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:

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

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

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

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

(a) "Covered agency" means an agency under the executive branch of 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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have a high impact on the public due to a large citizen base and/or involve services that have a critical effect on those served.

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

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

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

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

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

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

(iii) whether the citizen was treated with respect and professionalism;

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

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

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

3. (a) Any response to the solicitation of voluntary citizen experience feedback shall remain anonymous;

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

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

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

(e) To the extent practicable, the solicitation of voluntary citizen experience feedback shall be made at the point of service with an individual or entity;

(f) Any instrument for collecting voluntary citizen experience feedback shall be accessible to individuals with disabilities; and

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

4. (a) Each covered agency shall report to the governor and legislature, on a biannual basis from the initial collection of voluntary citizen experience feedback, on the outcome of the covered agency's efforts over the previous two years.

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

report was issued, and any recommendations for systems, processes, and procedures to improve citizen experience with the covered agency.

§ 4. This act shall take effect immediately.