
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 the Hawaii
4 public housing authority. The information gathered by the
5 informed customers shall be used to improve the delivery of
6 services at the Hawaii public housing authority and pinpoint
7 staffing shortages. The information gathered shall not be used
8 to criticize individual employees. For purposes of this
9 section:

10 "Authority" shall have the same meaning as under section
11 356D-1, Hawaii Revised Statutes.

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

15 (b) The program shall:

16 (1) Use informed customers to secretly observe and
17 experience authority operations in relation to



- 1 customer service at the initial point of contact,
2 including whether the initial authority contact is:
- 3 (A) Timely;
 - 4 (B) Helpful;
 - 5 (C) Pleasant;
 - 6 (D) Knowledgeable;
 - 7 (E) Resourceful; and
 - 8 (F) Able to adequately address potential or perceived
9 barriers to access for services;
- 10 (2) Include evaluation criteria and appropriate tools for
11 gathering information;
- 12 (3) Include multiple visits by informed customers to the
13 authority and any of its facilities. Visits may
14 include both physical visits and telephone calls;
- 15 (4) Ensure that informed customers are representative of
16 the diverse customer population, including youth,
17 seniors, individuals with disabilities, and
18 individuals with language barriers;
- 19 (5) Include an analysis of the information gathered; and
- 20 (6) Include feedback and recommendations to the authority
21 to help the authority improve its delivery of
22 services.



1 (c) The ombudsman shall submit a report to the legislature
2 on the pilot program no later than twenty days prior to the
3 convening of the 2009 regular session.

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

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

12 SECTION 3. This Act shall take effect on July 1, 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 the Hawaii public housing authority. Requires the submittal of a report to the Legislature. (HB1982 HD1)

