

Department of Fiscal Services
Maryland General Assembly

FISCAL NOTE

House Bill 930 (Delegate Kagan)
Commerce and Government Matters

State Government - Toll Free Telephone Access

This bill requires each unit of State government to install and maintain a statewide toll free telephone system for use during the unit's regular business hours. The bill requires each unit to print the toll free telephone number on the unit's official documents.

Fiscal Summary

State Effect: Indeterminate increase in expenditures as discussed below. No effect on revenues.

Local Effect: None.

Fiscal Analysis

State Expenditures: State spending for 1-800 "toll free telephone access" has increased from approximately \$189,000 in fiscal 1993 to \$1.3 million in fiscal 1995. There are currently about 200 1-800 numbers serving various agencies, although relatively few are used for general information purposes. The cost of toll free telephone access is estimated at \$20 per month per additional line and 10.5 cents per minute such lines are in use. Information regarding the number of units of State government that do not currently have toll free access for personal information purposes is not readily available. Further, the impact of increasing the number of lines and increased publication of such numbers on usage cannot be reliably estimated at this time.

Information Source(s): Department of Budget and Fiscal Planning, Department of General Services, Department of Fiscal Services

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Analysis by: Paul Ballou

Reviewed by: John Rixey

Direct Inquiries to:

John Rixey, Coordinating Analyst

(410) 841-3710

(301) 858-3710