

1 **SENATE FLOOR VERSION**

2 March 28, 2024

3 ENGROSSED HOUSE
4 BILL NO. 3167

By: Kerbs of the House

and

Hall of the Senate

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8 An Act relating to state government; creating the
9 Accessibility of Government Services Task Force;
10 providing for membership of task force; requiring
11 appointment to be made by date certain; providing for
12 quorum; providing for study of task force; requiring
state agencies to make records available; requiring
report on findings; providing for administrative
support; providing for codification; and declaring an
emergency.

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14 BE IT ENACTED BY THE PEOPLE OF THE STATE OF OKLAHOMA:

15 SECTION 1. NEW LAW A new section of law to be codified
16 in the Oklahoma Statutes as Section 13001 of Title 74, unless there
17 is created a duplication in numbering, reads as follows:

18 A. There is hereby created the Accessibility of Government
19 Services Task Force. The Task Force shall be composed of the
20 following eleven (11) members:

21 1. The Executive Director of Service Oklahoma or designee, who
22 shall serve as the chair of the Task Force;

23 2. The Cabinet Secretary of Licensing and Regulation or
24 designee;

1 3. The Oklahoma Secretary of State or designee;

2 4. The President Pro Tempore of the Oklahoma State Senate shall
3 appoint:

4 a. a current member of the Oklahoma State Senate, and

5 b. one member who is a director of an Oklahoma state
6 agency who offers government services directly to
7 Oklahomans;

8 5. The Speaker of the Oklahoma House of Representatives shall
9 appoint:

10 a. a current member of the Oklahoma House of
11 Representatives, and

12 b. one member who is a director of an Oklahoma state
13 agency who offers government services directly to
14 Oklahomans;

15 6. The Governor shall appoint:

16 a. one member who currently holds a license issued by a
17 licensing board of this state that licenses health
18 care providers or behavioral health providers, and

19 b. one member who currently holds a professional
20 occupational license issued by a licensing board of
21 this state;

22 7. One member who is a licensed operator, selected by the
23 Licensed Operator Advisory Committee, who is a current licensed
24 operator in good standing with the Service Oklahoma Operator Board

1 and is from a county with a population under one hundred thousand
2 (100,000) according to the latest Federal Decennial Census; and

3 8. One member who is a licensed operator, selected by the
4 Licensed Operator Advisory Committee, who is a current licensed
5 operator in good standing with the Service Oklahoma Operator Board
6 and is from a county with a population over one hundred thousand
7 (100,000) according to the latest Federal Decennial Census.

8 B. Appointments to the Task Force shall be made by September 1,
9 2024. Vacancies in any position shall be filled in the same manner
10 as the original appointment.

11 C. A majority of the members shall constitute a quorum for the
12 purpose of conducting the business of the Task Force. The Task
13 Force shall meet quarterly and at such other times as may be called
14 by the chair.

15 D. Members of the Task Force shall serve without compensation
16 but shall be reimbursed for expenses incurred in the performance of
17 their duties in accordance with the provisions of the State Travel
18 Reimbursement Act.

19 E. The Task Force shall:

20 1. Study, evaluate, and make recommendations regarding
21 strategies to enhance and/or improve the accessibility of government
22 services offered by Oklahoma state agencies;

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1 2. Study, evaluate, and make recommendations regarding
2 strategies to improve the customer experience and customer service
3 offered by Oklahoma state agencies; and

4 3. Study, evaluate, and make recommendations regarding the
5 additional services to be offered by Service Oklahoma in conjunction
6 with the respective Oklahoma state agency.

7 F. State agencies and boards, including, but not limited to,
8 Service Oklahoma, licensing boards of this state that license health
9 care providers or behavioral health providers, professional
10 licensing boards of this state, the Oklahoma Medical Marijuana
11 Authority, and the Vital Records office of the State Department of
12 Health, shall make all information and records available to the Task
13 Force as the Task Force may require. Additionally, state agencies
14 and boards shall also make their employees available to the Task
15 Force for the Task Force to interview and gather information.

16 G. On or before December 1, 2024, the Task Force shall prepare
17 a report of its findings and recommendations to be submitted to the
18 Governor, the Speaker of the Oklahoma House of Representatives, the
19 President Pro Tempore of the Oklahoma State Senate, and the minority
20 leaders of both the Oklahoma House of Representatives and the
21 Oklahoma State Senate.

22 H. Administrative support for the task force including, but not
23 limited to, personnel necessary to ensure the proper performance of
24 the duties and responsibilities of the task force shall be provided

1 by Service Oklahoma to be supplemented, if necessary, by the state
2 agencies involved in the task force, and the staff of the Oklahoma
3 House of Representatives and the Oklahoma State Senate. All
4 participating state agencies shall provide for any administrative
5 support requested by the task force.

6 SECTION 2. It being immediately necessary for the preservation
7 of the public peace, health or safety, an emergency is hereby
8 declared to exist, by reason whereof this act shall take effect and
9 be in full force from and after its passage and approval.

10 COMMITTEE REPORT BY: COMMITTEE ON GENERAL GOVERNMENT
11 March 28, 2024 - DO PASS
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