



**LEGISLATIVE FISCAL OFFICE
Fiscal Note**

Fiscal Note On: **HB 900** HLS 22RS 1592
 Bill Text Version: **ORIGINAL**
 Opp. Chamb. Action:
 Proposed Amd.:
 Sub. Bill For.:

Date: April 20, 2022	1:24 PM	Author: SCHAMERHORN
Dept./Agy.: Division of Administration		Analyst: Monique Appeaning
Subject:		

STATE AGENCIES OR +\$1,267,177 GF EX See Note Page 1 of 1
 Provides relative to complaints regarding government service

Proposed law directs the Division of Administration (DOA) to establish a uniform policy for handling complaints regarding governmental services provided by state agencies. Proposed law provides that the policy shall include guidelines for all state agencies to utilize to address complaints. Proposed law provides that the DOA shall maintain, on a prominent place on its website, a link to a list of information regarding how to file a complaint **about** each state agency. Proposed law provides for specific deadlines for agencies and the DOA. Proposed law also provides definitions.

EXPENDITURES	2022-23	2023-24	2024-25	2025-26	2026-27	5 -YEAR TOTAL
State Gen. Fd.	\$1,267,177	\$1,305,027	\$1,269,598	\$1,312,475	\$1,358,352	\$6,512,629
Agy. Self-Gen.	\$0	\$0	\$0	\$0	\$0	\$0
Ded./Other	\$0	\$0	\$0	\$0	\$0	\$0
Federal Funds	\$0	\$0	\$0	\$0	\$0	\$0
Local Funds	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>
Annual Total	\$1,267,177	\$1,305,027	\$1,269,598	\$1,312,475	\$1,358,352	\$6,512,629
REVENUES	2022-23	2023-24	2024-25	2025-26	2026-27	5 -YEAR TOTAL
State Gen. Fd.	\$0	\$0	\$0	\$0	\$0	\$0
Agy. Self-Gen.	\$0	\$0	\$0	\$0	\$0	\$0
Ded./Other	\$0	\$0	\$0	\$0	\$0	\$0
Federal Funds	\$0	\$0	\$0	\$0	\$0	\$0
Local Funds	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>
Annual Total	\$0	\$0	\$0	\$0	\$0	\$0

EXPENDITURE EXPLANATION

Proposed law will increase SGF expenditures on the Division of Administration (DOA) to create a new section for constituent services. The Division estimates it will need five (5) new positions and funding for the website configuration, deployment, and support for a new public-facing commercial of the shelf (COTS) ticket system to manage all citizen complaints related to government services. The **positions** are one Policy Planner 5 position with an annual salary of \$82,441, two Policy Planner 3 positions with an annual salary of \$67,299 each, and two Policy Planner 1 positions with an annual salary of \$51,345 each. The DOA did not project growth in salaries for the out-years. Funding is also needed for the Office of Technology Services personnel at \$80 per hour for 1,074 hours for \$85,930. **Operating expenses** include funding for travel, supplies and printing, subscriptions, advertising and, cloud services with out-year growth of 7% per year. **Professional services** include \$45,000 annually and configuration and training of cloud services for \$75,500 for FY 23 and FY 24. **Equipment funding** totaling \$9,625 provides for laptop, desktop computers, monitors, printers, telephone, and office furniture. NOTE: The DOA assumes no integration with existing Customer Relationship Systems. The expenditure details are below:

	FY 23	FY 24	FY 25	FY 26	FY 27
Personal Services	\$574,677	\$575,577	\$575,577	\$575,577	\$575,577
Operating Expenses	\$562,375	\$599,325	\$639,396	\$682,273	\$728,150
Professional Services	\$120,500	\$120,500	\$45,000	\$45,000	\$45,000
Equipment	<u>\$9,625</u>	<u>\$9,625</u>	<u>\$9,625</u>	<u>\$9,625</u>	<u>\$9,625</u>
Total	\$1,267,177	\$1,305,027	\$1,269,598	\$1,312,475	\$1,358,352

REVENUE EXPLANATION

There is no anticipated direct material effect on governmental revenues as a result of this measure.

Senate Dual Referral Rules
 13.5.1 >= \$100,000 Annual Fiscal Cost {S & H}
 13.5.2 >= \$500,000 Annual Tax or Fee Change {S & H}

House
 6.8(F)(1) >= \$100,000 SGF Fiscal Cost {H & S}
 6.8(G) >= \$500,000 Tax or Fee Increase or a Net Fee Decrease {S}

Evan Brasseaux

Evan Brasseaux
 Interim Deputy Fiscal Officer