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2 Councilmember Mary M. Cheh


Councilmember Trayon White, Sr.

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6 Councilmember Anita Bonds


Councilmember Kenyan R. McDuffie

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15 A BILL
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18 IN THE COUNCIL OF THE DISTRICT OF COLUMBIA
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21 To require the Mayor to conduct surveys for all District of Columbia human services at least
22 annually.
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24 BE IT ENACTED BY THE COUNCIL OF THE DISTRICT OF COLUMBIA, That this
25 act may be cited as the “Ensuring the Public Trust in Human Services Through Customer
26 Satisfaction Survey Act of 2020”.

27 Sec. 2. (a) The Mayor shall ensure recipients of services for the District of Columbia
28 Department of Human Services are surveyed at least annually.

29 (b) The survey shall includes but not limited to:

30 (1) Effectiveness and efficiency of service provided;

31 (2) Employee courtesy, friendliness, effectiveness, efficiency, and
32 knowledgeability;

33 (3) complaint handling process, including whether it is easy to file a
34 complaint and whether responses are timely;

(4) Efficiency of communications with recipient ay include: website,
telephone, written, or other forms of communication and

(5) office hours and location of services.

(e) The Mayor shall report annually 30 days prior to the agency's oversight hearing the
results of the survey to the District of Columbia Council.

Sec. 3. Fiscal impact statement.

The Council adopts the fiscal impact statement in the committee report as the fiscal
impact statement required by section 4a of the General Legislative Procedures Act of 1975,
approved October 16, 2006 (120 Stat. 2038; D.C. Official Code. § 1-301.47a).

Sec. 4. Effective date.

This act shall take effect following approval by the Mayor (or in the event of veto by the
Mayor, action by the Council to override the veto), a 30-day period of congressional review as
provided in section 602(c)(1) of the District of Columbia Home Rule Act, approved December
24, 1973 (87 Stat. 813; D.C. Official Code § 1-206.2(c)(1)); and publication in the District of
Columbia.