



**Senate Bill 2: FYI:**

**Customer service performance standards for state agencies:**

The bill requires each state agency to develop customer service performance standards for each employee of the agency whose duties include a significant level of contact with the public. The standards pertaining to an agency's officers and employees must be based on the job descriptions of the positions they hold in the agency.

The standards do not need to be adopted by rule. The bill requires the standards to be reduced to writing. The standards must be incorporated into employee policy manuals, job descriptions, and employee performance evaluations.

The bill requires each state agency and its officers and employees to comply with the customer service performance standards. A state agency's compliance with the standards would be evaluated by the Director of Budget and Management and the committees of the Senate and House of Representatives having jurisdiction over the state operating budget, as part of the consideration of the state agency's biennial budget. If the evaluation is of the Office of Budget and Management, evaluation by the legislative committees is sufficient.

An officer's or employee's compliance with the standards would be evaluated as part of the officer's or employee's periodic performance reviews. In addition, a state agency and its officers' and employees' compliance with the standards may be evaluated as part of any performance audit of the state agency.

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**Senate Bill 2 Code Language: ORC 121.91:**

(A) Each state agency shall develop, and as it becomes necessary or advisable may improve, customer service standards for each employee of the agency whose duties include a significant level of contact with the public. The agency shall base the standards on the job descriptions of the positions that the employees hold in the agency. An agency is not required to adopt the standards by rule. Each state agency shall reduce the standards to writing, and the standards shall be incorporated into employee policy manuals, job descriptions, and employee performance evaluations.

(B) The state agency, and its officers and employees, shall comply with the customer service performance standards that have been developed under division (A) of this section. A state agency's compliance with the standards shall be evaluated, by the director of budget and management and the committees of the senate and house of representatives having jurisdiction over the state operating budget, as part of the consideration of the state agency's biennial budget. (If the evaluation is of the office of budget and management, evaluation by the committees is sufficient.) An employee's compliance with the standards shall be evaluated as part of the employee's periodic performance reviews. A state agency's and employee's compliance with the standards may be evaluated as part of any performance audit of the state agency.