

BILL SUMMARY
2nd Session of the 59th Legislature

Bill No.:	HB3285
Version:	CCS
Request Number:	11084
Author:	Rep. Hilbert
Date:	5/28/2024
Impact:	Minimal

Research Analysis

The conference committee substitute to HB 3285 requires a state governmental entity that employs over 500 people to implement a telephone call back system. This provision also applies to agencies that use toll free numbers. Additionally, the measure provides that a system in which a caller can request an automatic call back is a sufficient call back system.

Prepared By: Keana Swadley

Fiscal Analysis

The conference committee substitute to HB 3285 requires all state entities with more than Five Hundred (500) employees to implement a telephone call back system. Exact costs for the development and implementation of this system would vary between agencies, but it is expected that this measure would result in an minimal fiscal impact to state budgetary resources.

Prepared By: Jay St Clair, House Fiscal Staff

Other Considerations

None.