



Performance Note
HB0350 - Citizens' Customer
Satisfaction Program
Sponsor: Rep. Eliason, Steve



Performance Note Report

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Agency: Department of Alcoholic Beverage Control

Funding For:

New Services or Benefit

Public Benefit:

Purpose: Improve customer service.

Services: Secret shopper services

Expected Outcome: The expected outcomes: customer services in the state liquor stores would be improved and customer satisfaction would be increased.

Implementations and Resources: The program will be ran by a nonpublic entity.

How: The contracted entity will conduct in-person, by telephone, or through electronic communication.

Performance Measures

Goal

Title: Customer Satisfaction Program

Description: To improve customer satisfaction.

Collection Method: The contracted entity

	2016	2017	2018
None	0.00	0.00	0.00
0	0.00	0.00	0.00

Goal

Title: Customer Satisfaction Program

Description: To improve customer satisfaction.

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	2016	2017	2018
n/a	0.00	0.00	0.00
0	0.00	0.00	0.00

By rule, performance notes are provided by the governmental entity that will supervise the new agency or administer the new program. Performance notes are not written by the Office of the Legislative Fiscal Analyst.