

Amendment No. \_\_\_\_ (for drafter's use only)

|   | <u>Senate</u> | CHAMBER ACTION | <u>House</u> |
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The Committee on General Appropriations offered the following:

**Amendment (with title amendment)**

Remove from the bill: Everything after the enacting clause  
and insert in lieu thereof:

Section 1. Florida Customer Service Standards Act.--

(1) SHORT TITLE.--This section may be cited as the  
"Florida Customer Service Standards Act."

(2) PURPOSE.--It is the purpose of this section to  
direct state departments to practice and employ all the  
measures set forth in this section.

(3) DEFINITIONS.--As used in this section, the term:

(a) "Customer" means any member of the public who uses  
or requests services or information provided by a state  
department or who is required by statute to interact with the  
department. The term does not include those persons who are  
currently under criminal prosecution or who are in the custody  
or control of, or under the supervision of, the state or any  
political subdivision or agency, or who are currently subject  
to administrative action at the time the person uses or

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1 requests services or information from that particular  
2 department.

3 (b) "Department" means a principal administrative unit  
4 within the executive branch of state government, as defined in  
5 chapter 20, and shall also include the Public Service  
6 Commission.

7 (4) MEASURES TO BE IMPLEMENTED.--State departments  
8 shall:

9 (a) Designate an employee or employees in the  
10 department who shall be responsible for facilitating the  
11 resolution of customer complaints, including any customer  
12 complaints regarding unsatisfactory treatment by department  
13 employees.

14 (b) Provide available information, except information  
15 which is confidential pursuant to any other state or federal  
16 law, and accurate responses to questions and requests for  
17 assistance in a prompt manner.

18 (c) Acknowledge receipt of a telephonic or electronic  
19 question or request by the end of the next business day.

20 (d) Provide direct local or toll-free telephonic or  
21 direct electronic access to the department employee or  
22 employees designated to resolve customer complaints.

23 (e) Develop a process for review by upper-level  
24 management of any customer complaints not resolved by the  
25 department employee or employees designated to resolve  
26 customer complaints. In evaluating the appropriateness of  
27 response time, management may consider periodic, high volume  
28 inquiries as a justifiable cause of delay.

29 (f) Develop customer-satisfaction measures as part of  
30 the department's performance-measurement system.

31 (g) Employ a system by which customer complaints and

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1 resolutions of those complaints are tracked.

2 (h) Provide statistical data on customer complaints  
3 and resolutions of those complaints, and on  
4 customer-satisfaction measures in annual reports or other  
5 performance publications, and use this data when conducting  
6 management and budget-planning activities.

7 (i) Provide training to employees on improving  
8 customer service and on the role of the department employee or  
9 employees designated to resolve customer complaints.

10 (j) Include in the departmental strategic plan a  
11 program outline or goal regarding customer service.

12 (k) Conduct interdepartmental discussions on methods  
13 of providing and improving customer service.

14 (5) AGENCY OPERATING HOURS.--Departments shall be  
15 staffed and open to the public for business on all regular  
16 business days.

17 (6) FUNDING.--Departments shall use available  
18 resources to achieve the purposes of this section.

19 (7) FAILURE TO COMPLY.--No cause of action shall arise  
20 in favor of any person due to a department's failure to comply  
21 with any provision of this section.

22 Section 2. This act shall take effect October 1, 2000.

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25 ===== T I T L E A M E N D M E N T =====

26 And the title is amended as follows:

27 On page 1, lines 2-10,  
28 remove from the title of the bill: all of said lines

29

30 and insert in lieu thereof:

31 An act relating to state government; creating

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1           the "Florida Customer Service Standards Act";  
2           specifying measures that state departments are  
3           directed to implement with respect to  
4           interaction with their customers; specifying  
5           that failure to comply with the act does not  
6           constitute a cause of action; providing an  
7           effective date.

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9           WHEREAS, confidence in the government's ability to  
10          solve problems has been deteriorating for the past three  
11          decades; in 1963, the national public's confidence level rated  
12          75 percent, compared to 1993, when confidence levels rated as  
13          low as 17 percent, and

14          WHEREAS, there is a need for customers to be treated  
15          with courtesy and respect, to have simplified access to  
16          services, to have services that are efficient, to have  
17          communications that are clear and easily understood, and to  
18          save money, and

19          WHEREAS, the State of Florida is dedicated to improving  
20          the service standards practiced by state departments and  
21          agencies, NOW, THEREFORE,

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