

**LEGISLATIVE FISCAL OFFICE**  
**Fiscal Note**



Fiscal Note On: **HB 1069** HLS 12RS 2013

Bill Text Version: **ORIGINAL**

Opp. Chamb. Action:

Proposed Amd.: **w/ PROP HSE COMM AMD**

Sub. Bill For.:

|  |         |                                 |
|--|---------|---------------------------------|
| <b>Date:</b> May 11, 2012                    | 8:22 AM | <b>Author:</b> BURNS, TIM       |
| <b>Dept./Agy.:</b>                           |         | <b>Analyst:</b> Travis McIlwain |
| <b>Subject:</b> 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 that certain state departments that provide 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.

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

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

**EXPENDITURE EXPLANATION**

The proposed legislation may result in an indeterminable increase in governmental expenditures. Requiring governmental service users the ability to post comments online (blog-style) would likely result in smaller agencies being required to utilize a professional services contractor, while the larger state agencies would likely be able to absorb the development costs. These potential costs depend upon the in-house IT resources in the agency. According to the Office of Information Technology (OIT), programming time for a comment section could be approximately 4 hours per agency.

For simplicity, 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.

**NOTE:** The departments impacted include: Agriculture & Forestry, Children & Family Services, Environmental Quality, Transportation & Development, Health & Hospitals, Vital Records, Workforce Commission, Motor Vehicles, State Police, Secretary of State, Revenue, Wildlife & Fisheries, State Retirement Systems, Office of Group Benefits (DOA), Elderly Affairs, Community Development (DOA), Student Financial Assistance, Financial Institutions, Board of Ethics.

**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>   | <i>Evan Brasseaux</i>                    |
| <input 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}                       |  |
| <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} | <b>Evan Brasseaux<br/>Staff Director</b> |