

462 ~~[67-3-6].~~ **67-3-107. Seal.**

463 The state auditor shall adopt a seal and shall file a description and an impression thereof
464 with the Division of Archives and Records Service.

465 Section 9. Section **67-3-108**, which is renumbered from Section 67-3-8 is renumbered
466 and amended to read:

467 ~~[67-3-8].~~ **67-3-108. Preparation and distribution of budget forms.**

468 The state auditor shall formulate and print budget forms for all cities, all counties, and
469 all school districts. These budget forms shall be distributed at cost to each city, county, and
470 school district.

471 Section 10. Section **67-3-201** is enacted to read:

472 **Part 2. Citizens' Customer Satisfaction Program**

473 **67-3-201. Title.**

474 This part is known as the "Citizens' Customer Satisfaction Program."

475 Section 11. Section **67-3-202** is enacted to read:

476 **67-3-202. Definitions.**

477 As used in this part:

478 (1) "Covertly observe" means an act taken by the program to directly observe and
479 evaluate the customer service offered by a public service entity without the knowledge of the
480 public service entity.

481 ~~Ĥ→ [(2)(a) "Government entity" means a department, agency, division, office, authority,~~
482 ~~library, unit, bureau, program, or other unit of the state.~~

483 ~~—— (b) "Government entity" includes the judicial branch of the state.~~

484 ~~—— (c) "Government entity" does not include a political subdivision or an entity of a~~
485 ~~political subdivision of the state, a state institution of higher education, a school district, a~~
486 ~~public school, or an independent corporation as defined in Section 63E-1-102.~~

487 ~~—— (3) "Office," except as used in Subsection (2)(a);~~ (2) "Office" ~~←Ĥ~~ means the Office of the
487a Utah State
488 Auditor.

489 ~~Ĥ→ [(4) "Program," except as used in Subsection (2)(a);~~ (3) "Program" ~~←Ĥ~~ means the
489a Citizens' Customer
490 Satisfaction Program created in Section 67-3-203.

491 ~~Ĥ→ [(5)]~~ (4) ~~←Ĥ~~ "Public service entity" means ~~Ĥ→ [a government entity;~~

492 ~~—— (a) that receives public funds;~~ ☺

493 ~~(b) that expends funds described in Subsection (5)(a); and~~
 494 ~~(c) with which an individual citizen may initiate contact to receive, for the individual~~
 495 ~~or the individual's immediate family, a statutorily authorized benefit or service.] the Department of~~
 495a ~~Alcoholic Beverage Control, created in Section 32B-2-203, or the Motor Vehicle Division,~~
 495b ~~created in Section 41-1a-106.~~

496 ~~[(6)] (5) ←H "Interaction" means an individual act under the program to covertly observe a~~
 497 ~~public service entity in a manner authorized by this part.~~

498 Section 12. Section **67-3-203** is enacted to read:

499 **67-3-203. Creation -- Structure -- Authority.**

500 (1) There is created the "Citizens' Customer Satisfaction Program" within the Office of
 501 the Utah State Auditor.

502 (2) The state auditor may procure the services of a nonpublic entity in accordance with
 503 Title 63G, Chapter 6a, Utah Procurement Code, to administer the program.

504 Section 13. Section **67-3-204** is enacted to read:

505 **67-3-204. Program duties and responsibilities -- Data collection.**

506 (1) In implementing the program, the state auditor shall administer a covert interaction
 507 program to:

508 (a) assess the quality of a public service entity's customer service through covert
 509 observation; and

510 (b) identify any public service entity practices that are not in compliance with state law,
 511 rule, or policy, or generally accepted customer service practices.

512 ~~H→ [(2) Before July 1 of each year, the state auditor shall:~~

513 ~~(a) create a list of all public service entities in the state; and~~

514 ~~(b) from the list created under Subsection (2)(a), choose the public service entities that~~
 515 ~~the auditor believes would benefit most from the program's assessment.~~

516 ~~(3)] (2) ←H (a) Before January 1 of each year, the state auditor shall consult with the head of~~
 517 ~~each public service entity H→ [chosen under Subsection (2)(b)] ←H to:~~

518 (i) identify the services provided by the public service entity that are subject to the
 519 program's assessment;

520 (ii) obtain performance measures for the services described in Subsection

520a ~~H→ [(3)] (2) ←H (a)(i) that~~

521 the program will measure, including a scoring system by which the state auditor will rate the
 522 public service entity's customer service; and

523 (iii) obtain, from the head of the public service entity, goals for the public service

524 entity's customer service, using the performance measures obtained under Subsection
524a Ĥ→ [(3)] (2) ←Ĥ (a)(ii).

525 (b) If the state auditor cannot obtain performance measures or goals from the head of a
526 public service entity under Subsection Ĥ→ [(3)] (2) ←Ĥ (a), the state auditor shall notify the
526a legislative
527 committee that has oversight over the public service entity.

528 (c) In addition to the performance measures obtained under Subsection
528a Ĥ→ [(3)] (2) ←Ĥ (a)(ii) for
529 each public service entity, the state auditor shall establish a scoring system by which the state
530 auditor shall rate the customer service of all public service entities Ĥ→ [chosen under Subsection
531 (2)(b)] ←Ĥ .

532 Ĥ→ [(4)] (3) ←Ĥ For each calendar year, the state auditor shall, for each public service entity
532a Ĥ→ [chosen
533 under Subsection (2)(b) in the previous year] ←Ĥ :

534 (a) create a plan, based upon the performance measures obtained in Subsection
534a Ĥ→ [(3)] (2) ←Ĥ , to
535 covertly observe and evaluate the public service entity's performance;

536 (b) collect detailed data on each interaction conducted under the program, including the
537 name of each of the public service entity's employees who were contacted during the
538 interaction; and

539 (c) score the public service entity according to the scoring system for each performance
540 measure established under Subsection Ĥ→ [(3)] (2) ←Ĥ .

541 Ĥ→ [(5)] (4) ←Ĥ (a) To complete the duties described in this section, an individual
541a engaging in an
542 interaction may covertly observe the customer service offered by a public service entity:

543 (i) in person;
544 (ii) by telephone; or
545 (iii) through electronic communication.

546 (b) The state auditor may covertly record an interaction.

547 (c) The state auditor may not covertly observe or record a direct interaction between a
548 public service entity and another person unless that person is associated with the program or
549 the Office of the Utah State Auditor.

550 Ĥ→ [(6)] (5) ←Ĥ The state auditor may pay a stipend to a person that:
551 (a) performs an interaction for the program; and
552 (b) is not otherwise associated with the program.

553 Section 14. Section **67-3-205** is enacted to read:
554 **67-3-205. Reporting and tracking results -- Online database.**

555 (1) The state auditor shall, for each public service entity the program interacts with
556 under Subsection ~~H→ [67-3-103(4)] 67-3-204(3) ←H~~ , prepare a detailed report each month
556a that contains:

557 (a) the name of the public service entity;
558 (b) the performance measures and goals obtained under Subsection 67-3-204
558a ~~H→ [(3)] (2) ←H~~ for the
559 public service entity;

560 (c) a summary of the plan created under Subsection 67-3-204 ~~H→ [(4)] (3) ←H~~ (a)
560a for the entity;

561 (d) a description of the program's efforts to execute the plan described in Subsection
562 67-3-204 ~~H→ [(4)] (3) ←H~~ (a);

563 (e) a compilation, analysis, and interpretation of the data collected under Subsection
564 67-3-204 ~~H→ [(4)] (3) ←H~~ (c) and the scores recorded under Subsection 67-3-204
564a ~~H→ [(4)] (3) ←H~~ (d);

565 (f) an assessment of how the public service entity's performance relates to the
566 performance measures and goals obtained under Subsection 67-3-204 ~~H→ [(3)] (2) ←H~~
566a for the entity;

567 (g) a description of each interaction, including:

568 (i) the name of each of the entity's employees who were contacted during the
569 interaction; and

570 (ii) the scores recorded under Subsection 67-3-204 ~~H→ [(4)] (3) ←H~~ (d) for the interaction;

571 (h) an explanation of any observed patterns of the ~~H→ public service ←H~~ entity's practices
571a that do not appear
572 to be in compliance with state law, rule, or policy or with generally accepted customer service
573 practices; and

574 (i) any recommended changes needed to bring the entity into compliance with state
575 law, rule, or policy or with generally accepted customer service practices.

576 (2) The state auditor shall, within 30 days after the day on which the state auditor
577 prepares a report described in Subsection (1), send the report to the head of the public service
578 entity that is the subject of the report.

579 (3) (a) The state auditor shall create a repository to store and track the information
580 collected under the program.

581 (b) The repository described in Subsection (3)(a) shall:

582 (i) be accessible to the public through the state auditor's website;
583 (ii) for each public service entity with which the program has had an interaction,
584 display a running total of the average monthly, average annual, and average all-time
585 performance measure scores for the public service entity; and

586 (iii) contain each report prepared by the state auditor under Subsection (1) with private,
 587 protected, or controlled information, as defined in Title 63G, Chapter 2, Government Records
 588 Access and Management Act, redacted from the report.

589 Section 15. Section **67-3-206** is enacted to read:

590 **67-3-206. Public service entity responsibilities -- Incentives.**

591 (1) Upon receipt of a report under Subsection 67-3-205(2), the head of the public
 592 service entity shall:

593 (a) identify each employee described in Subsection ~~H→ [67-3-206]~~ 67-3-205 ←H (1)(g)(i);
 593a and

594 (b) place a copy of the portions of the report that pertain to the employee in the
 595 employee's personnel file.

596 (2) (a) The head of a public service entity ~~H→ [chosen under Subsection 67-3-204(2)(b)] ←H~~
 596a may

597 establish a pecuniary incentive to award to an employee of the entity:

598 (i) who has an interaction under the program; and

599 (ii) whose performance, as measured under the program, meets or exceeds the goals
 600 obtained under Subsection 67-3-204 ~~H→ [(3)] (2) ←H (a)(iii)~~ for the entity.

601 (b) The head of a public service entity that establishes a pecuniary incentive under
 602 Subsection (2)(a) shall distribute, in writing, to each employee eligible to receive the incentive:

603 (i) a description of the incentive; and

604 (ii) a description of requirements that an employee shall meet to receive the incentive.

605 (c) When the head of a public service entity awards a pecuniary incentive to an
 606 employee, the head of the entity shall distribute, in writing, to each of the entity's employees
 607 who is eligible for the incentive:

608 (i) the name of each employee who was awarded the incentive;

609 (ii) a description of how the employee described in Subsection (2)(c)(i) met the
 610 requirements established under Subsection (2)(b)(ii); and

611 (iii) a description of the incentive the individual was awarded.

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