

Regular Session, 2010

SENATE BILL NO. 404

BY SENATOR DONAHUE

STATE AGENCIES. Provides for the establishment of regional governmental service centers for the delivery of state services under a "mall concept." (8/15/10)

1 AN ACT

2 To enact R.S. 39:248, relative to state government services; to provide for the development
3 of a long term plan to create regional governmental service centers; to provide for
4 the submission of the plan to the Joint Legislative Committee on the Budget for
5 approval; to provide for annual updating of the plan; and to provide for related
6 matters.

7 Be it enacted by the Legislature of Louisiana:

8 Section 1. R.S. 39:248 is hereby enacted to read as follows:

9 **§248. Government service centers**

10 **A. The division of administration shall develop a long term plan for the**
11 **creation of regional governmental service centers as a "one-stop shop" for state**
12 **services. The plan shall:**

13 **(1) Establish regional boundaries.**

14 **(2) Identify state services which shall be delivered through the centers.**

15 **The plan shall note services which are available with full online capability and**
16 **services which are accessible with the help of skilled specialists.**

17 **(3) Require that each agency that administers the services identified in**

1 Paragraph (2) of this Subsection organize itself structurally for the delivery of
2 services along uniform regional boundaries as established in Paragraph (1) of
3 this Subsection and include such structure and regional delivery of services in
4 its strategic plans.

5 (4) Establish the appropriate number of governmental service centers
6 to be located in each region, depending on regional population, infrastructure,
7 and use demands. Each region shall have one comprehensive center and may
8 have other smaller centers as appropriate.

9 (5)(a) Determine the most cost effective and operationally effective
10 means to develop the regional governmental service centers either by owning
11 and managing the facilities or by contracting for the operation, management,
12 or leasing of the facilities. The division of administration shall develop an
13 ownership versus lease comparative analysis as well as a life-cycle cost analysis
14 as deemed appropriate to assist in making the determination. Such findings
15 shall be presented to the Joint Legislative Committee on the Budget along with
16 the long term plan.

17 (b) If it is determined that outsourcing property management services
18 is the most cost effective means for the development and establishment of
19 regional governmental service centers, the division of administration shall have
20 the authority to allow for the use of existing state owned facilities by formal
21 agreement with the outsourced property management company provided the
22 agreement establishes a fair market price for the use of state properties by the
23 management company or companies. The division of administration shall have
24 the authority to include operations and maintenance in the property
25 management contracts.

26 (6) Provide a long term plan and strategy to implement consolidated
27 services to be delivered in the regional governmental service center.

28 (7) Provide a process for addressing surplus property and reduction in
29 personnel as services are consolidated into the centers.

1 **B. As part of the process for the development of the long term plan**
2 **described in Subsection A of this Section, the division of administration shall**
3 **conduct a public hearing to receive input from local residents in each of the**
4 **proposed regions.**

5 **C.(1) On or before March 15, 2011, the division shall submit the report**
6 **detailing the status of the long term plan or status on the development of such**
7 **as described in Subsection A of this Section to the Joint Legislative Committee**
8 **on the Budget for approval.**

9 **(2) A copy of the report shall also be submitted to the Commission on**
10 **Streamlining Government.**

11 **(3) Annually, beginning on March 1, 2012, the division shall issue a**
12 **report to the Joint Legislative Committee on the Budget detailing the status of**
13 **the development and implementation of the long term plan until such time as**
14 **the centers are fully operational. The update shall indicate progress in the**
15 **establishment of the centers and the services provided as well as obstacles to**
16 **further development and implementation of a consolidated state service delivery**
17 **system. The updates shall also include overall quality of service measurements**
18 **as provided by the agencies through the Louisiana Governmental Performance**
19 **and Accountability System (LaPAS) and any efficiencies and cost savings which**
20 **may be realized.**

21 **D. After approval of the long term plan by the Joint Legislative**
22 **Committee on the Budget, the commissioner of administration shall not approve**
23 **a new lease or the renewal of any lease or approve a purchase for agency**
24 **housing space that is in conflict with the long term plan without approval of the**
25 **Joint Legislative Committee on the Budget. For state-owned property used for**
26 **the delivery of state services that is not designated as a center, the commissioner**
27 **may require that such property be sold once services are transferred to the**
28 **center.**

29 **E. The commissioner is authorized to adopt all necessary standards and**

1

guidelines to implement the provisions of this Section.

The original instrument was prepared by Dawn Romero Watson. The following digest, which does not constitute a part of the legislative instrument, was prepared by Michelle Broussard-Johnson.

DIGEST

Donahue (SB 404)

Proposed law provides that the division of administration shall develop a long term plan for the creation of regional governmental service centers as a "one-stop shop" for state services. The plan shall:

- (1) Establish regional boundaries.
- (2) Identify state services which shall be delivered through the centers.
- (3) Require that each agency that administers such services organize itself structurally for the delivery of services along such uniform regional boundaries and incorporate the structure and delivery into its strategic plans.
- (4) Establish the appropriate number of governmental service centers to be located in each region, depending on regional population, infrastructure, and use demands.
- (5) Determine the most cost effective and operationally effective means to develop the regional governmental service centers.
- (6) Provide a long term plan and strategy to implement consolidated services to be delivered in the regional governmental service center.
- (7) Provide a process for addressing surplus property and the reduction in personnel as services are consolidated into the centers.

Proposed law provides the division of administration shall conduct a public hearing to receive input from local residents in each proposed region.

Proposed law provides that on or before March 15, 2011, the division shall submit a report detailing the status of the long term plan or its development to the Joint Legislative Committee on the Budget for approval.

Proposed law provides that a copy of the report shall also be submitted to the Commission on Streamlining Government.

Proposed law provides that annually, beginning on March 1, 2012, the division shall issue a report to the Joint Legislative Committee on the Budget detailing the status of the development and implementation of the long term plan until such time as the centers are fully operational. Provides that the update shall indicate progress in the establishment of the centers and the services provided as well as obstacles to further development and implementation of a consolidated state service delivery system. Provides that the updates shall also include overall quality of service measurements as provided by the agencies through the Louisiana Governmental Performance and Accountability System and any efficiencies and cost savings which may be realized.

Proposed law provides that after approval of the long term plan by the Joint Legislative Committee on the Budget, the commissioner of administration shall not approve a new lease or the renewal of any lease or approve a purchase for agency housing space that is in conflict with the comprehensive plan without approval of the Joint Legislative Committee on the

Budget. Provides that for state-owned property used for the delivery of state services that is not designated as a center, the commissioner may require that such property be sold once services are transferred to the center.

Proposed law authorizes the commissioner to adopt all necessary standards and guidelines to implement the provisions of proposed law.

Effective August 15, 2010.

(Adds R.S. 39:248)

Summary of Amendments Adopted by Senate

Committee Amendments Proposed by Senate Committee on Finance to the original bill.

1. Changes the document that the Division of Administration will be producing from a "comprehensive" plan to a "long term" plan.
2. Deletes the language describing legislative intent.
3. Provides criteria regarding cost evaluations/analysis and authorizes property management contracts for facility locations of each center.
4. Requires the Division of Administration to have public hearings in each of the proposed regions.
5. Moves the deadline dates for submitting the plan from February to March and provides that if the plan is not finalized by the deadline, the Division of Administration shall report on the progress of the plan development.

Senate Floor Amendments to reengrossed bill.

1. Technical amendment made with clarifying language.