

Honolulu, Hawaii

MAR 29 2017

RE: S.C.R. No. 93

Honorable Ronald D. Kouchi
President of the Senate
Twenty-Ninth State Legislature
Regular Session of 2017
State of Hawaii

Sir:

Your Committee on Economic Development, Tourism, and
Technology, to which was referred S.C.R. No. 93 entitled:

"SENATE CONCURRENT RESOLUTION REQUESTING THE DEPARTMENT OF
TAXATION TO UPGRADE AND MODERNIZE ITS COMMUNICATION SYSTEM,"

begs leave to report as follows:

The purpose and intent of this measure is to request that the
Department of Taxation upgrade and modernize its communication
system.

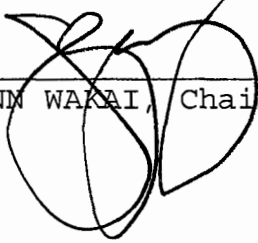
Your Committee received comments on this measure from the
Department of Taxation.

Your Committee finds that the number of calls received by the
Department of Taxation's taxpayer services line can reach up to
hundreds of calls per day. During high call volume, taxpayers can
be put on hold for extended periods of time or told to call back
at another time. Your Committee further finds that an upgrade and
modernization of the Department of Taxation's communication system
is important to ensure taxpayers receive timely and responsive
communication.

As affirmed by the record of votes of the members of your
Committee on Economic Development, Tourism, and Technology that is
attached to this report, your Committee concurs with the intent
and purpose of S.C.R. No. 93 and recommends that it be referred to
your Committee on Ways and Means.



Respectfully submitted on
behalf of the members of the
Committee on Economic
Development, Tourism, and
Technology,



GLENN WAKAI, Chair



The Senate
 Twenty-Ninth Legislature
 State of Hawai'i

Record of Votes
Committee on Economic Development, Tourism, and Technology
ETT

Bill / Resolution No.:* SCR 93	Committee Referral: ETT, WAM	Date: 3/28/17		
<input type="checkbox"/> The Committee is reconsidering its previous decision on this measure. If so, then the previous decision was to: _____				
The Recommendation is: <input checked="" type="checkbox"/> Pass, unamended 2312 <input type="checkbox"/> Pass, with amendments 2311 <input type="checkbox"/> Hold 2310 <input type="checkbox"/> Recommit 2313				
Members	Aye	Aye (WR)	Nay	Excused
WAKAI, Glenn (C)	✓			
TANIGUCHI, Brian T. (VC)	✓			
BAKER, Rosalyn H.				✓
GALUTERIA, Brickwood				✓
THIELEN, Laura H.	✓			
TOTAL	3	0	0	2
Recommendation: <input checked="" type="checkbox"/> Adopted <input type="checkbox"/> Not Adopted				
Chair's or Designee's Signature:				
Distribution: Original Yellow Pink Goldenrod File with Committee Report Clerk's Office Drafting Agency Committee File Copy				

*Only one measure per Record of Votes