DOAA
Georgia Department
of Audits & Accounts

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State Auditor

February 19, 2025

Honorable Marty Harbin
Chairman, Senate Government Oversight
302-B Coverdell Legislative Office Building
Atlanta, Georgia 30334

SUBJECT: Fiscal Note
Senate Bill 46 (LC 60 0040)

Dear Chairman Harbin:

The bill (known as the Government Serves the People Act) would create the position of Government Service Delivery Lead within the Georgia Technology Authority (GTA). The Government Service Delivery Lead would facilitate and coordinate government-wide efforts to improve service delivery by state agencies, particularly those operating high impact service delivery programs as defined by the bill. The bill would also require agency heads (with the exception of the Board of Regents and University System of Georgia institutions) to appoint a lead agency service delivery official whose duties would include coordinating and executing efforts to improve service delivery and service delivery channels (e.g., in-person, mail, telephone, contact center), submitting 12-month plans for improving service delivery, and assisting with incorporating service delivery requirements in agency plans. The bill requires GTA to submit an annual report on agency efforts to improve service delivery beginning in 2026.

Information provided by GTA indicates that the bill would cost an estimated $388,000 to implement. The additional funding would cover the salary and benefits for one position that would serve as the Government Service Delivery Lead ($238,000) and the software needed to implement data collection and reporting responsibilities under the bill ($150,000). According to GTA, the software cost is a conservative estimate; additional information from potential vendors would be necessary to gauge the accuracy of the estimate.

Information provided by five state agencies with customer service functions (Department of Driver Services, Department of Human Services, Department of Natural Resources, Department of Revenue, Secretary of State) suggests that agencies vary in their ability to implement the bill's requirements within existing resources. Of the five state agencies, two indicated the bill's provisions could be implemented at no additional cost to the state. The remaining three agencies estimate they would need between $92,000 and $160,000 to cover salary and benefits of one position to perform the duties of the lead agency service delivery official. This survey focused on a sample of agencies that have significant customer interaction. As the bill would apply to all state agencies, excluding the Board of Regents and USG institutions, there may be additional costs for agencies not surveyed that have a need for dedicated personnel to meet the requirements of the lead agency service delivery official.

If new or enhanced technology becomes necessary to implement customer service improvements, some agencies may need additional funding, though these costs cannot be estimated at this time.

The bill requires GTA to encourage the adoption of commercial products to measure service delivery and customer satisfaction and the cost of those services may vary by agency based on their scope and mission. To the extent that agencies have existing call centers that already track many performance metrics related to customer service, improvements such as end-of-call surveys could be added at relatively low cost.

Respectfully,

Greg S. Griffin
State Auditor

Richard Dunn, Director
Office of Planning and Budget

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