

JAN 26 2009

---

---

# 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 Act:

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

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

14           (b) The pilot program shall:

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



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



1 than twenty days prior to the convening of the 2011 regular  
2 session.

3 (d) The pilot program shall cease on June 30, 2011.


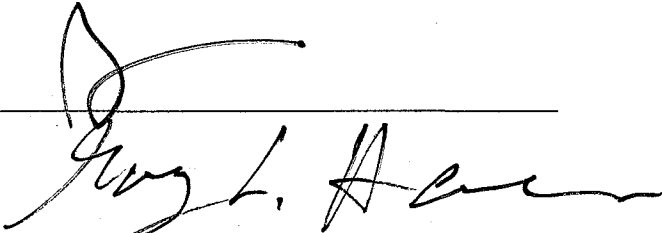

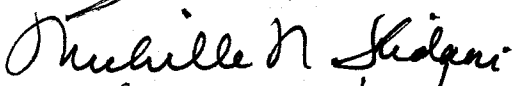

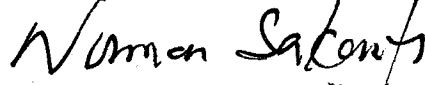
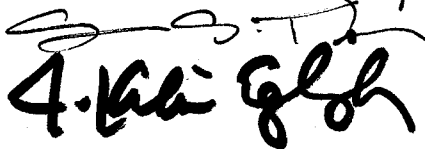


4 SECTION 2. There is appropriated out of the general  
5 revenues of the State of Hawaii the sum of \$ or so much  
6 thereof as may be necessary for fiscal year 2009-2010 and the  
7 same sum or so much thereof as may be necessary for fiscal year  
8 2010-2011 for the ombudsman to develop and implement a pilot  
9 program using informed customers to investigate customer service  
10 at the Hawaii public housing authority pursuant to section 1 of  
11 this Act.

12 The sums appropriated shall be expended by the office of  
13 the ombudsman for the purposes of this Act.

14 SECTION 3. This Act shall take effect on July 1, 2009.

15

INTRODUCED BY:



**Report Title:**

Hawaii Public Housing Authority; Pilot Program; Ombudsman;  
Customer Service; Appropriation

**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.

