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## A BILL FOR AN ACT

RELATING TO CUSTOMER SERVICE.

**BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:**

1           SECTION 1. (a) Notwithstanding any law to the contrary,  
2 the ombudsman shall develop and implement a pilot program using  
3 informed customers to investigate customer service at state  
4 agencies. The information gathered by the informed customers  
5 shall be used to improve the delivery of services at the state  
6 agencies. For purposes of this section:

7           "Agency" shall have the same meaning as that term is  
8 defined in section 96-1, Hawaii Revised Statutes; except for  
9 county agencies.

10           "Informed customer" means an individual with knowledge of  
11 what a typical customer should expect for services and  
12 experience to evaluate how services are provided.

13           (b) The program shall:

14           (1) Use informed customers to secretly observe and  
15           experience agency operations in relation to customer  
16           service at the initial point of contact, including  
17           whether the initial agency contact is:

18           (A) Timely;



- 1 (B) Helpful;
- 2 (C) Pleasant;
- 3 (D) Knowledgeable;
- 4 (E) Resourceful; and
- 5 (F) Able to adequately address potential or perceived
- 6 barriers to access for services;
- 7 (2) Include evaluation criteria and appropriate tools for
- 8 gathering information;
- 9 (3) Include multiple visits by informed customers to the
- 10 agencies. Visits may include both physical visits and
- 11 telephone calls;
- 12 (4) Ensure that the informed customers are representative
- 13 of the diverse customer population including youth,
- 14 seniors, individuals with disabilities, and
- 15 individuals with language barriers;
- 16 (5) Include an analysis of the information gathered; and
- 17 (6) Include feedback and recommendations to the agencies
- 18 to help the agencies improve their delivery of
- 19 services.
- 20 (c) The ombudsman shall submit a report to the legislature
- 21 on the pilot program no later than twenty days prior to the
- 22 convening of the 2011 regular session.



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SECTION 2. There is appropriated out of the general revenues of the State of Hawaii the sum of \$ or so much thereof as may be necessary for fiscal year 2008-2009 for the ombudsman to develop and implement a pilot program using informed customers to investigate customer service at state agencies pursuant to section 1 of this Act.

The sum appropriated shall be expended by the office of the ombudsman for the purposes of this Act.

SECTION 3. This Act shall take effect on July 1, 2008.

INTRODUCED BY:

*Karl Moore*

*Ben Brown*  
JAN 09 2008



**Report Title:**

Appropriation; Ombudsman; Customer Service

**Description:**

Appropriates funds for the ombudsman to develop and implement a pilot program using informed customers to investigate customer service at state agencies.

