

STATE OF NEW YORK

7324

2023-2024 Regular Sessions

IN ASSEMBLY

May 17, 2023

Introduced by M. of A. McDONALD -- read once and referred to the Committee on Governmental Operations

AN ACT to amend the executive law, in relation to enacting the New York State Citizen Experience Act of 2023

The People of the State of New York, represented in Senate and Assembly, do enact as follows:

1 Section 1. Short title. This act shall be known and may be cited as
2 the "New York State Citizen Experience Act of 2023"

3 § 2. Legislative intent. The legislature finds that the New York state
4 government serves the people of the state of New York and should seek to
5 continually improve the provision of services based on citizen feedback.
6 While many state agencies, offices, and programs provide excellent
7 service to New Yorkers, there are many areas ripe for improvement,
8 particularly within agencies that provide extensive citizen-facing
9 services. Providing quality services to citizens improves the confidence
10 of New Yorkers in their government and helps agencies achieve greater
11 impact and fulfill their missions. Improving service to citizens
12 requires agencies to leverage technology, collect and share standardized
13 data, and develop customer-centered mindsets and service strategies. It
14 is the legislature's belief that all agencies should strive to provide
15 high-quality, courteous, effective, and efficient services to New York-
16 ers and seek to measure, collect, report, and utilize metrics relating
17 to the experience of citizens interacting with agencies to continually
18 improve provision of services to the people of the state of New York.

19 § 3. The executive law is amended by adding a new section 171-a to
20 read as follows:

21 § 171-a. Collection of voluntary citizen experience feedback. 1. For
22 purposes of this section, the following terms shall have the following
23 meanings:

24 (a) "Covered agency" means an agency under the executive branch of
25 state government that provides or funds citizen-facing services that

EXPLANATION--Matter in italics (underscored) is new; matter in brackets
[-] is old law to be omitted.

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1 have a high impact on the public due to a large citizen base and/or
2 involve services that have a critical effect on those served.

3 (b) "Voluntary citizen experience feedback" means a response to a
4 collection of information conducted by a covered agency in accordance
5 with this act.

6 2. (a) Within ninety days of the effective date of this section, the
7 governor shall designate the covered agencies required to collect volun-
8 tary citizen experience data. The governor shall maintain a list of
9 designated covered agencies and may update this list at any time.

10 (b) Within one year of such designation by the governor, each covered
11 agency shall solicit the collection of voluntary citizen experience
12 feedback with respect to any service offered by or transactions with the
13 covered agency.

14 (c) The covered agency shall develop a set of standardized questions
15 that address:

16 (i) overall satisfaction of citizens with the specific interaction or
17 service received;

18 (ii) the extent to which citizens were able to accomplish their
19 intended task or purpose;

20 (iii) whether the citizen was treated with respect and professional-
21 ism;

22 (iv) whether the citizen believes they were served in a timely manner;
23 and

24 (v) any additional metrics as determined by the covered agency.

25 (d) To the extent practicable, the voluntary citizen experience feed-
26 back shall be collected across all platforms or channels through which
27 the covered agency interacts with citizens or other entities to deliver
28 information or services, and the voluntary citizen experience feedback
29 collected under this section shall be tied to specific transactions or
30 interactions with citizens utilizing programs or services offered by the
31 covered agency.

32 3. (a) Any response to the solicitation of voluntary citizen experi-
33 ence feedback shall remain anonymous;

34 (b) Any individual or entity who declines to participate in the solici-
35 tation of voluntary citizen experience feedback shall not be treated
36 differently by the covered agency for purposes of providing services or
37 information;

38 (c) The voluntary nature of the solicitation must be clear;

39 (d) Any solicitation of voluntary citizen experience feedback shall be
40 limited to one solicitation per interaction with an individual or enti-
41 ty;

42 (e) To the extent practicable, the solicitation of voluntary citizen
43 experience feedback shall be made at the point of service with an indi-
44 vidual or entity;

45 (f) Any instrument for collecting voluntary citizen experience feed-
46 back shall be accessible to individuals with disabilities; and

47 (g) Any applicable internal agency data governance policies shall
48 remain in effect with respect to the collection of voluntary citizen
49 experience feedback from any individual or entity.

50 4. (a) Each covered agency shall report to the governor and legisla-
51 ture, on a biannual basis from the initial collection of voluntary citi-
52 zen experience feedback, on the outcome of the covered agency's efforts
53 over the previous two years.

54 (b) The report shall include an analysis of the citizen experience
55 feedback collected, a description of how the covered agency used such
56 feedback, an assessment of outcome improvement since the most recent

- 1 report was issued, and any recommendations for systems, processes, and
- 2 procedures to improve citizen experience with the covered agency.
- 3 § 4. This act shall take effect immediately.