

LEGISLATIVE FISCAL OFFICE
Fiscal Note



Fiscal Note On: **HB 1069** HLS 12RS 2013
 Bill Text Version: **ORIGINAL**
 Opp. Chamb. Action:
 Proposed Amd.:
 Sub. Bill For.:

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Dept./Agy.:	Analyst: Travis McIlwain
Subject: Customer satisfaction survey	

STATE AGENCIES OR INCREASE GF EX See Note Page 1 of 1

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

Proposed legislation requires each state department 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 the service. Proposed legislation requires the commissioner of administration to take appropriate action to provide for implementation. Proposed legislation requires implementation by January 1, 2013 if the service is currently being offered on the web. Requires implementation at the time the service is offered via a website.

EXPENDITURES	2012-13	2013-14	2014-15	2015-16	2016-17	5 -YEAR TOTAL
State Gen. Fd.	INCREASE	INCREASE	INCREASE	INCREASE	INCREASE	
Agy. Self-Gen.	\$0	\$0	\$0	\$0	\$0	\$0
Ded./Other	\$0	\$0	\$0	\$0	\$0	\$0
Federal Funds	\$0	\$0	\$0	\$0	\$0	\$0
Local Funds	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>
Annual Total						
REVENUES	2012-13	2013-14	2014-15	2015-16	2016-17	5 -YEAR TOTAL
State Gen. Fd.	\$0	\$0	\$0	\$0	\$0	\$0
Agy. Self-Gen.	\$0	\$0	\$0	\$0	\$0	\$0
Ded./Other	\$0	\$0	\$0	\$0	\$0	\$0
Federal Funds	\$0	\$0	\$0	\$0	\$0	\$0
Local Funds	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>
Annual Total	\$0	\$0	\$0	\$0	\$0	\$0

EXPENDITURE EXPLANATION

The proposed legislation is anticipated to have an indeterminable increase in governmental expenditures. According to the Office of Information Technology (OIT), requiring governmental service users the ability to post comments online would require development specific to the individual website platforms by the governmental department and agency. Such development costs would vary by department/agency due to traffic volume of the application within that state application.

To the extent that each department's costs are similar to the projected cost of the DOA to provide customer feedback on services offered online, the total expenditures of the proposed bill may be approximately \$345,000 statewide. The DOA projects such a requirement would cost approximately \$15,000 to implement on the DOA website, which is based upon a cost estimate of \$300 per electronic survey installation for 50 website instances (\$300 per electronic survey x 50 website instances x 23 state departments = \$345,000). The estimated \$345,000 is an illustration as the specific costs to state agencies as a result of this measure are indeterminable. Other large high volume departments, such as DHH and DCFS, may have a greater costs than what the DOA anticipates its costs to be.

There are numerous boards and commissions under the purview of the Executive Department - Office of the Governor. Thus, the proposed legislation would also require these electronic surveys be available on various state boards and commissions' websites as these boards likely issue licenses and certifications via their website. To the extent these boards and commissions offer services through its website, there will likely be an indeterminable increase in costs in order to comply with the proposed legislation.

In addition, due to the unknown complexity and the unknown numbers of customer surveys completed, some state agencies may be required to adjust its staffing resources either through new hires or reassigning existing duties in order to maintain and report on these survey records. To the extent an agency does not have very many survey records, these additional costs can be absorbed. However, the larger state agencies with numerous survey entries may require additional personnel.

For simplicity, the state general fund is indicated as the only means of financing impacted in the expenditure box above. However, all means of financing may be impacted by the proposed legislation.

REVENUE EXPLANATION

There is no anticipated direct material effect on governmental revenues as a result of this measure.

<u>Senate</u>	<u>Dual Referral Rules</u>	<u>House</u>	
<input checked="" type="checkbox"/> 13.5.1 >= \$100,000 Annual Fiscal Cost {S&H}	<input type="checkbox"/> 6.8(F)1 >= \$500,000 Annual Fiscal Cost {S}		<i>Evan Brasseaux</i>
<input type="checkbox"/> 13.5.2 >= \$500,000 Annual Tax or Fee Change {S&H}	<input type="checkbox"/> 6.8(G) >= \$500,000 Tax or Fee Increase or a Net Fee Decrease {S}		Evan Brasseaux Staff Director