

1 **SENATE FLOOR VERSION**

2 March 3, 2022

3 **AS AMENDED**

4 SENATE BILL NO. 1834

By: Rosino of the Senate

and

Boatman of the House

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8 **[use of citizen feedback - funding of certain study**
9 **- Office of Management and Enterprise Services to**
10 **collect or contract for the collection of certain**
11 **data by certain date - conduct ongoing annual**
12 **evaluation - codification - effective date]**

13 BE IT ENACTED BY THE PEOPLE OF THE STATE OF OKLAHOMA:

14 SECTION 1. NEW LAW A new section of law to be codified
15 in the Oklahoma Statutes as Section 1200 of Title 74, unless there
16 is created a duplication in numbering, reads as follows:

17 A. Starting in Fiscal Year 2023, a study shall be funded to
18 collect ongoing customer satisfaction feedback for state agencies
19 including the:

- 20 1. Oklahoma Employment Security Commission;
- 21 2. Department of Corrections;
- 22 3. State Department of Health;
- 23 4. State Department of Education;
- 24 5. Department of Human Services;

- 1 6. Oklahoma Health Care Authority;
- 2 7. State Department of Rehabilitation Services;
- 3 8. Oklahoma Medical Marijuana Authority within the State
- 4 Department of Health;
- 5 9. Office of Management and Enterprise Services;
- 6 10. Corporation Commission;
- 7 11. Department of Transportation;
- 8 12. Department of Public Safety;
- 9 13. Oklahoma Department of Veterans Affairs;
- 10 14. Oklahoma Center for the Advancement of Science and
- 11 Technology;
- 12 15. Office of Juvenile Affairs;
- 13 16. Oklahoma Turnpike Authority;
- 14 17. Oklahoma Teachers' Retirement System;
- 15 18. Oklahoma Department of Emergency Management;
- 16 19. Oklahoma Office of Homeland Security;
- 17 20. Oklahoma Tourism and Recreation Department;
- 18 21. Alcoholic Beverage Laws Enforcement Commission;
- 19 22. Oklahoma Used Motor Vehicle and Parts Commission;
- 20 23. Oklahoma Real Estate Commission;
- 21 24. Oklahoma Accountancy Board; and
- 22 25. State Election Board.
- 23 B. Upon the receiving of funding to conduct such a study, the
- 24 Office of Management and Enterprise Services shall begin collection

1 of customer feedback or contract with a third-party provider to do
2 so no later than July 1, 2023, and each year thereafter to conduct
3 an ongoing evaluation of services provided to the public by this
4 state.

5 C. The evaluation shall gather customer feedback from the
6 customers engaging with state agencies listed in subsection A of
7 this act.

8 D. The Office of Management and Enterprise Services shall
9 prepare a report starting November 1, 2023, and annually thereafter,
10 that contains a summary of feedback on the services being provided
11 to citizens by the agencies. The findings of each annual report
12 shall be submitted to the Governor, President Pro Tempore of the
13 Senate, and the Speaker of the House of Representatives.

14 E. Each state agency shall review customer feedback from the
15 annual findings and create a subsequent plan of action report to
16 improve services based on the feedback provided by their customers.

17 SECTION 2. This act shall become effective November 1, 2022.

18 COMMITTEE REPORT BY: COMMITTEE ON APPROPRIATIONS
19 March 3, 2022 - DO PASS AS AMENDED
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