

Senators Harbin of the 16th, Robertson of the 29th, Anavitarte of the 31st and Summers of the 13th offered the following amendment:

1 *Amend HB 1048 (LC 46 0884S) by inserting before "to provide for related matters;" on line*
2 *11 the following:*

3 to amend Chapter 1 of Title 50 of the Official Code of Georgia Annotated, relating to general
4 provisions regarding state government, so as to provide that certain state offices provide
5 callers with the opportunity to complete an automated satisfaction survey; to provide for the
6 contents of such survey; to provide for certain reports and information; to provide a short
7 title;

8 *By inserting between lines 33 and 34 the following:*

9 **SECTION 1-1A.**

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

11 **SECTION 1-1B.**

12 Chapter 1 of Title 50 of the Official Code of Georgia Annotated, relating to general
13 provisions regarding state government, is amended by adding a new Code section to read as
14 follows:

15 "50-1-12.

16 (a) Each office of each executive branch department or agency, the head of which is
17 appointed by the Governor, and each office of the Secretary of State, the Commissioner of
18 Labor, and the Commissioner of Insurance, upon the conclusion of a telephone call which
19 was received by such office, shall offer the individual calling such office the opportunity

20 to complete an automated satisfaction survey by providing verbal or touch tone responses.
21 Such survey shall consist of four questions in substantially the following form:
22 (1) 'Was the person with whom you spoke courteous?';
23 (2) 'Did the person with whom you spoke resolve the issue that was the subject of your
24 call?';
25 (3) 'If you were an employer in the private sector, would you hire the person with whom
26 you spoke to work for you?'; and
27 (4) 'Approximately how long did you have to wait on the phone to talk to a person?'.
28 (b) Each such office shall maintain a record of how many persons discontinued their calls
29 prior to speaking with a representative of the office.
30 (c) Each such executive branch department or agency, the Secretary of State, the
31 Commissioner of Labor, and the Commissioner of Insurance shall make the results of such
32 satisfaction surveys available on its public website. In addition, each such executive
33 branch department or agency, the Secretary of State, the Commissioner of Labor, and the
34 Commissioner of Insurance shall provide an annual report of the results of such satisfaction
35 surveys to the House Committee on Governmental Affairs and the Senate Government
36 Oversight Committee at the beginning of each legislative session."