

By: Armbrister

S.B. No. 622

A BILL TO BE ENTITLED

AN ACT

1
2 relating to creating an on-line central customer service center for
3 licensing activities regulated by the state.

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

5 SECTION 1. Subchapter I, Chapter 2054, Government Code, as
6 added by Chapter 353, Acts of the 77th Legislature, Regular
7 Session, 2001, is amended by adding Section 2054.255 to read as
8 follows:

9 Sec. 2054.255. CREATION OF CENTRAL CUSTOMER SERVICE CENTER;
10 SELECTION OF VENDOR. (a) The department shall contract with a
11 private vendor to design and implement the technology, including
12 software and hardware requirements, for a central customer service
13 center to administer occupational license transactions in this
14 state by state licensing authorities. The Texas Department of
15 Licensing and Regulation shall manage and oversee the center as
16 provided by Section 51.502, Occupations Code.

17 (b) The center must include an interactive voice response
18 system.

19 (c) The program management office shall establish, manage,
20 and oversee the contract with the private vendor. The contract
21 must:

22 (1) be for a term of at least two years;

23 (2) be conditioned on performance standards;

24 (3) ensure that vendor services are fully coordinated

1 with TexasOnline to keep costs to a minimum;

2 (4) require a feasibility study to identify state
3 licensing authority technology and license processing systems; and

4 (5) specify vendor outcomes for all customer service
5 technologies.

6 (d) Payments to the vendor selected under this section must
7 be based on cost reductions resulting from improved efficiency,
8 including savings from full-time employee reductions at licensing
9 authorities.

10 SECTION 2. Chapter 51, Occupations Code, is amended by
11 adding Subchapter J to read as follows:

12 SUBCHAPTER J. CENTRAL CUSTOMER SERVICE CENTER

13 Sec. 51.501. DEFINITIONS. In this subchapter:

14 (1) "Customer service center" means the central
15 customer service center developed under Subchapter I, Chapter 2054,
16 Government Code, as added by Chapter 353, Acts of the 77th
17 Legislature, Regular Session, 2001.

18 (2) "Licensing authority" has the meaning assigned by
19 Section 2054.251, Government Code, as added by Chapter 353, Acts of
20 the 77th Legislature, Regular Session, 2001.

21 Sec. 51.502. MANAGEMENT AND OVERSIGHT OF CENTRAL CUSTOMER
22 SERVICE CENTER. (a) The department shall:

23 (1) manage and oversee the customer service center,
24 including daily operations;

25 (2) implement the operation of the center by
26 establishing staffing requirements and authorizing transfers of
27 staff from existing state licensing authorities; and

1 (3) establish the policies, procedures, and training
2 requirements for the center in cooperation with:

3 (A) the Department of Information Resources;

4 (B) the Electronic Government Program Management
5 Office;

6 (C) the TexasOnline Authority;

7 (D) the steering committee for electronic
8 occupational licensing transactions; and

9 (E) the vendor selected by the Department of
10 Information Resources for the customer service center.

11 Sec. 51.503. USE OF CENTER. (a) The following licensing
12 authorities shall use the center:

13 (1) State Board of Barber Examiners;

14 (2) Texas Board of Chiropractic Examiners;

15 (3) Texas Cosmetology Commission;

16 (4) Court Reporters Certification Board;

17 (5) State Board of Dental Examiners;

18 (6) Texas Funeral Service Commission;

19 (7) Texas Board of Professional Land Surveying;

20 (8) Texas State Board of Medical Examiners;

21 (9) Board of Nurse Examiners;

22 (10) Board of Vocational Nurse Examiners;

23 (11) Texas Optometry Board;

24 (12) Texas Structural Pest Control Board;

25 (13) Texas State Board of Pharmacy;

26 (14) Executive Council of Physical Therapy and
27 Occupational Therapy Examiners;

- 1 (15) Texas State Board of Plumbing Examiners;
- 2 (16) Texas State Board of Podiatric Medical Examiners;
- 3 (17) Board of Tax Professional Examiners;
- 4 (18) Polygraph Examiners Board;
- 5 (19) Texas State Board of Examiners of Psychologists;
- 6 (20) State Board of Veterinary Medical Examiners;
- 7 (21) Texas Real Estate Commission;
- 8 (22) Texas Appraiser Licensing and Certification
- 9 Board;
- 10 (23) Texas Department of Licensing and Regulation;
- 11 (24) Texas State Board of Public Accountancy;
- 12 (25) Texas Board of Architectural Examiners; and
- 13 (26) Texas Board of Professional Engineers.

14 (b) A licensing authority other than an authority listed by
15 Subsection (a) may use the center, subject to department approval.

16 SECTION 3. (a) Not later than November 1, 2004, the
17 Department of Information Resources, the Texas Department of
18 Licensing and Regulation, and the vendor chosen under Section
19 2054.255, Government Code, as added by this Act, shall report on the
20 status of the central customer service center created and managed
21 under Sections 2054.255, Government Code, and 51.502, Occupations
22 Code, as added by this Act, to the:

- 23 (1) lieutenant governor; and
- 24 (2) speaker of the house of representatives.

25 (b) The report must:

26 (1) identify all costs incurred and savings achieved
27 by the central customer service center;

1 (2) include specific legislative proposals for
2 expanding the service center concept to other state agencies and
3 local governmental entities;

4 (3) provide options for consolidating license
5 processing functions, including new technologies that may further
6 reduce costs and administrative burdens; and

7 (4) identify payment options required for the
8 legislative proposals, including state investments, shared
9 savings, and subscription fees.

10 SECTION 4. This Act takes effect September 1, 2003.