

1-1 By: Shaheen, et al. (Senate Sponsor - Paxton) H.B. No. 2110
 1-2 (In the Senate - Received from the House May 6, 2019;
 1-3 May 7, 2019, read first time and referred to Committee on Business
 1-4 & Commerce; May 19, 2019, reported favorably by the following vote:
 1-5 Yeas 7, Nays 0; May 19, 2019, sent to printer.)

1-6 COMMITTEE VOTE

	Yea	Nay	Absent	PNV
1-7 Hancock	X			
1-8 Nichols	X			
1-9 Campbell	X			
1-10 Creighton			X	
1-11 Menéndez	X			
1-12 Paxton	X			
1-13 Schwertner	X			
1-14 Whitmire			X	
1-15 Zaffirini	X			

1-17 A BILL TO BE ENTITLED
 1-18 AN ACT

1-19 relating to state agency measurement and management of customer
 1-20 satisfaction.

1-21 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

1-22 SECTION 1. Section 2114.002, Government Code, is amended by
 1-23 amending Subsections (b) and (c) and adding Subsection (d) to read
 1-24 as follows:

1-25 (b) Each agency shall gather information from customers
 1-26 using surveys, [survey or] focus groups, mobile and web
 1-27 applications, or other appropriate methods approved by the
 1-28 Governor's Office of Budget and Policy [Planning] and the
 1-29 Legislative Budget Board regarding the quality of service delivered
 1-30 by that agency. The information requested shall be as specified by
 1-31 the Governor's Office of Budget and Policy [Planning] and the
 1-32 Legislative Budget Board and may include evaluations of an
 1-33 agency's:

1-34 (1) facilities, including the customer's ability to
 1-35 access that agency, the office location, signs, and cleanliness;

1-36 (2) staff, including employee courtesy, friendliness,
 1-37 and knowledgeability, and whether staff members adequately
 1-38 identify themselves to customers by name, including the use of name
 1-39 plates or tags for accountability;

1-40 (3) communications, including toll-free telephone
 1-41 access, the average time a customer spends on hold, call transfers,
 1-42 access to a live person, letters, ~~and~~ electronic mail, and any
 1-43 applicable text messaging or mobile applications;

1-44 (4) Internet site, including the ease of use of the
 1-45 site, mobile access to the site, information on the location of the
 1-46 site and the agency, and information accessible through the site
 1-47 such as a listing of services and programs and whom to contact for
 1-48 further information or to complain;

1-49 (5) complaint handling process, including whether it
 1-50 is easy to file a complaint and whether responses are timely;

1-51 (6) ability to timely serve its customers, including
 1-52 the amount of time a customer waits for service in person, by phone,
 1-53 by letter, or at a website; and

1-54 (7) brochures or other printed information, including
 1-55 the accuracy of that information.

1-56 (c) Not later than June 1 of each even-numbered year and on
 1-57 request of the Legislative Budget Board or the Governor's Office of
 1-58 Budget and Policy, an agency shall report on the information
 1-59 gathered under Subsection (b) to the Legislative Budget Board and
 1-60 the Governor's Office of Budget and Policy [Planning].

1-61 (d) Each agency maintains ownership of the information

2-1 gathered under this section.

2-2 SECTION 2. Section [2114.003](#), Government Code, is amended to
2-3 read as follows:

2-4 Sec. 2114.003. PERFORMANCE MEASURES. The Legislative
2-5 Budget Board and the Governor's Office of Budget and Policy shall
2-6 jointly develop a standardized method [~~means~~] to measure customer
2-7 service satisfaction and create standardized performance measures
2-8 for state agencies in this area.

2-9 SECTION 3. This Act takes effect immediately if it receives
2-10 a vote of two-thirds of all the members elected to each house, as
2-11 provided by Section [39](#), Article III, Texas Constitution. If this
2-12 Act does not receive the vote necessary for immediate effect, this
2-13 Act takes effect September 1, 2019.

2-14

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