

MAINE STATE LEGISLATURE

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1043

L.D. 398

DATE: 5/1/95

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MAJORITY
STATE AND LOCAL GOVERNMENT

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STATE OF MAINE
HOUSE OF REPRESENTATIVES
117TH LEGISLATURE
FIRST REGULAR SESSION

COMMITTEE AMENDMENT "A" to H.P. 294, L.D. 398, Bill, "An Act to Ensure Courteous Treatment of the Public by State Employees"

Amend the bill by striking out the title and substituting the following:

'An Act to Ensure Access to Customer Service Training for State Employees'

Further amend the bill in section 1 in paragraph I in the last line (page 1, line 12 in L.D.) by striking out the following: "~~;~~ and" and inserting in its place the following: '~~;~~'

Further amend the bill by striking out all of section 2 (page 1, lines 14 and 18 in L.D.) and inserting in its place the following:

'Sec. 2. 5 MRSA §49, sub-§5, ¶¶J and K are enacted to read:

J. Provide direction for achieving improvement in total customer satisfaction by making available customer service training for state employees; and

K. Assess and make recommendations for the establishment of customer service training programs for state employees in all departments and agencies of state government.'

Further amend the bill by striking out all of section 5 and inserting in its place the following:

'Sec. 5. 5 MRSA §7036, sub-§13, ¶F, as enacted by PL 1985, c. 785, Pt. B, §38, is amended to read:

COMMITTEE AMENDMENT

R. 018

COMMITTEE AMENDMENT "A" to H.P. 294, L.D. 398

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F. The training programs, including customer service training, instituted by the bureau and the number of persons completing these programs in the previous fiscal year;'

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Further amend the bill by inserting at the end before the statement of fact the following:

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FISCAL NOTE

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The costs associated with modifying the training programs offered by the Department of Administrative and Financial Services, Bureau of Human Resources to include customer service training can be absorbed by the bureau within existing budgeted resources.'

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STATEMENT OF FACT

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This amendment focuses on ensuring that state employees have access to customer service training programs and that evaluations of performance include an employee's customer service skills. The amendment removes the creation of the Office of Citizen Relations and adds a fiscal note to the bill.