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THE GENERAL ASSEMBLY OF PENNSYLVANIA

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HOUSE BILL

No. 197 Session of  
2025

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INTRODUCED BY CIRESI, GIRAL, KHAN, SAMUELSON, HOWARD, HADDOCK,  
DONAHUE, FREEMAN, HILL-EVANS, PIELLI, BRENNAN, SANCHEZ,  
HARKINS AND DEASY, JANUARY 16, 2025

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REFERRED TO COMMITTEE ON COMMUNICATIONS AND TECHNOLOGY,  
JANUARY 16, 2025

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AN ACT

1 Amending the act of February 14, 2008 (P.L.6, No.3), entitled  
2 "An act providing for access to public information, for a  
3 designated open-records officer in each Commonwealth agency,  
4 local agency, judicial agency and legislative agency, for  
5 procedure, for appeal of agency determination, for judicial  
6 review and for the Office of Open Records; imposing  
7 penalties; providing for reporting by State-related  
8 institutions; requiring the posting of certain State contract  
9 information on the Internet; and making related repeals," in  
10 requirements and prohibitions, further providing for  
11 Commonwealth agencies.

12 The General Assembly of the Commonwealth of Pennsylvania  
13 hereby enacts as follows:

14 Section 1. Section 301(a) of the act of February 14, 2008  
15 (P.L.6, No.3), known as the Right-to-Know Law, is amended and  
16 the section is amended by adding a subsection to read:

17 Section 301. Commonwealth agencies.

18 (a) [Requirement] Public records requirement.--A  
19 Commonwealth agency shall provide public records in accordance  
20 with this act.

21 (a.1) Live telephone service requirement.--When receiving a

1 telephone call on a publicly accessible telephone line, a  
2 Commonwealth agency:

3 (1) Shall allow the individual placing the telephone  
4 call to speak with an employee of the Commonwealth agency who  
5 is able to answer questions about, provide information on and  
6 provide assistance with services and duties of the  
7 Commonwealth agency.

8 (2) May not use a computer system or other automated  
9 answering system that impedes the individual placing the  
10 telephone call from speaking with an employee of the  
11 Commonwealth agency.

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13 Section 2. This act shall take effect in 60 days.