

By: Jones of Harris

H.B. No. 3679

A BILL TO BE ENTITLED

AN ACT

relating to establishing a toll-free telephone hotline for state assistance and concerns.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1. Subchapter H, Chapter 2054, Government Code, is amended by adding Section 2054.2052 to read as follows:

Sec. 2054.2052. TOLL-FREE TELEPHONE HOTLINE FOR STATE ASSISTANCE AND CONCERNS. (a) In this section, "N-1-1 dial code" means a three-digit telephone number that connects users to special services through dialing the three-digit telephone number.

(b) The department shall establish and operate a toll-free telephone hotline that directs a person requesting assistance from or submitting a concern regarding a state officer, state agency, or other entity of state government to the appropriate officer, agency, or entity.

(c) If authorized by the Public Utility Commission of Texas, the hotline must be an N-1-1 dial code.

(d) The department may contract with any person for the management and operation of the toll-free telephone hotline established under this section.

SECTION 2. This Act takes effect September 1, 2023.