
HOUSE 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, that the Department of Taxation is requested to upgrade
24 and modernize its communication system; and

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26 BE IT FURTHER RESOLVED that, as part of this upgrade, the
27 Department of Taxation is requested to increase its number of
28 call centers, improve its internet chat and electronic mail
29 capabilities, and establish and maintain a better frequently
30 asked questions page on its website; and

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32 BE IT FURTHER RESOLVED that the Department of Taxation is
33 requested to report to the Legislature on the progress of this



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1 upgrade no later than twenty days prior to the convening of the
2 Regular Session of 2018; and

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

OFFERED BY: *Guthrie Hickel*
MAR 07 2017

