

Amend CSSB 200 (Senate committee printing) in ARTICLE 2 of the bill as follows:

(1) In Section 531.0192(a)(3), Government Code (page 22, line 44) strike "; and".

(2) In Section 531.0192(a)(4), Government Code (page 22, line 48), strike the period and insert the following:

; and

(5) develop policies and standards for hotlines and call centers that include both quality and quantity performance measures and benchmarks and may include:

(A) client satisfaction with call resolution;

(B) accuracy of information provided;

(C) the percentage of received calls that are answered;

(D) the amount of time a caller spends on hold;
and

(E) call abandonment rates.

(a-1) In developing policies and standards under Subsection (a)(5), the commission may allow varied performance measures and benchmarks for a hotline or call center based on factors affecting the capacity of the hotline or call center, including factors such as staffing levels and funding.