

SENATE, No. 536

STATE OF NEW JERSEY 221st LEGISLATURE

PRE-FILED FOR INTRODUCTION IN THE 2024 SESSION

Sponsored by:

Senator JON M. BRAMNICK

District 21 (Middlesex, Morris, Somerset and Union)

SYNOPSIS

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

CURRENT VERSION OF TEXT

Introduced Pending Technical Review by Legislative Counsel.



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

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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

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