

SENATE BILL REPORT

SB 6436

AS OF FEBRUARY 2, 1994

Brief Description: Creating an office of state information operators.

SPONSORS: Senators Rinehart, McDonald, Gaspard, Cantu, Roach and Winsley

SENATE COMMITTEE ON WAYS & MEANS

Staff: Martin Chaw (786-7711)

Hearing Dates: February 1, 1994

BACKGROUND:

The state currently offers 78 different toll-free information numbers. Topics range from adoption information through worker compensation claims. The most visible of these phone numbers is the statewide general information number which is listed in the State Government section of the telephone book.

The general toll-free information line is currently administered and supported by the State Department of Information Services (DIS). Services provided through this number include general state information and directory assistance and, until the 1993 session, transferred callers to other state offices. Due to budget reductions in the 1993 session, the ability to transfer callers has been eliminated and the toll-free line will be eliminated on June 30, 1994.

SUMMARY:

This measure re-establishes the general toll-free information line and the ability to transfer callers. An Office of State Information Operators is established within DIS. Expenditures for this service will be from the data processing revolving fund. Recipient agencies of this service shall be assessed a charge on a quarterly basis.

Other toll-free lines are not affected by this measure.

Appropriation: none

Revenue: none

Fiscal Note: available

TESTIMONY FOR:

State operators represent the first line, and very important, point of contact for the public. An 800 number is not necessary, but rather, the availability of the service is most important.

TESTIMONY AGAINST: None

TESTIFIED: Bev Hermanson, WA Federation of State Employees; Sam Hunt, Legislative Liaison, Department of Information Services; Tim Welch; Carol Kloida