

# STATE OF NEW YORK

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6932

2023-2024 Regular Sessions

## IN SENATE

May 15, 2023

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Introduced by Sen. SKOUFIS -- read twice and ordered printed, and when printed to be committed to the Committee on Finance

AN ACT to amend the executive law, in relation to enacting the New York State Resident 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 Resident 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 resident feed-  
6 back. While many state agencies, offices, and programs provide excel-  
7 lent service to New Yorkers, there are many areas ripe for improvement,  
8 particularly within agencies that provide extensive resident-facing  
9 services. Providing quality services to residents improves the confi-  
10 dence of New Yorkers in their government and helps agencies achieve  
11 greater impact and fulfill their missions. Improving services to resi-  
12 dents requires agencies to leverage technology, collect and share stand-  
13 ardized data, and develop customer-centered mindsets and service strate-  
14 gies. It is the legislature's belief that all agencies should strive to  
15 provide high-quality, courteous, effective, and efficient services to  
16 New Yorkers and seek to measure, collect, report, and utilize metrics  
17 relating to the experience of residents interacting with agencies to  
18 continually improve provision of services to the people of the state of  
19 New York.

20 § 3. The executive law is amended by adding a new section 170-g to  
21 read as follows:

22 § 170-g. Collection of voluntary resident experience feedback. 1. For  
23 purposes of this section, the following terms shall have the following  
24 meanings:

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

LBD11206-02-3

1 (a) "Covered agency" means an agency under the executive branch of  
2 state government that provides or funds resident-facing services that  
3 have a high impact on the public due to a large resident base and/or  
4 involve services that have a critical effect on those served.

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

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

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

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

18 (i) overall satisfaction of residents with the specific interaction or  
19 service received;

20 (ii) the extent to which residents were able to accomplish their  
21 intended task or purpose;

22 (iii) whether the resident was treated with respect and professional-  
23 ism;

24 (iv) whether the resident believes they were served in a timely  
25 manner; and

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

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

34 3. (a) Any response to the solicitation of voluntary resident experi-  
35 ence feedback shall remain anonymous;

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

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

41 (d) Any solicitation of voluntary resident experience feedback shall  
42 be limited to one solicitation per interaction with an individual or  
43 entity;

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

47 (f) Any instrument for collecting voluntary resident experience feed-  
48 back shall be accessible to individuals with disabilities; and

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

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

1     (b) The report shall include an analysis of the resident experience  
2     feedback collected, a description of how the covered agency used such  
3     feedback, an assessment of outcome improvement since the most recent  
4     report was issued, and any recommendations for systems, processes, and  
5     procedures to improve resident experience with the covered agency.

6     § 4. This act shall take effect immediately.