

I MINA' TRENTAI UNU NA LIHESLATURAN GUÁHAN
2012 (SECOND) Regular Session

BILL NO. 494-31 (COR)

Introduced by:

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**AN ACT TO AMEND SUBSECTION 3132, CHAPTER 3,
TITLE 5, GUAM CODE ANNOTATED RELATIVE TO
ADDING VETERANS TO THE BETTER CUSTOMER
SERVICE POLICY.**

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

2 **Section 1. Legislative findings and intent.** *I Liheslaturan Guahan*

3 finds that our people enjoy the opportunities afforded by a democratic
4 society because of the sacrifices made by our US military veterans. As our
5 men and women of the armed forces return home from service, they are
6 challenged with transitioning back into everyday life. *I Liheslatura,*
7 therefore, intends to amend public law to provide a small gesture of gratitude
8 and appreciation for their contributions to protecting and serving the nation
9 as we continue to work at strengthening the supports and services needed to
10 help them cope with the war experience by respecting them and allowing
11 them to “move to the front of the line.”

1 **Section 2. § 3132, Chapter 3 of Title 5 Guam Code Annotated is**

2 **hereby amended to read:**

3 “§ 3132. Better Customer Service Policy – “Move to the Front of the Line.”

4 All agencies, public corporations and instrumentalities of the government of

5 Guam *shall* ensure that individuals with mobility disabilities, *or* are fifty-

6 five (55) years of age or older, *or veterans* are allowed to move to the front

7 of the line for customer service requests and remittance of payments. This

8 Section does *not* apply where patrons of an agency are scheduled by

9 appointment. Nothing herein is intended to prevent an agency, public

10 corporation or instrumentality from creating separate service lines to

11 accommodate patrons with mobility disabilities, or are fifty-five (55) years

12 of age or older, *or veterans*. The provisions of this Section *shall not* affect

13 the policies, priorities and protocols for rendering triage/treatment of

14 patients for medical care.”