

**LEGISLATIVE BUDGET BOARD**  
**Austin, Texas**

**FISCAL NOTE, 86TH LEGISLATIVE REGULAR SESSION**

**April 14, 2019**

**TO:** Honorable Dade Phelan, Chair, House Committee on State Affairs

**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.), **Committee Report 1st House, Substituted**

**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, CMa, JQ, BRi