

SUBJECT: Collecting and evaluating state agency customer satisfaction data

COMMITTEE: State Affairs — committee substitute recommended

VOTE: 11 ayes — Phelan, Deshotel, Guerra, Harless, Holland, Hunter, P. King, Parker, Raymond, E. Rodriguez, Springer

0 nays

2 absent — Hernandez, Smithee

WITNESSES: For — (*Registered, but did not testify:* William Kingston, Qualtrics LL; Elizabeth Hadley, SAP)

Against — None

On — (*Registered, but did not testify:* Jennifer Quereau, Legislative Budget Board)

BACKGROUND: Government Code sec. 2114.002 requires state agencies to collect information from external customers regarding the quality of services provided by that agency and provides for the evaluation of that data by the Legislative Budget Board and the Governor's Office of Budget and Planning (also known as the Governor's Office of Budget and Policy).

Some have suggested that the provisions related to customer satisfaction data and evaluation of that data for state agencies should be updated to reflect how Texans communicate today.

DIGEST: CSHB 2110 would require state agencies to provide customer satisfaction data biennially and on request of the Legislative Budget Board (LBB) or of the Governor's Office of Budget and Policy (GOBP). The bill would require LBB and GOBP to jointly develop a standardized method to measure customer service satisfaction and create standardized performance measures for state agencies.

The bill would add mobile and web applications to the list of sources from which agencies would be required to gather information from customers and would add any applicable text messaging or mobile applications to the list of state agency communications LBB and GOBP would evaluate.

Each agency would maintain ownership of the information gathered for customer service evaluation purposes.

The bill would take immediate effect if finally passed by a two-thirds record vote of the membership of each house. Otherwise, it would take effect September 1, 2019.