

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

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

**March 31, 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.), **As Introduced**

**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 each agency to 1) maintain a dashboard that allows the Legislative Budget Board (LBB) and the Governor's Office to access data gathered in order to measure service quality and 2) provide a report on the data upon request. 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 most agencies could implement requirements of the bill within existing resources. However, costs associated with implementing provisions of the bill could be significant to small agencies. For example, the Texas Medical Board estimates costs to implement the bill could be \$15,000 in fiscal year 2020 and \$5,000 in each subsequent year.

**Local Government Impact**

No fiscal implication to units of local government is anticipated.

**Source Agencies:**        300 Trusted Programs Within the Office of the Governor, 304 Comptroller of Public Accounts, 313 Department of Information Resources, 452 Department of Licensing and Regulation, 458 Alcoholic Beverage Commission, 503 Texas Medical Board, 554 Animal Health Commission, 601 Department of Transportation, 783 University of Houston System Administration

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