

LEGISLATIVE BUDGET BOARD
Austin, Texas

FISCAL NOTE, 86TH LEGISLATIVE REGULAR SESSION

May 10, 2019

TO: Honorable Kelly Hancock, Chair, Senate Committee on Business & Commerce

FROM: John McGeady, Assistant Director Sarah Keyton, Assistant Director
Legislative Budget Board

IN RE: HB2110 by Shaheen (Relating to state agency measurement and management of customer satisfaction.), **As Engrossed**

No significant fiscal implication to the State is anticipated.

The bill would amend Section 2114.002 of the Government Code to require state agencies to use mobile and web applications when gathering certain information.

The bill would require the LBB and the Governor's Office to develop jointly a standardized method of measuring customer satisfaction and performance for state agencies.

It is assumed that requirements of the bill could be implemented within existing resources.

Local Government Impact

No fiscal implication to units of local government is anticipated.

Source Agencies:

LBB Staff: WP, CLo, CMa, JQ, BRi