
A BILL FOR AN ACT

RELATING TO THE DEPARTMENT OF LAND AND NATURAL RESOURCES.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:

1 SECTION 1. The legislature finds that the department of
2 land and natural resources has a telephone hotline that is
3 available twenty-four hours a day, seven days a week. However,
4 staff is only available to intake these calls on Monday through
5 Friday from 8:00 a.m. to 4:30 p.m. and Saturday, Sunday, and
6 holidays from 8:00 a.m. to 4:00 p.m. Any hotline calls received
7 after these business hours are recorded by a message machine and
8 responded to upon the beginning the next business day. Callers
9 have expressed concerns and frustration regarding the absence of
10 a live-person performing intake services after regular business
11 hours.

12 The legislature further finds that department hotline calls
13 can relate to a variety of issues and matters that are under the
14 department's responsibilities. However, the staff assigned to
15 answer the hotline has not received formal training regarding
16 intake and referral of calls to the appropriate division or
17 office to handle the matter. For example, while the division of



1 conservation and resource enforcement has a direct line for the
2 public to report possible illegal activities occurring on state
3 lands, waters, and natural or cultural resources, many persons
4 call the hotline instead. This may result in a delayed
5 response, especially if the call occurs after regular business
6 hours and intake staff is unable to refer the report to the
7 appropriate division or office. Thus, intake training is
8 necessary to enable staff respond to calls received on the
9 department's hotline, determine the nature of the call, and
10 efficiently refer the call to the appropriate division or office
11 within the department.

12 The purpose of this Act to:

- 13 (1) Require the department of land and natural resources
14 to develop a department telephone hotline intake
15 training program to enable the department to
16 efficiently and effectively receive and respond to
17 information and reports relating to the department's
18 duties and responsibilities; and
- 19 (2) Appropriate funds to the department of land and
20 natural resources to establish one full-time
21 equivalent (1.0 FTE) permanent civil service position



1 to provide intake services for the department of land
2 and natural resources' telephone hotline twenty-four
3 hours a day, seven days a week.

4 SECTION 2. The department of land and natural resources
5 shall develop a department telephone hotline intake training
6 program to enable the department to efficiently and effectively
7 receive information and respond to information and reports
8 relating to the department's duties and responsibilities. The
9 training program shall include but not be limited to:

- 10 (1) Procedures regarding providing intake services,
11 determining the nature of the calls, and referring the
12 calls received on the department hotline to enable
13 intake staff to answer and respond to department
14 hotline calls twenty-four hours a day, seven days a
15 week;
- 16 (2) Procedures that enable the department's hotline intake
17 staff to be the central contact for all divisions
18 within the department during and after business hours
19 so that questions and reports may be referred to and
20 responded by the appropriate division or office; and



1 (3) Any other procedures that will facilitate the
 2 department's hotline to receive and respond to
 3 information and reports relating to the department's
 4 duties and responsibilities.

5 SECTION 3. There is appropriated out of the general
 6 revenues of the State of Hawaii the sum of \$ or so
 7 much thereof as may be necessary for fiscal year 2017-2018 to
 8 establish one full-time equivalent (1.0 FTE) permanent civil
 9 service position to provide intake services for the department
 10 of land and natural resources' telephone hotline twenty-four
 11 hours a day, seven days a week.

12 The sum appropriated shall be expended by the department of
 13 land and natural resources for the purposes of this Act.

14 SECTION 4. This Act shall take effect on July 1, 2017.

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INTRODUCED BY:

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JAN 24 2017



H.B. NO. 1243

Report Title:

Intake Training; Hotline; Civil Service Position; Department of Land and Natural Resources; Appropriation

Description:

Requires the department of land and natural resources to develop a department telephone hotline intake training program to enable the department to efficiently and effectively receive information and respond to information and reports relating to the department's duties and responsibilities. Appropriates funds to the department of land and natural resources to establish one full-time equivalent (1.0 FTE) permanent civil service position to provide intake services for the department of land and natural resources' telephone hotline twenty-four hours a day, seven days a week.

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