

STAND. COM. REP. NO. 476 -08

Honolulu, Hawaii

Feb 15, 2008

RE: H.B. No. 1982  
H.D. 1

Honorable Calvin K.Y. Say  
Speaker, House of Representatives  
Twenty-Fourth State Legislature  
Regular Session of 2008  
State of Hawaii

Sir:

Your Committee on Legislative Management, to which was referred H.B. No. 1982, H.D. 1, entitled:

"A BILL FOR AN ACT RELATING TO CUSTOMER SERVICE,"

begs leave to report as follows:

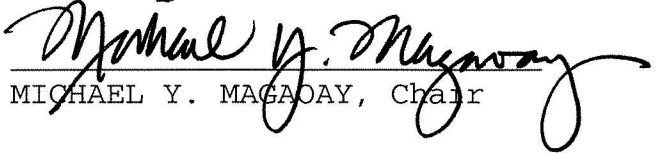
The purpose of this bill is to improve customer service at state agencies by requiring the Office of the Ombudsman (Ombudsman) to develop and implement a pilot program to investigate customer service at the Hawaii Public Housing Authority (HPHA). This bill appropriates an unspecified sum for this pilot program.

HPHA and an individual testified in support of this bill. The Ombudsman offered comments.

As affirmed by the record of votes of the members of your Committee on Legislative Management that is attached to this report, your Committee is in accord with the intent and purpose of H.B. No. 1982, H.D. 1, and recommends that it be referred to the Committee on Finance.



Respectfully submitted on  
behalf of the members of the  
Committee on Legislative  
Management,

  
MICHAEL Y. MAGAOAY, Chair



