

Senate Bill 579

By: Senators Harbin of the 16th, Still of the 48th, Bearden of the 30th, Anavitarte of the 31st and Williams of the 25th

A BILL TO BE ENTITLED  
AN ACT

1 To amend Chapter 1 of Title 50 of the Official Code of Georgia Annotated, relating to  
2 general provisions relative to state government, so as to improve government service delivery  
3 in this state; to provide for the appointment of a State of Georgia Government Service  
4 Delivery Lead within the Georgia Technology Authority to coordinate such efforts; to  
5 establish the powers and duties of such individual; to establish the heads of each state agency  
6 as responsible for the government service delivery of their agency and provide for related  
7 powers and duties; to provide for annual reporting; to provide for definitions; to provide for  
8 a short title; to provide for related matters; to repeal conflicting laws; and for other purposes.

9 BE IT ENACTED BY THE GENERAL ASSEMBLY OF GEORGIA:

10 **SECTION 1.**

11 This Act shall be known and may be cited as the "Government Serves the People Act."

12 **SECTION 2.**

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

16 "50-1-15.

17 (a) As used in this Code section, the term:

18 (1) 'Agency' means any state department, agency, division, board, bureau, commission,  
19 authority, entity, or instrumentality, excluding the Board of Regents of the University  
20 System of Georgia and any institution of the University System of Georgia.

21 (2) 'Director' means the Chief Information Officer and Executive Director of the Georgia  
22 Technology Authority established pursuant to Code Section 50-25-1.

23 (3) 'Government service delivery' means any action by an agency related to providing  
24 a benefit or service to a state resident, business, or organization, including, but not limited  
25 to, actions of any independent contractor or nonprofit organization acting on behalf of  
26 such agency.

27 (4) 'Government service delivery channel' means the method of an interaction or  
28 transaction with an agency, including, but not limited to, in-person, through the mail,  
29 through a digital service, by telephone, through a contact center, on a website, through  
30 outreach and communication, or through collaboration with a third party.

31 (5) 'High-impact service program' means any agency program identified by the director  
32 due to the scale and impact of the public-facing services of such program.

33 (b) Not later than 180 days after the effective date of this Code section, the director shall  
34 appoint a State of Georgia Government Service Delivery Lead within the Georgia  
35 Technology Authority to coordinate government-wide efforts aimed at improving  
36 government service delivery by agencies. Such individual shall have and may exercise the  
37 following powers and duties:

38 (1) Facilitate and coordinate government-wide efforts to improve government service  
39 delivery provided by agencies, particularly with respect to high-impact service programs;

40 (2) Carry out duties and powers prescribed by the director;

41 (3) Serve as the lead, government-wide official responsible for supporting government  
42 service delivery;

43 (4) In consultation with each lead agency service delivery official appointed pursuant to  
44 Code Section 50-1-16, and any other agency stakeholder as appropriate, develop and  
45 oversee the implementation of government-wide government service delivery standards,  
46 policies, and guidelines for benefits and services provided by agencies, including, but not  
47 limited to, standards, policies, and guidelines to:

48 (A) Understand the needs of an individual, business, or organization interacting with  
49 an agency;

50 (B) Solicit and consider voluntary feedback on the government service delivery by the  
51 agency;

52 (C) Assess government service delivery processes;

53 (D) Evaluate the factors of ease, efficiency, transparency, accessibility, fairness,  
54 burden, and duration, including, but not limited to, wait and processing times, with  
55 respect to government service delivery; and

56 (E) Encourage the adoption of commercial products and services to measure and  
57 ensure holistic government service delivery channels and customer service satisfaction  
58 and customer experience;

59 (5) Collect and report qualitative and quantitative information or data on government  
60 service delivery through existing reporting mechanisms;

61 (6) Evaluate the quality of government service delivery, including through the  
62 establishment of performance metrics developed using the standards, policies, and  
63 guidelines established pursuant to paragraph (4) of this subsection and the information  
64 or data collected and reported pursuant to paragraph (5) of this subsection;

65 (7) Engage with service design and delivery experts to identify leading practices that  
66 would improve government service delivery across and within agencies;

67 (8) Advise the director concerning the improvement of government service delivery  
68 provided by agencies; and

69 (9) Coordinate with Georgia Technology Authority stakeholders and other executive  
70 agency stakeholders as appropriate on government service delivery.

71 50-1-16.

72 (a) As used in this Code section, the term:

73 (1) 'Agency' shall have the same meaning as set forth in Code Section 50-1-15.

74 (2) 'Government service delivery' shall have the same meaning as set forth in Code  
75 Section 50-1-15.

76 (3) 'State of Georgia Government Service Delivery Lead' means the individual appointed  
77 pursuant to subsection (b) of Code Section 50-1-15.

78 (b) The head of each agency shall be responsible for the government service delivery of  
79 such agency, which shall, at a minimum, include improving and enhancing government  
80 delivery services to better achieve the mission of the agency and build and maintain trust,  
81 transparency, and accountability.

82 (c) Not later than 180 days after the effective date of this Code section, the head of each  
83 agency shall appoint a lead agency service delivery official to implement the purposes of  
84 this Code section. Such individual may be the deputy head of the agency and shall have  
85 and may exercise the following powers and duties:

86 (1) Report directly to the head or deputy head of the agency, as appropriate;

87 (2) Implement government service delivery improvements within the agency,  
88 particularly for high-impact service programs;

89 (3) Coordinate and execute, as appropriate, under the direction of the head of the agency,  
90 and in collaboration with relevant agency stakeholders as appropriate, efforts to improve  
91 and enhance the government service delivery and government service delivery channels  
92 of the agency;

93 (4) At the direction of the State of Georgia Government Service Delivery Lead, submit  
94 a 12 month plan for improving government service delivery of the agency;

95 (5) Coordinate the collection and reporting of the data and information as necessary to  
96 improve government service delivery;

97 (6) Facilitate collaboration among and between offices, components within the agency,  
98 and other agencies as appropriate, in coordination with the State of Georgia Government  
99 Service Delivery Lead, to improve and enhance government-wide government service  
100 delivery; and

101 (7) Assist with incorporating the government service delivery requirements established  
102 under this Code section in agency plans, including, but not limited to, strategic plans or  
103 annual performance plans.

104 50-1-17.

105 (a) As used in this Code section, the term:

106 (1) 'Agency' shall have the same meaning as set forth in Code Section 50-1-15.

107 (2) 'Director' shall have the same meaning as set forth in Code Section 50-1-15.

108 (3) 'Government service delivery' shall have the same meaning as set forth in Code  
109 Section 50-1-15.

110 (b) Beginning in 2027, not later than 90 days prior to the beginning of the General  
111 Assembly's next regular legislative session, the director shall submit to the Governor, the  
112 President of the Senate, and the Speaker of the House of Representatives an annual report  
113 on current and future government-wide efforts to improve government service delivery by  
114 agencies."

115 **SECTION 3.**

116 All laws and parts of laws in conflict with this Act are repealed.