

Regular Session, 2012

HOUSE BILL NO. 1069

BY REPRESENTATIVE TIM BURNS

STATE AGENCIES: Requires state departments and agencies that provide services via a website to provide for a customer satisfaction survey, user comments, and agency responses on the website

1 AN ACT

2 To enact Chapter 21 of Title 49 of the Louisiana Revised Statutes of 1950, to be comprised
3 of R.S. 49:1311 through 1315, relative to state departments, offices, and agencies
4 that provide services by means of a website; to require that such departments,
5 offices, and agencies include a customer satisfaction survey on the website and
6 provide for website users to submit comments and for the department, office, or
7 agency to respond on the website; to require certain contact information on such
8 websites; to provide for implementation and oversight; and to provide for related
9 matters.

10 Be it enacted by the Legislature of Louisiana:

11 Section 1. Chapter 21 of Title 49 of the Louisiana Revised Statutes of 1950,
12 comprised of R.S. 49:1311 through 1315, is hereby enacted to read as follows:

13 CHAPTER 21. STATE DEPARTMENT , OFFICE, AND AGENCY WEBSITES

14 §1311. Applicability

15 A. Each state agency that provides services to the public by means of a
16 website that enables a website user to submit information, questions, or comments
17 by means of the website to the state agency shall comply with the provisions of this
18 Chapter.

1 B. For purposes of this Chapter:

2 (1) "Provides services" means issues or provides credentials, licenses,
3 insignia, forms to be completed and submitted to the agency, or other items or
4 products otherwise provided to agency clients in the course of agency business;
5 receives applications, filings, or submissions; or receives and responds to questions
6 submitted by individuals to the agency.

7 (2) "State agency" means each department in the executive branch of state
8 government, each office in a department in the executive branch of state government,
9 and each agency in the executive branch of state government, including those in
10 executive branch departments and those in the office of the governor and the office
11 of the lieutenant governor.

12 §1312. State agency websites used for agency services; requirements

13 Each state agency to which this Chapter is applicable as provided in R.S.
14 49:1311 shall provide the following on the website through which it provides
15 services:

16 (1) A customer satisfaction survey by which a website user may submit to
17 the state agency and post on the website a rating of the service the website user
18 received from the state agency and comments on such service.

19 (2) The ability for the state agency to submit and post on the website
20 responses to comments on the service received submitted by website users.

21 (3) Contact information, including the name of one or more persons at the
22 respective state agency; a mailing address; an e-mail address; a website address; and
23 a phone number.

24 §1313. Implementation; rules and regulations

25 The commissioner of administration shall take appropriate action to provide
26 for implementation of this Chapter and may adopt rules and regulations in
27 accordance with the Administrative Procedure Act necessary for such
28 implementation.

1 §1314. Legislative auditor; compliance

2 The legislative auditor shall work with the commissioner of administration
3 to ensure that each state agency complies with the provisions of this Chapter.

4 §1315. Implementation

5 For any service that is being offered via an agency website prior to January
6 1, 2013, the requirements of this Chapter become applicable on January 1, 2013. For
7 an agency website that becomes operational and for a service that is added to an
8 agency website on or after January 1, 2013, the requirements of this Chapter become
9 applicable at the time a service is offered via the website.

DIGEST

The digest printed below was prepared by House Legislative Services. It constitutes no part of the legislative instrument. The keyword, one-liner, abstract, and digest do not constitute part of the law or proof or indicia of legislative intent. [R.S. 1:13(B) and 24:177(E)]

Tim Burns

HB No. 1069

Abstract: Requires each state department, office, and agency that provides services to the public through a website that enables a website user to submit information, questions, or comments to provide on the website: a customer service survey for users to submit and post on the website a rating of the service received and comments on such service; the ability for the department, office, or agency to submit and post responses to such comments; and contact information.

Proposed law requires each state agency that provides services to the public through a website that enables a website user to submit information, questions, or comments to the agency via the website to provide for certain content on the website as follows:

- (1) Provides that "state agency" includes each department, office, or agency in the executive branch of state government. Provides that "provides services" means issues or provides credentials, licenses, insignia, forms to be completed and submitted to the agency, or other items or products otherwise provided to agency clients in the course of agency business; or receives applications, filings, or submissions; or receives and responds to questions submitted by individuals to the agency.
- (2) Requires each state agency to which proposed law is applicable as provided above to provide the following on the website through which it provides services by not later than Jan. 1, 2013:
 - (a) A customer satisfaction survey by which a website user may submit to the agency and post on the website a rating of and comments on the service the website user received from the agency.
 - (b) The ability for the agency to submit and post on the website responses to comments on the service received submitted by website users.

- (c) Contact information, including the name of one or more agency contacts; a mailing address; an e-mail address; a website address; and a phone number.
- (3) Requires the commissioner of administration to take appropriate action to provide for implementation of proposed law and authorizes him to adopt rules and regulations in accordance with the Administrative Procedure Act necessary therefor.
- (4) Requires the legislative auditor to work with the commissioner of administration to ensure that each state agency complies with proposed law.
- (5) Requires implementation by Jan. 1, 2013, if the website is in operation and the service offered on Jan. 1, 2013. Otherwise requires implementation at the time the service is offered via a website.

(Adds R.S. 49:1311-1315)