

**SENATE  
STATE OF MINNESOTA  
NINETY-SECOND SESSION**

**S.F. No. 4605**

(SENATE AUTHORS: HOWE)

DATE  
05/20/2022

D-PG

Introduction and first reading  
Referred to State Government Finance and Policy and Elections

OFFICIAL STATUS

1.1 A bill for an act  
1.2 relating to state government; setting answer time for calls to state call centers;  
1.3 proposing coding for new law in Minnesota Statutes, chapter 15.

1.4 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF MINNESOTA:

1.5 Section 1. [15.9915] CALL CENTER OPERATION.

1.6 A state department or agency, including a multimember agency, that operates a call  
1.7 center that accepts inbound calls must answer 90 percent of incoming calls within 20 seconds.  
1.8 "Answer" as used in this section means rendering the requested assistance or accepting  
1.9 information necessary to process the call. An acknowledgment that a caller is waiting on  
1.10 the line does not constitute an answer. A call center must track its answer time metrics on  
1.11 an annual basis and publish the metrics on the department or agency website.