

*I Mina'Trentai Singko Na Liheslaturan*  
**BILL STATUS**

BILL NO.	SPONSOR	TITLE	DATE INTRODUCED	DATE REFERRED	CMTE REFERRED	PUBLIC HEARING DATE	DATE COMMITTEE REPORT FILED	FISCAL NOTES	NOTES
11-35 (LS)	James C. Moylan	AN ACT TO CREATE THE "EXPECT MORE ACT OF 2019" BY ADDING §3133 TO CHAPTER 3, TITLE 5, GUAM CODE ANNOTATED, RELATIVE TO THE CREATION OF AN AGENCY CUSTOMER SERVICE POLICY.	1/7/19 11:23 a.m.						

1 I MINA'TRENTAI SINGKO NA LIHESLATURAN GUÅHAN

2 2019 (FIRST) Regular Session

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5 BILL NO: 11 -35 (LS)

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7 INTRODUCED BY:

James C. Moylan 

8  
9 AN ACT TO CREATE THE "EXPECT MORE ACT OF 2019" BY  
10 ADDING §3133 TO CHAPTER 3, TITLE 5, GUAM CODE  
11 ANNOTATED, RELATIVE TO THE CREATION OF AN AGENCY  
12 CUSTOMER SERVICE POLICY.

13 BE IT ENACTED BY THE PEOPLE OF GUAM

14 Section 1. Legislative Intent and Findings.

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16 *I Liheslaturan Guahan* find's that the government of Guam provides the  
17 product of service to the residents of the Guam, which each entity unique  
18 in its delivery. It is vital that public entities, be it large agencies or small  
19 instrumentalities, that the core mission of the government be not only a  
20 clear mandate, but a commitment to the community. The people of Guam  
21 expect more from their government, and thus it is vital that quality services  
22 are delivered.

23  
24 While many agencies and their employees strive to provide quality care  
25 and portray professionalism with their constituents, much more can still be  
26 accomplished. Whether it is reducing wait lines or return calls, or assuring  
27 that that efficiency and decorum are adhered to, it is vital that all public  
28 entities create customized customer service policies. However, it is just as  
29 vital that these public entities incorporate and mandate these policies in

23 JUN -7 AM 11:23  


1 their day to day operations, to assure that their clients, the residents of  
2 Guam, are provided quality customer service.

3  
4 **Section 2. §3133 of Chapter 3, Title 5, Guam Code Annotated, is hereby**  
5 ***added*** to read as follows:

6  
7 ***“§3133 “Expect More Act of 2019”- Agency Customer Service Policy***  
8

9 This Subsection *shall* be referred to as the *“Expect More Act of 2019”*.  
10

11 Notwithstanding any other provisions of the law, the Director or  
12 equivalent officer of each agency and instrumentality of the  
13 government of Guam *shall* establish a Customer Service Policy  
14 catered to that respective public entity. The initial Customer Service  
15 Policy *shall* be established and ratified by April 1, 2019, with copies  
16 transmitted to *I Maga’haga Guåhan* and the Speaker of *I Liheslaturan*  
17 *Guåhan* no later than five (5) working days following the ratification  
18 thereof.

19  
20 (a) Each such plan *shall* be reviewed annually for adequacy and so  
21 ratified by the governing board or, in the absence of a governing  
22 board, *I Maga’haga Guåhan*, on or before October 1st with  
23 amendments. Copies of each plan, to include those annually  
24 reviewed, *shall* be transmitted to *I Maga’haga Guåhan* and the Speaker  
25 of *I Liheslaturan Guåhan* no later than five (5) working days following  
26 the ratification thereof.

27  
28 (b) Such plan *shall* include, but not be limited to, provisions for:  
29

30 (1). The agency’s *Core Mission* or *Policy Statement*.  
31

32 (2). The agency’s commitment towards Customer Service and  
33 how it will establish improvement in its delivery of such  
34 service.

1  
2 (3). The agency's communication plan related to its protocol  
3 and response timelines for its customers.  
4

5 (4). The agency's business plan related to employee training for  
6 customer service.  
7

8 (5). The agency's commitment towards professionalism,  
9 demeanor, decorum and dress codes.  
10

11 (6). Identifying who the customers of the agency are.  
12

13 (7). The agency's plan of action in terms of reducing wait times  
14 for its customers.  
15

16 (8). The agency's plan of action to improve efficiency through  
17 technology, as it relates to the service they provide their  
18 customers.  
19

20 (9). The agency's plan of action in terms of discipline with those  
21 employees who fail to adhere towards customer service  
22 policies.  
23

24 (10). The agency's policy related to the employees  
25 communication on social media.  
26

27 (c) The term "agency" as defined in this Subsection shall mean any  
28 agency or instrumentality of the Government of Guam.  
29

30 (d) Each government agency and instrumentality *shall* display their  
31 approved Customer Service Policy in a spot visible at the entrance or  
32 lobby of their entity or entities. "  
33  
34

1 **Section 3. Effective Date.** This Act *shall* be effective immediately upon  
2 enactment.