
By: Delegates Kagan, Cryor, Pendergrass, Turner, Conroy, Hixson, Bobo, Healey, Dypski, Dembrow, Barve, Gordon, Workman, Heller, Mandel, Willis, Patterson, D. Davis, Preis, Howard, Clagett, Crumlin, Benson, Hurson, Menes, Shriver, Franchot, R. Baker, and Kopp

Introduced and read first time: January 30, 1997
Assigned to: Commerce and Government Matters

A BILL ENTITLED

1 AN ACT concerning

2 **State Government - Toll Free Telephone Access**

3 FOR the purpose of requiring each unit of State government to install and maintain a toll
4 free telephone system to allow a person from anywhere in the State to communicate
5 with the unit on official business during the unit's regular business hours; requiring
6 each unit to include its toll free telephone numbers in any directory that lists
7 information about the unit; requiring each unit to publicize its toll free telephone
8 numbers on its official stationery and certain other of its publications; and generally
9 relating to the maintenance and publication of toll free telephone numbers by units
10 of State government.

11 BY adding to

12 Article 41 - Governor - Executive and Administrative Departments
13 Section 18-206
14 Annotated Code of Maryland
15 (1993 Replacement Volume and 1996 Supplement)

16 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF
17 MARYLAND, That the Laws of Maryland read as follows:

18 **Article 41 - Governor - Executive and Administrative Departments**

19 18-206.

20 (A) EACH UNIT OF STATE GOVERNMENT SHALL INSTALL AND MAINTAIN A
21 TELEPHONE SYSTEM THAT ALLOWS A PERSON FROM ANYWHERE IN THE STATE TO
22 COMMUNICATE WITH THE UNIT BY TOLL FREE TELEPHONE DURING THE UNIT'S
23 REGULAR BUSINESS HOURS TO CONDUCT OFFICIAL BUSINESS.

24 (B) (1) EACH UNIT OF STATE GOVERNMENT SHALL PRINT EACH OF ITS
25 TOLL FREE TELEPHONE NUMBERS ON THE UNIT'S OFFICIAL DOCUMENTS,
26 INCLUDING STATIONERY, FAX COVER SHEETS, BUSINESS CARDS, AND OTHER
27 PUBLICATIONS THAT ARE DISTRIBUTED TO THE PUBLIC.

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1 (2) EACH UNIT SHALL INCLUDE EACH OF ITS TOLL FREE TELEPHONE
2 NUMBERS IN ANY DIRECTORY THAT LISTS INFORMATION ABOUT THE UNIT.

3 SECTION 2. AND BE IT FURTHER ENACTED, That this Act may not be
4 construed to require that a unit of State government dispose of or otherwise destroy or
5 discard any official stationery or other publications that do not comply with the
6 requirements of this Act on the effective date of this Act. The unit may continue to utilize
7 any stationery or other official publications in its possession on the effective date of this
8 Act that do not comply with the requirements of this Act until its supply of such
9 stationery and publications is exhausted.

10 SECTION 3. AND BE IT FURTHER ENACTED, That this Act shall take effect
11 October 1, 1997.