

Senate Bill 381

By: Senators Harbin of the 16th, Robertson of the 29th, Strickland of the 17th, Still of the 48th, Anavitarte of the 31st and others

A BILL TO BE ENTITLED  
AN ACT

1 To amend Chapter 1 of Title 50 of the Official Code of Georgia Annotated, relating to  
2 general provisions regarding state government, so as to provide that certain state offices  
3 provide callers with the opportunity to complete an automated satisfaction survey; to provide  
4 for the contents of such survey; to provide for certain reports and information; to provide for  
5 related matters; to provide a short title; to repeal conflicting laws; and for other purposes.

6 BE IT ENACTED BY THE GENERAL ASSEMBLY OF GEORGIA:

7 style="text-align:center">**SECTION 1.**

8 This Act shall be known and may be cited as the "Assuring Quality in Government Act."

9 style="text-align:center">**SECTION 2.**

10 Chapter 1 of Title 50 of the Official Code of Georgia Annotated, relating to general  
11 provisions regarding state government, is amended by adding a new Code section to read as  
12 follows:

13 "50-1-12.

14 (a) Each office of each executive branch department or agency, the head of which is  
15 appointed by the Governor, and each office of the Secretary of State, the Commissioner of  
16 Labor, and the Commissioner of Insurance, upon the conclusion of a telephone call which

17 was received by such office, shall offer the individual calling such office the opportunity  
18 to complete an automated satisfaction survey by providing verbal or touch tone responses.  
19 Such survey shall consist of four questions in substantially the following form:  
20 (1) 'Was the person with whom you spoke courteous?';  
21 (2) 'Did the person with whom you spoke resolve the issue that was the subject of your  
22 call?';  
23 (3) 'If you were an employer in the private sector, would you hire the person with whom  
24 you spoke to work for you?'; and  
25 (4) 'Approximately how long did you have to wait on the phone to talk to a person?'.  
26 (b) Each such executive branch department or agency, the Secretary of State, the  
27 Commissioner of Labor, and the Commissioner of Insurance shall make the results of such  
28 satisfaction surveys available on its public website. In addition, each such executive  
29 branch department or agency, the Secretary of State, the Commissioner of Labor, and the  
30 Commissioner of Insurance shall provide an annual report of the results of such satisfaction  
31 surveys to the House Committee on Governmental Affairs and the Senate Government  
32 Oversight Committee at the beginning of each legislative session."

33 **SECTION 3.**

34 All laws and parts of laws in conflict with this Act are repealed.