

By: Shaheen, Buckley, Hernandez, Cyrier,
Israel

H.B. No. 2110

A BILL TO BE ENTITLED

1 AN ACT
2 relating to state agency measurement and management of customer
3 satisfaction.

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

5 SECTION 1. Section [2114.002](#), Government Code, is amended by
6 amending Subsections (b) and (c) and adding Subsection (d) to read
7 as follows:

8 (b) Each agency shall gather information from customers
9 using surveys, [~~survey or~~] focus groups, mobile and web
10 applications, or other appropriate methods approved by the
11 Governor's Office of Budget and Policy [~~Planning~~] and the
12 Legislative Budget Board regarding the quality of service delivered
13 by that agency. The information requested shall be as specified by
14 the Governor's Office of Budget and Policy [~~Planning~~] and the
15 Legislative Budget Board and may include evaluations of an
16 agency's:

17 (1) facilities, including the customer's ability to
18 access that agency, the office location, signs, and cleanliness;

19 (2) staff, including employee courtesy, friendliness,
20 and knowledgeability, and whether staff members adequately
21 identify themselves to customers by name, including the use of name
22 plates or tags for accountability;

23 (3) communications, including toll-free telephone
24 access, the average time a customer spends on hold, call transfers,

1 access to a live person, letters, [~~and~~] electronic mail, and any
2 applicable text messaging or mobile applications;

3 (4) Internet site, including the ease of use of the
4 site, mobile access to the site, information on the location of the
5 site and the agency, and information accessible through the site
6 such as a listing of services and programs and whom to contact for
7 further information or to complain;

8 (5) complaint handling process, including whether it
9 is easy to file a complaint and whether responses are timely;

10 (6) ability to timely serve its customers, including
11 the amount of time a customer waits for service in person, by phone,
12 by letter, or at a website; and

13 (7) brochures or other printed information, including
14 the accuracy of that information.

15 (c) Not later than June 1 of each even-numbered year and on
16 request of the Legislative Budget Board or the Governor's Office of
17 Budget and Policy, an agency shall report on the information
18 gathered under Subsection (b) to the Legislative Budget Board and
19 the Governor's Office of Budget and Policy [~~Planning~~].

20 (d) Each agency maintains ownership of the information
21 gathered under this section.

22 SECTION 2. Section 2114.003, Government Code, is amended to
23 read as follows:

24 Sec. 2114.003. PERFORMANCE MEASURES. The Legislative
25 Budget Board and the Governor's Office of Budget and Policy shall
26 jointly develop a standardized method [~~means~~] to measure customer
27 service satisfaction and create standardized performance measures

1 for state agencies in this area.

2 SECTION 3. This Act takes effect immediately if it receives
3 a vote of two-thirds of all the members elected to each house, as
4 provided by Section 39, Article III, Texas Constitution. If this
5 Act does not receive the vote necessary for immediate effect, this
6 Act takes effect September 1, 2019.