

STATE OF OKLAHOMA

2nd Session of the 59th Legislature (2024)

HOUSE BILL 3285

By: Hilbert

AS INTRODUCED

An Act relating to state government; requiring state government entities to provide telephone call back systems; prescribing time period for call back; providing for codification; and providing an effective date.

BE IT ENACTED BY THE PEOPLE OF THE STATE OF OKLAHOMA:

SECTION 1. NEW LAW A new section of law to be codified in the Oklahoma Statutes as Section 8501 of Title 74, unless there is created a duplication in numbering, reads as follows:

A. Each state agency, board, commission, department or other state governmental entity with more than two hundred (200) employees shall develop and implement a system for telephone call back if during any regular business day and during regular business hours average wait times exceed ten (10) minutes for telephone calls placed to the publicly listed main telephone number for such entity.

B. Wait times shall be defined from the time as of which a caller makes an initial contact with an employee or agent of the

1 state government entity and is placed on hold or the time as of
2 which the call is routed to an answering system which informs the
3 caller that the call is being placed on hold until an employee or
4 agent of the state government entity becomes available.

5 C. A system that allows the caller to request an automatic call
6 back as part of a menu of options for the routing or handling of the
7 call shall satisfy the requirements of this section.

8 SECTION 2. This act shall become effective November 1, 2024.

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