

TESTIMONY BY WESLEY K. MACHIDA  
DIRECTOR, DEPARTMENT OF BUDGET AND FINANCE  
STATE OF HAWAII  
TO THE SENATE COMMITTEE ON GOVERNMENT OPERATIONS  
ON  
SENATE BILL NO. 2430

February 2, 2016

RELATING TO GOVERNMENT OPERATIONS

Senate Bill No. 2430 establishes a lean government advisory board to make recommendations for improving State government efficiency. The advisory board would consist of the Director of each principal department as enumerated in Section 26-4, Hawaii Revised Statutes, and a member (who is familiar with lean principles) appointed by the Governor, and would be placed administratively within the Department of Human Resources Development.

The Department of Budget and Finance supports the general intent of improving government efficiency and effectiveness; however, we do not believe it necessary to codify the establishment of an advisory board for that purpose.

If a lean government advisory board is statutorily established, it should be noted that successful implementation will take time and more than likely require additional resources to plan and implement.

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**From:** mailinglist@capitol.hawaii.gov  
**Sent:** Friday, January 29, 2016 7:18 PM  
**To:** GVO Testimony  
**Cc:**  
**Subject:** Submitted testimony for SB2430 on Feb 2, 2016 13:15PM  
**Attachments:** sb2430.docx

**SB2430**

Submitted on: 1/29/2016

Testimony for GVO on Feb 2, 2016 13:15PM in Conference Room 414

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Karin Nomura	Individual	Support	No

Comments: In any event, while I have issues with the words “lean” and whether they will lead to a “business-oriented system for organizing and managing product development, operations, suppliers, and customer relations to create precise customer value, expressed as providing goods and services with higher quality and fewer defects and errors, with less human effort, less space, less capital, and less time than more traditional systems.” Am for the implementation of a new system, as I feel that after what I’ve experienced, continue to experience, that there are a number of issues with the way the State is right now – especially where “time” is of a concern.

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“ a business-oriented system for organizing and managing product development, operations, suppliers, and customer relations to create precise customer value, expressed as providing goods and services with higher quality and fewer defects and errors, with less human effort, less space, less capital, and less time than more traditional systems.”

As someone who has recently had to learn/work with some city run agency's, affiliates, etc. am torn between the “lean” and the “fewer defects and errors”, amongst a number of other concerns. Though hope that customer value, quality, and financial expenditure will improve, without any negative impacts.

For starters:

Due to issues, I've needed to contact the Dept. of Planning & Permitting, after speaking with a councilmember, as I was interested in learning about “construction” times; property ordinances; etc. As contacting the HPD in regards to my home shaking/vibrating with what sounded like construction being completed above my head, was deemed “legal” according to the person I spoke with, and was referred to the party who made the claim. Long story short – 4 months later, I still only have a pamphlet from the party claiming this was legal supposedly, that she pulled from the “internet”. (Confirmed by another party within the department as the only form submitted to the councilmember's office) Of which the pamphlet I was given did not mention anything about the ordinances regarding my property – just if there's noise, call 911. (Part of the issue, which is why I contacted the councilmember again, who referred me to another party, as this issue may be due to misfeasance or nonfeasance – which by this time, fairly certain it's past this and malfeasance...) This after speaking to another party, that I was referred to by the State of Hawaii, and works in the Environmental Health Specialist department.

Contacted the Board of Water – issues with metallic taste/sweet/discolored water/smelled of Clorox or fish/pond water, on numerous occasions. Found that my pipe had been dug up, pipe busted down the middle, and a rock placed on top a month or more later, from the Board of Water. (This occurring in 2009, and a long time ago – though the issues with the water quality sometimes changing, ever since) Though strangely enough, while there were periods of my water bill spiking to three times it's normal usage rate at other times through the past 7 years, have not heard any reason for it, nor anything other than the need to flush the pipes; though did request information on when the last water purification was completed, as for a few days my dog who normally drinks gallons of water, decided not to drink any – though personally haven't felt any ill effects, so, assumed it had a smell that my dog just didn't appreciate.

Contacting the State run Health Connector during the first ObamaCare campaign, and finding that I did not qualify, though I was receiving no income – later corrected, though needed to contact other councilmember's and heads of board, when I questioned the decision. Only to be approved instantly.

State jobs:

Data entry position, for minimum wage, required software writing ability, though wasn't listed as a job requirement, and then laughed at for not knowing this; the need to send police to change light bulbs for

various government offices/need to understand the business aspects for increases to production/output for a dispatcher position; etc.

During a year with the unemployment office, contacted by a person who left their telephone number, and when I called it back told "this is the fiscal department" repeatedly, and when I mentioned that it was a number that was left on my machine, became more hostile and mentioned again for by then the 5<sup>th</sup> time, that they were the "fiscal department". So, ended up just ending the conversation, as it was just going in circles. (Something that's also been an issue with a number of other State run agency's.)

I could literally go on for pages, of how many times I've heard of "cut backs" and because of the "cut backs" that they are unable to assist me – or the lack of interest in matters that are criminal in nature. If I go into the "indirect" or claimed areas – such as having a male shout about "decibels" and the legality at midnight – when he's the only one shouting or noise in the area; or a female who shouted about "I'd recognize her voice anywhere" in my neighborhood at midnight (this after mentioning a party in a testimony online); or all the claims of being 'so and so' again shouted at midnight, as if I'd recognize their voice as being an employee of the state...I'd be able to write a book, as it's been ongoing for a longer period of time – 9 years or so now. Though again, no interest in finding out who they are, or stopping the shouted performances – which considering who they claim to be, work for, etc. I would think if it was an interest in stopping them, considering what they're shouting/partying about would occur....

In any event, while I have issues with the words "lean" and whether they will lead to a "business-oriented system for organizing and managing product development, operations, suppliers, and customer relations to create precise customer value, expressed as providing goods and services with higher quality and fewer defects and errors, with less human effort, less space, less capital, and less time than more traditional systems." Am for the implementation of a new system, as I feel that after what I've experienced, continue to experience, that there are a number of issues with the way the State is right now – especially where "time" is of a concern.