

STATE OF OKLAHOMA

2nd Session of the 59th Legislature (2024)

HOUSE BILL 3842

By: Pittman

AS INTRODUCED

An Act relating to public finance; requiring agencies to prepare matrix related to performance of services; requiring analysis of average time period for delivery of services; requiring presentation by agencies to designated committees of the Oklahoma House of Representatives and the Oklahoma State Senate; providing for codification; providing an effective date; and declaring an emergency.

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

SECTION 1. NEW LAW A new section of law to be codified in the Oklahoma Statutes as Section 34.601 of Title 62, unless there is created a duplication in numbering, reads as follows:

A. Each state agency shall prepare a matrix with respect to the delivery of its services to individuals during the fiscal year. The matrix shall include the average time an individual was required to wait on a response from the agency personnel, whether the contact was initiated by phone, email or a website, including but not limited to text based conversations between the individual and

1 agency personnel, regular mail, personal visits to an agency
2 location or any other method or means by which the agency
3 communicates with individuals.

4 B. The matrix of information shall be made part of the agency
5 presentation to the standing committees of the Oklahoma House of
6 Representatives and the Oklahoma State Senate together with the
7 agency's request for funding for the ensuing fiscal year.

8 SECTION 2. This act shall become effective July 1, 2024.

9 SECTION 3. It being immediately necessary for the preservation
10 of the public peace, health or safety, an emergency is hereby
11 declared to exist, by reason whereof this act shall take effect and
12 be in full force from and after its passage and approval.

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