

ESSB 6386 - H AMD TO APP COMM AMD (H-5297.5/06) **958**
By Representative Nixon

ADOPTED 2/24/2006

1 On page 49, line 23, after "network." insert "The Department
2 shall investigate the potential savings in operational costs of 211
3 emergency services network of using voice-over-IP technology to
4 interconnect 211 call centers over existing state-operated high-
5 speed data networks rather than over traditional or switched
6 telephone circuits, and the potential cost savings of using Voice-
7 over-IP-based PBX, ACD, and telephone technology in new call
8 centers. The Department shall submit a report in electronic form
9 to the appropriate committees of the legislature on the potential
10 for savings on or before December 1, 2006."

EFFECT: Adds a provision for the Military Department to conduct a study of the most cost effective call center technology and provide an electronic report to appropriate committees of the legislature by December 1, 2006.

FISCAL IMPACT: None.