

BILL ANALYSIS

C.S.H.B. 2110
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State Affairs
Committee Report (Substituted)

BACKGROUND AND PURPOSE

It has been suggested that the customer service standards and performance measures developed for state agencies should be updated to reflect new technology and communication methods commonly used by Texans today. C.S.H.B. 2110 seeks to provide for such an update.

CRIMINAL JUSTICE IMPACT

It is the committee's opinion that this bill does not expressly create a criminal offense, increase the punishment for an existing criminal offense or category of offenses, or change the eligibility of a person for community supervision, parole, or mandatory supervision.

RULEMAKING AUTHORITY

It is the committee's opinion that this bill does not expressly grant any additional rulemaking authority to a state officer, department, agency, or institution.

ANALYSIS

C.S.H.B. 2110 amends the Government Code to include mobile and web applications among the methods by which an applicable state agency is required to gather information from customers regarding the quality of service delivered by the agency. The bill authorizes the customer service input to include evaluations of an agency's applicable text messaging or mobile applications and mobile access to the agency's website. The bill requires an agency to report on the information gathered from customers to the governor's office of budget and policy and the Legislative Budget Board (LBB) on the request of the office or the LBB and establishes that each agency maintains ownership of the gathered information. The bill revises the requirement for the LBB to develop a means to measure customer service satisfaction and create standardized performance measures for state agencies in this area to require the LBB and the office jointly to develop a standardized method of measure and to create standardized performance measures.

EFFECTIVE DATE

On passage, or, if the bill does not receive the necessary vote, September 1, 2019.

COMPARISON OF ORIGINAL AND SUBSTITUTE

While C.S.H.B. 2110 may differ from the original in minor or nonsubstantive ways, the following summarizes the substantial differences between the introduced and committee substitute versions of the bill.

The substitute does not include a requirement for each state agency to maintain a dashboard that allows the governor's office of budget and policy and the LBB to access customer service data.