

Honolulu, Hawaii

Feb 3, 2010

RE: H.B. No. 2101

Honorable Calvin K.Y. Say  
Speaker, House of Representatives  
Twenty-Fifth State Legislature  
Regular Session of 2010  
State of Hawaii

Sir:

Your Committee on Labor & Public Employment, to which was referred H.B. No. 2101 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 using informed customers to investigate customer service at state agencies.

The Ombudsman offered comments on this bill.

While most employees and agencies of the State provide good customer service, complaints have been made regarding customer service issues by members of the public when accessing various state services. This "secret shopper" type of pilot program is intended to provide constructive feedback on how well the public is being served by employees and agencies of the State.

The Ombudsman raised concerns that this measure may be too broad which may make it difficult for the Ombudsman to complete this project in a timely manner. Your Committee also acknowledges the Ombudsman's concerns regarding the costs and staff that would be required to implement this measure. However, your Committee believes that this measure is a good start to improving government service in the long term and that it merits further discussion.



As affirmed by the record of votes of the members of your Committee on Labor & Public Employment that is attached to this report, your Committee is in accord with the intent and purpose of H.B. No. 2101 and recommends that it pass Second Reading and be referred to the Committee on Legislative Management.

Respectfully submitted on  
behalf of the members of the  
Committee on Labor & Public  
Employment,



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KARL RHOADS, Chair



State of Hawaii  
House of Representatives  
The Twenty-fifth Legislature

HSCR 78-10

**Record of Votes of the Committee on Labor & Public Employment**

<b>Bill/Resolution No.:</b> HB 2101	<b>Committee Referral:</b> LAB, LMG, FIN	<b>Date:</b> 2-2-2010		
<input type="checkbox"/> The committee is reconsidering its previous decision on the measure.				
<b>The recommendation is to:</b> <input checked="" type="checkbox"/> Pass, unamended (as is) <input type="checkbox"/> Pass, with amendments (HD) <input type="checkbox"/> Hold <input type="checkbox"/> Pass short form bill with HD to recommit for future public hearing (recommit)				
LAB Members	Ayes	Ayes (WR)	Nays	Excused
1. RHOADS, Karl (C)	/			
2. YAMASHITA, Kyle T. (VC)	/			
3. AQUINO, Henry J.C.	/			
4. AWANA, Karen Leinani	/			
5. HANOHANO, Faye P.	/			
6. KEITH-AGARAN, Gilbert S.C.	/			
7. LEE, Marilyn B.	/			
8. NAKASHIMA, Mark M.	/			
9. SAIKI, Scott K.	/			
10. SOUKI, Joseph M.		✓		
11. TAKUMI, Roy M.	/			
12. PINE, Kymberly Marcos				/
<b>TOTAL (12)</b>	10	1	—	1
<b>The recommendation is:</b> <input checked="" type="checkbox"/> Adopted <input type="checkbox"/> Not Adopted If joint referral, _____ did not support recommendation. _____ committee acronym(s)				
<b>Vice Chair's or designee's signature:</b>				
<b>Distribution:</b> Original (White) – Committee      Duplicate (Yellow) – Chief Clerk's Office      Duplicate (Pink) – HMSO				