STAND. COM. REP. NO. 476 -08

Honolulu, Hawaii

Fe 515, 2008

RE: H.B. No. 1982 H.D. 1

Honorable Calvin K.Y. Say Speaker, House of Representatives Twenty-Fourth State Legislature Regular Session of 2008 State of Hawaii

Sir:

Your Committee on Legislative Management, to which was referred H.B. No. 1982, H.D. 1, 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 to investigate customer service at the Hawaii Public Housing Authority (HPHA). This bill appropriates an unspecified sum for this pilot program.

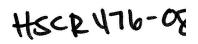
HPHA and an individual testified in support of this bill. The Ombudsman offered comments.

As affirmed by the record of votes of the members of your Committee on Legislative Management that is attached to this report, your Committee is in accord with the intent and purpose of H.B. No. 1982, H.D. 1, and recommends that it be referred to the Committee on Finance.

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Respectfully submitted on behalf of the members of the Committee on Legislative Management,

MICHAEL Y. MACADAY, Chair



State of Hawaii House of Representatives The Twenty-fourth Legislature

Record of Votes of the Committee on Legislative Management

Bill/Resolution No.: HB 1982 HD1 LAB, LMG, FIN 2/12/2008				
☐ The committee is reconsidering its previous decision on the measure.				
The recommendation is to: Pass, unamended (as is) Pass, with amendments (HD) Hold Pass short form bill with HD to recommit for future public hearing (recommit)				
LMG Members	Ayes	Ayes (WR)	Nays	Excused
1. MAGAOAY, Michael Y. (C)				
2. TOKIOKA, James Kunane (VC)				
154 Pos				Section 3.
3. CHONG, Pono	/			
4. OSHIRO, Blake K.	/			
5 FINNECAN Lymn				Aug Vite
5. FINNEGAN, Lynn		<i>V</i>		
			-	
TOTAL (5)	4	\		
The recommendation is: Adopted If joint referral, Committee acronymend Adopted If joint referral, Committee acronymend Adopted If joint referral, Committee acronymend Adopted Adopted Adopted If joint referral, Committee acronymend Adopted Adopted				
Vice Chair's or designee's signature:				
Distribution: Original (White) – Committee Duplicate (Yellow) – Chief Clerk's Office				