

The Senate Committee on Government Oversight offered the following substitute to SB 381:

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 **SECTION 1.**

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

9 **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 office shall maintain a record of how many persons discontinued their calls
27 prior to speaking with a representative of the office.

28 (c) Each such executive branch department or agency, the Secretary of State, the
29 Commissioner of Labor, and the Commissioner of Insurance shall make the results of such
30 satisfaction surveys available on its public website. In addition, each such executive
31 branch department or agency, the Secretary of State, the Commissioner of Labor, and the
32 Commissioner of Insurance shall provide an annual report of the results of such satisfaction
33 surveys to the House Committee on Governmental Affairs and the Senate Government
34 Oversight Committee at the beginning of each legislative session."

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SECTION 3.

36 All laws and parts of laws in conflict with this Act are repealed.