

I MINA' TRENTA NA LIHESLATURAN GUÅHAN  
2010 (SECOND) Regular Session

2010 APR 27 PM 2:26

Bill No. 379-30(25)

Introduced by:

Telo Taitague

Tony V.A. Ada

Eddie Cabas

RAY TENORIO

F.F. BLAS JR.

F.B. AGUIAR JR.

AN ACT TO ADD A NEW §3132 TO CHAPTER 3 OF 5GCA  
RELATIVE TO CREATING BETTER PUBLIC SERVICE FOR  
THE MAN'AMKO AND INDIVIDUALS WITH MOBILITY  
DISABILITES.

1 **BE IT ENACTED BY THE PEOPLE OF GUAM:**

2 **Section 1.** A new Section 3132 is added to Chapter 3 of 5GCA to read as follows:

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4 **“§3132. Better Customer Service Policy – “Move To The Front Of The Line.”**

5 All agencies, public corporations and instrumentalities of the Government of Guam  
6 shall implement policies that allow individuals with mobility disabilities or are seventy  
7 (70) years of age or older to move to the front of the line for customer service requests  
8 and remittance of payments. This section does not apply where patrons of an agency  
9 are scheduled by appointment. Nothing herein is intended to prevent an agency, public  
10 corporation or instrumentality from creating separate service lines to accommodate  
11 patrons with mobility disabilities or are seventy (70) years of age or older.”

12  
13 **Section 2. Effective Date.** The provision enacted by Section 1 of this Act shall be  
14 effective no later than one hundred eighty (180) days from the date of enactment.