

**Bill Summary**  
2<sup>nd</sup> Session of the 58<sup>th</sup> Legislature

<b>Bill No.:</b>	<b>SB 1834</b>
<b>Version:</b>	<b>INT</b>
<b>Request No.:</b>	<b>2744</b>
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**Bill Analysis**

SB 1834 directs that a study be conducted by the Office of Management and Enterprise Services collecting ongoing customer satisfaction feedback for state agencies listed in the measure. The Office is directed to contract with a third-party provider no later than July 1, 2023. The report shall be prepared no later than November 1, 2023, and each year thereafter that contains a summary of feedback on the services being provided to citizens by the agencies. The report will be submitted to the President Pro Tempore of the Senate, Speaker of the House, and Governor. Each state agency is directed to review customer feedback from the annual findings and create a subsequent plan of action report to improve services based on the feedback provided by their customers.

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