

STAND. COM. REP. NO.

1406

Honolulu, Hawaii

APR 06 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 Ways and Means, 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 the
Department of Taxation to upgrade and modernize its communication
system.

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

Your Committee understands that taxpayers have had difficulty
reaching the Department of Taxation's employees by telephone. Not
only has the situation led to frustration and inconvenience among
affected taxpayers, but frontline department employees also face
increasing pressure. Your Committee finds that this situation
should be rectified.

Your Committee also finds that the communication problem may
be the result of the Department of Taxation's inattention to the
business side of the tax system modernization project. Your
Committee requests the Department to pay more attention to
frontline employees who, along with taxpayers, should be regarded
as the primary stakeholders in the tax system modernization
project.



As affirmed by the record of votes of the members of your Committee on Ways and Means that is attached to this report, your Committee concurs with the intent and purpose of S.C.R. No. 93 and recommends its adoption.

Respectfully submitted on
behalf of the members of the
Committee on Ways and Means,



JILL N. TOKUDA, Chair



