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# HOUSE CONCURRENT RESOLUTION

REQUESTING THE DEPARTMENT OF TAXATION TO UPGRADE AND MODERNIZE  
ITS COMMUNICATION SYSTEM.

1           WHEREAS, taxpayers find it difficult to resolve tax issues  
2 due to a lack of responsive communication from the Department of  
3 Taxation; and  
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5           WHEREAS, the Department of Taxation's telephone queue  
6 currently holds only twenty calls, and there are only fifteen  
7 employees answering these calls; and  
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9           WHEREAS, the number of calls received by the Department of  
10 Taxation's taxpayer services line can reach up to hundreds of  
11 calls per day; and  
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13           WHEREAS, during periods of high call volume, taxpayers can  
14 be put on hold for extended periods of time or told to call back  
15 at another time; and  
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17           WHEREAS, a lack of responsive communication can be  
18 especially frustrating for taxpayers facing payment deadlines  
19 and the threat of mounting penalties; now, therefore,  
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21           BE IT RESOLVED by the House of Representatives of the  
22 Twenty-ninth Legislature of the State of Hawaii, Regular Session  
23 of 2017, the Senate concurring, that the Department of Taxation  
24 is requested to upgrade and modernize its communication system;  
25 and  
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27           BE IT FURTHER RESOLVED that, as part of this upgrade, the  
28 Department of Taxation is requested to increase its number of  
29 call centers, improve its internet chat and electronic mail  
30 capabilities, and establish and maintain a better frequently  
31 asked questions page on its website; and



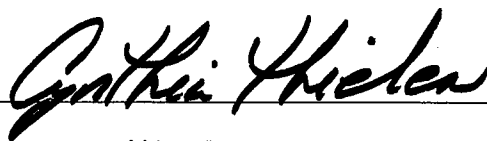
# H.C.R. NO. 86

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2 BE IT FURTHER RESOLVED that the Department of Taxation is  
3 requested to report to the Legislature on the progress of this  
4 upgrade no later than twenty days prior to the convening of the  
5 Regular Session of 2018; and

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7 BE IT FURTHER RESOLVED that a certified copy of this  
8 Concurrent Resolution be transmitted to the Director of  
9 Taxation.

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OFFERED BY:



MAR 07 2017

