



103RD GENERAL ASSEMBLY

State of Illinois

2023 and 2024

SB3469

Introduced 2/8/2024, by Sen. Elgie R. Sims, Jr.

SYNOPSIS AS INTRODUCED:

20 ILCS 5/5-735 new

Amends the Departments of State Government Law of the Civil Administrative Code of Illinois. Provides that the Governor's Office of Management and Budget shall select departments to designate as high-impact service providers, whether because of a large customer base or a critical effect on those served. Requires a department designated as a high-impact service provider by the Governor's Office of Management and Budget to gather feedback from members of the public that it serves in order to allow the department to assess the quality of service the department provides and identify areas for improvement. Requires a high-impact service provider department to choose at least one program or service office, with additional programs and offices added as the department builds capabilities, to gather the required feedback by specified methods. Provides that the Governor's Office of Management and Budget shall prepare an annual report for submission to the General Assembly, shall make the report available on its website, and shall create a public-facing dashboard that summarizes feedback received and the performance metrics by department. Effective immediately.

LRB103 35704 AWJ 65780 b

1 AN ACT concerning State government.

2 **Be it enacted by the People of the State of Illinois,**
3 **represented in the General Assembly:**

4 Section 5. The Civil Administrative Code of Illinois is
5 amended by adding Section 5-735 as follows:

6 (20 ILCS 5/5-735 new)

7 Sec. 5-735. Citizen feedback program.

8 (a) The Governor's Office of Management and Budget shall
9 select departments to designate as high-impact service
10 providers. In selecting departments that it will designate as
11 high-impact service providers, the Office shall consider those
12 departments that have a high impact on the public, whether
13 because of a large customer base or a critical effect on those
14 served. A department designated as a high-impact service
15 provider by the Governor's Office of Management and Budget
16 shall gather feedback from members of the public that it
17 serves in order to allow the department to assess the quality
18 of service the department provides and identify areas for
19 improvement.

20 (b) A high-impact service provider department shall choose
21 at least one program or service office, with additional
22 programs and offices added as the department builds
23 capabilities, to gather the feedback described in subsection

1 (a) by:

2 (1) requesting members of the public to evaluate the
3 quality of the following, as applicable:

4 (A) programs and services, including program and
5 service satisfaction, ease of use, and effectiveness;

6 (B) physical facilities, including facility
7 accessibility, location, signage, and cleanliness;

8 (C) staff, including staff courtesy, empathy, and
9 knowledge;

10 (D) communications, including toll-free telephone
11 access, ability to speak to staff when needed, and the
12 efficacy of any communications by mail, electronic
13 mail, text message, or mobile application;

14 (E) the department's website, including the ease
15 of mobile access to the website, effort associated
16 with interacting with the website, and success
17 obtaining information and services accessible through
18 the website;

19 (F) complaint handling, including the ease of
20 filing a complaint, timeliness of a response, and
21 resolution of the complaint;

22 (G) timeliness, including time required to
23 successfully obtain a service or complete a
24 transaction in person, by phone, by mail, or through a
25 website; and

26 (H) brochures or other printed information,

1 including the accessibility, accuracy, and relevance
2 of the information; and

3 (2) using one or more of the following methods to
4 gather the feedback:

5 (A) a solicited survey;

6 (B) web or mobile behavioral analytics;

7 (C) unstructured and structured analytics; or

8 (D) any other method the department determines
9 appropriate.

10 (c) The Governor's Office of Management and Budget shall
11 prepare an annual report that (i) contains a summary of
12 feedback that high-impact service provider departments
13 gathered under subsection (b) during the preceding calendar
14 year and progress on the key metrics from previous year's
15 feedback, (ii) identifies improvement plans to address
16 deficiencies in performance, and (iii) identifies critical
17 dependencies required for effective improvement of government
18 experiences. The Governor's Office of Management and Budget
19 shall also create a public-facing dashboard that summarizes
20 feedback received and the performance metrics by department.

21 On or before each July 1, the Governor's Office of
22 Management and Budget shall provide an electronic copy of the
23 report described in this subsection to the General Assembly
24 and make the report described in this subsection available to
25 the public on its website.

26 Section 99. Effective date. This Act takes effect upon

1 becoming law.