Local Government Mandate Statement Kentucky Legislative Research Commission 2023 Regular Session

Part I: Measure Information

Bill Request #: 1262						
Bill #: SB 124						
Document ID #: 2526						
Bill Subject/Title: AN ACT relating to public agency telecommunications.						
Sponsor: Senator Johnnie L. Turner						
Unit of Government: X City X County Multiple Multiple Multiple Multiple Multiple Multiple Multiple Multiple Multiple Multiple Multiple Multiple Multiple Multiple Multiple Multiple Multiple Multiple Multiple Multiple Multiple Multiple Multiple						
X Charter County X Consolidated Local X Government						
Office(s) Impacted: All local government offices						
Requirement: <u>X</u> Mandatory Optional						
Effect on Powers & Duties: Modifies Existing _ X Adds New Eliminates Existing						

Part II: Bill Provisions and the Estimated Fiscal Impact Relating to Local Government

SB 124 would require every public agency to establish procedures for incoming telephone calls. Procedures must include requiring any public agency's telephone to be answered within ten rings during regular business hours and have system software that allows for callers to speak to a live person during regular business hours. These requirements must be met in every office where staff is available, unless compliance would require overtime or compensatory time. SB 124 also allows the state judicial branch to establish procedures for incoming telephone calls.

SB 124 would likely have a minimal fiscal impact on local governments. The bill states that the requirements "shall be met in every office where staff is available, unless compliance would require overtime or compensatory time." Based on this language, implementing these procedures would only be required if preexisting staff is available and would not require offices to expend any additional personnel resources to implement them. However, there may be some costs associated with updating system software to meet the requirements of the bill, though the exact cost is unknown.

Part III: Differences to Local Government Mandate Statement from Prior Versions

Part II refers to SB 124 as introduced.

Data Source(s): <u>LRC staff</u>

Preparer: Ryan	Brown (MS)) Reviewer:	KHC	Date:	2/21/23
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