
A BILL FOR AN ACT

RELATING TO CONSERVATION AND RESOURCE MANAGEMENT.

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. In
4 addition to this hotline, the division of conservation and
5 resource enforcement has a direct line for the public to report
6 possible illegal activities occurring on state lands, waters,
7 and natural or cultural resources. However, many persons call
8 the hotline to report possible illegal activities and
9 enforcement issues instead of the division's main line. Thus,
10 hotline calls can relate to a variety of issues and matters that
11 are under the department's responsibilities, and may result in a
12 delayed response to conservation and resource enforcement
13 matters.

14 The legislature further finds that department staff share
15 the responsibilities in providing intake for the department's
16 hotline and division of conservation and resource enforcement's
17 direct line because the division does not have a dispatcher.



1 The intake staff has not received formal training regarding
2 intake and referral of calls to the appropriate division or
3 office to handle the matter, which may result in a delayed
4 response by conservation and resource enforcement officers. To
5 alleviate the number of calls regarding conservation and
6 resource enforcement matters received on the department's
7 hotline and ensure quicker and appropriate responses, a
8 conservation and resource enforcement dispatcher is necessary to
9 respond to calls received on the division's direct line,
10 determine the nature of the call, and efficiently dispatch the
11 information or report to responding conservation and resource
12 enforcement officers.

13 The purpose of this Act is to:

14 (1) Require the department of land and natural resources
15 to develop an intake and dispatch training program to
16 enable the department to efficiently and effectively
17 receive and respond to information and reports
18 relating to conservation and resource enforcement
19 matters received on the division of conservation and
20 resource enforcement's direct line; and



1 (2) Appropriate funds to the department of land and
2 natural resources to establish one full-time
3 equivalent (1.0 FTE) permanent civil service position
4 to provide intake and dispatcher services for the
5 division of conservation and resource enforcement.

6 SECTION 2. The department of land and natural resources
7 shall develop an intake and dispatch training program to enable
8 the department to efficiently and effectively receive and
9 respond to information and reports relating to conservation and
10 resource enforcement matters received on the division of
11 conservation and resource enforcement's direct line. The
12 training program shall include but not be limited to:

13 (1) Procedures regarding providing intake and dispatch
14 services, determining the nature of the calls, and
15 efficiently dispatching the information or report to
16 the responding conservation and resource enforcement
17 officers; and

18 (2) Any other procedures that will facilitate the division
19 of conservation and resource enforcement to receive
20 and respond to information and reports in a timely and
21 efficient manner.



1 SECTION 3. There is appropriated out of the general
 2 revenues of the State of Hawaii the sum of \$ or so
 3 much thereof as may be necessary for fiscal year 2017-2018 to
 4 establish one full-time equivalent (1.0 FTE) permanent civil
 5 service position to provide intake and dispatcher services for
 6 the division of conservation and resource enforcement.

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

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

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INTRODUCED BY: Sean Quinlan

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JAN 24 2017



H.B. NO. 1293

Report Title:

Conservation and Resource Management; Dispatcher; Civil Service Position; Department of Land and Natural Resources; Appropriation

Description:

Requires the department of land and natural resources to develop an intake and dispatch training program to enable the department to efficiently and effectively receive and respond to information and reports relating to conservation and resource enforcement matters received on the division of conservation and resource enforcement's direct line. 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 and dispatcher services for the division of conservation and resource enforcement.

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