

**CITIZEN FEEDBACK PROGRAM**

2020 GENERAL SESSION

STATE OF UTAH

**Chief Sponsor: Derrin R. Owens**

Senate Sponsor: Curtis S. Bramble

Cosponsor:

Cheryl K. Acton

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**LONG TITLE**

**General Description:**

This bill enacts the Citizen Feedback Program.

**Highlighted Provisions:**

This bill:

- ▶ allows each executive branch agency to gather feedback from members of the public to assess the quality of service the agency provides and identify areas for improvement;
- ▶ addresses the permissible methods for gathering the public feedback; and
- ▶ provides for annual reporting of any public feedback.

**Money Appropriated in this Bill:**

None

**Other Special Clauses:**

None

**Utah Code Sections Affected:**

ENACTS:

**63G-24-101**, Utah Code Annotated 1953

**63G-24-201**, Utah Code Annotated 1953

**63G-24-202**, Utah Code Annotated 1953

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29 *Be it enacted by the Legislature of the state of Utah:*

30 Section 1. Section **63G-24-101** is enacted to read:

31 **CHAPTER 24. STATE AGENCY QUALITY SERVICE ACT**

32 **Part 1. General Provisions**

33 **63G-24-101. Definitions.**

34 As used in this chapter, "state agency" means an executive branch:

35 (1) department;

36 (2) division; or

37 (3) office.

38 Section 2. Section **63G-24-201** is enacted to read:

39 **Part 2. Citizen Feedback Program**

40 **63G-24-201. Option to gather feedback.**

41 (1) A state agency may gather feedback from members of the public whom the state  
42 agency serves to allow the state agency to assess the quality of service the state agency provides  
43 and identify areas for improvement.

44 (2) A state agency that chooses to gather the feedback described in Subsection (1)  
45 shall:

46 (a) request members of the public evaluate the quality of the following, as applicable:

47 (i) programs and services;

48 (ii) facilities, including access, location, signs, and cleanliness;

49 (iii) staff, including staff courtesy, friendliness, and knowledge;

50 (iv) communications, including toll-free telephone access, ability to speak to a live  
51 person, and the efficacy of any communications by mail, electronic mail, text message, or  
52 mobile application;

53 (v) website, including the ease of access to and use of the website, mobile access to the  
54 website, and information accessible through the website;

55 (vi) complaint handling, including the ease of filing a complaint and the timeliness of a  
56 response;

57 (vii) timeliness, including wait times for service in person, by phone, by mail, or  
58 through a website; and

59 (viii) brochures or other printed information, including the accuracy of the information;  
60 and

61 (b) use one or more of the following methods to gather the feedback:

62 (i) a survey;

63 (ii) a mobile application;

64 (iii) a web application; or

65 (iv) another method the state agency determines appropriate.

66 Section 3. Section **63G-24-202** is enacted to read:

67 **63G-24-202. Citizen feedback annual report.**

68 (1) The Governor's Office of Management and Budget shall prepare an annual report  
69 that contains a summary of any feedback that state agencies gathered in accordance with  
70 Section [63G-24-201](#) during the preceding calendar year.

71 (2) On or before July 1, the Governor's Office of Management and Budget shall:

72 (a) provide an electronic copy of the report described in Subsection (1) to each  
73 legislator; and

74 (b) make the report described in Subsection (1) accessible to the public.