, that is required by law, rule,  
10 or regulation to provide the public with a telephone number as a  
11 point of contact with that local unit or an employee of that local  
12 unit, employs an automated telephone answering service to meet  
13 this requirement, shall allow a person who contacts the local unit by  
14 telephone during normal business hours to have the option of  
15 pressing zero on the person's telephone in order to speak or leave a  
16 recorded message with a human telephone operator. "Local unit"  
17 means a municipality, county or other political subdivision of this  
18 State, or any agency thereof.  
19

20 2. Notwithstanding the provisions of any law, rule, or  
21 regulation to the contrary, a State agency, that is required by law,  
22 rule, or regulation to provide the public with a telephone number as  
23 a point of contact with that agency or an employee of that agency,  
24 and that employs an automated telephone answering service to meet  
25 this requirement, shall allow a person who contacts the State agency  
26 by telephone during normal business hours to have the option of  
27 pressing zero on the person's telephone in order to speak or leave a  
28 recorded message with a human telephone operator. "State agency"  
29 means the Judicial, Legislative or Executive branch of the State of  
30 New Jersey, including but not limited to any department, board,  
31 bureau, commission, division, office, council, agency, or  
32 instrumentality thereof, or independent agency, public authority or  
33 public benefit corporation.  
34

35 3. This act shall take effect on the 90th day after the date of  
36 enactment, but a State agency or a local unit may take such  
37 anticipatory administrative action in advance thereof as shall be  
38 necessary for the implementation of this act.  
39

40  
41 STATEMENT  
42

43 This bill requires a State agency or local unit, as those terms are  
44 defined in the bill, that is required by law, rule or regulation to  
45 provide the public with a telephone number as a point of contact  
46 with that agency or local unit or an employee of that agency or local  
47 unit, and that employs an automated telephone answering service to  
48 meet this requirement, to allow a person who contacts the State

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- 1 agency or local unit, as appropriate, by telephone during normal
- 2 business hours to have the option of pressing zero on the person's
- 3 telephone in order to speak or leave a recorded message with a
- 4 human telephone operator.