

A Bill for an Act Relating to a Satellite State Office Pilot Project.

*Be It Enacted by the Legislature of the State of Hawaii:*

SECTION 1. In accordance with Section 9 of Article VII of the Constitution of the State of Hawaii and sections 37-91 and 37-93, Hawaii Revised Statutes, the legislature has determined that the appropriation contained in this Act will cause the state general fund expenditure ceiling for fiscal year 1990-1991 to be exceeded by \$300,000, or 0.012 per cent. The reasons for exceeding the general fund expenditure ceiling are that the appropriation made in this Act is necessary to serve the public interest and to meet the need provided for by this Act.

SECTION 2. The legislature finds that, in responding to the needs of an increasingly complex society, state government has become a highly complex organization. Citizens seeking help from their government are often overwhelmed by the initial task of identifying the appropriate government service agency to respond to their needs. When citizens are able to locate the appropriate agency, they must then struggle with the problem of parking and congestion in the urban centers where these agencies are usually located. With development moving toward the rural areas of the State, further away from the offices of most state agencies, distance has also become a critical factor in citizen accessibility to government.

The legislature believes that it is incumbent on state government to reach out, geographically as well as structurally, to assist citizens to find the help available through government organizations. The purpose of this Act is to establish satellite state offices, on a pilot basis, in certain suburban or rural communities in the State to improve access to state government services and to reduce traffic congestion and driving distances for citizens.

SECTION 3. (a) There is established within the office of information a satellite state office pilot project. The office of information may establish five satellite state offices for the pilot project, one each in windward Oahu, leeward Oahu, Maui, Kauai, and the Big Island. In the selection of sites for these offices, the office of information may consider the following office sites:

- (1) A neighbor island state office building;
- (2) An independent satellite state office in a high traffic shopping mall; and
- (3) A shared location with a satellite city hall or other county facility.

(b) Each state satellite office shall be staffed by at least one staff person who shall be a community relations specialist and shall contain necessary equipment so as to facilitate services to citizens who frequent the satellite offices, including but not limited to computer links to state departments.

(c) The office of information shall submit a report to the legislature not less than twenty days prior to the convening of the 1992 legislative session which shall include, but not be limited to:

- (1) A comparative analysis of the types of satellite offices established in the pilot program in terms of the effectiveness of each in responding to citizen needs;
- (2) An assessment of the feasibility of establishing satellite state offices in a shared location with satellite city halls or other county facilities;

- (3) Statistical data on the number of citizens who have used the satellite offices and the types of requests for assistance; and
- (4) A recommendation as to whether or not satellite offices should be permanently established and, if a permanent program is recommended, the report shall include a proposal for a statewide plan for such a program, including a schedule of implementation and the fiscal requirements for the program.

The office of information shall submit an interim report of its findings to the legislature during the 1991 session.

SECTION 4. There is appropriated out of the general revenues of the State of Hawaii the sum of \$300,000, or so much thereof as may be necessary for fiscal year 1990-1991, to establish a satellite state office pilot project.

SECTION 5. The sum appropriated shall be expended by the office of the governor for the purposes of this Act.

SECTION 6. This Act shall take effect on July 1, 1990.

(Approved June 27, 1990.)