

1 STATE OF OKLAHOMA

2 2nd Session of the 58th Legislature (2022)

3 SENATE BILL 1834

By: Rosino

4  
5  
6 AS INTRODUCED

7 An Act relating to the use of citizen feedback;  
8 requiring the funding of certain study; listing state  
9 agencies to be involved in the study; requiring the  
10 Office of Management and Enterprise Services to  
11 collect or contract for the collection of certain  
12 data by certain date and upon receipt of funding for  
13 that purpose; directing the Office of Management and  
14 Enterprise Services to conduct ongoing annual  
15 evaluation; providing subject of evaluation;  
16 requiring the Office of Management and Enterprise  
17 Services to prepare and submit an annual report to  
18 the Governor, the President Pro Tempore of the  
19 Senate, and the Speaker of the House of  
20 Representatives; directing state agencies involved in  
21 the study to review annual report and create certain  
22 plan; providing for codification; and providing an  
23 effective date.

16  
17  
18 BE IT ENACTED BY THE PEOPLE OF THE STATE OF OKLAHOMA:

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

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

- 1 1. Oklahoma Employment Security Commission;
- 2 2. Department of Corrections;
- 3 3. State Department of Health;
- 4 4. State Department of Education;
- 5 5. Department of Human Services;
- 6 6. Oklahoma Health Care Authority;
- 7 7. State Department of Rehabilitation Services;
- 8 8. Oklahoma Medical Marijuana Authority within the State
- 9 Department of Health;
- 10 9. Office of Management and Enterprise Services;
- 11 10. Corporation Commission;
- 12 11. Department of Transportation;
- 13 12. Department of Public Safety;
- 14 13. Oklahoma Department of Veterans Affairs;
- 15 14. Oklahoma Center for the Advancement of Science and
- 16 Technology;
- 17 15. Office of Juvenile Affairs;
- 18 16. Oklahoma Turnpike Authority;
- 19 17. Oklahoma Teachers' Retirement System;
- 20 18. Oklahoma Department of Emergency Management;
- 21 19. Oklahoma Office of Homeland Security;
- 22 20. Oklahoma Tourism and Recreation Department;
- 23 21. Alcoholic Beverage Laws Enforcement Commission;
- 24 22. Oklahoma Used Motor Vehicle and Parts Commission;
- 25

1 23. Oklahoma Real Estate Commission;

2 24. Oklahoma Accountancy Board; and

3 25. State Election Board.

4 B. Upon the receiving of funding to conduct such a study, the  
5 Office of Management and Enterprise Services shall begin collection  
6 of customer feedback or contract with a third-party provider to do  
7 so no later than July 1, 2023, and each year thereafter to conduct  
8 an ongoing evaluation of services provided to the public by this  
9 state.

10 C. The evaluation shall gather customer feedback from the  
11 customers engaging with state agencies listed in subsection A of  
12 this act.

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

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

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

23  
24 58-2-2744 KR 1/20/2022 9:49:16 PM  
25