

STAND. COM. REP. NO. **1407**

Honolulu, Hawaii

APR 06 2017

RE: S.R. No. 37

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.R. No. 37 entitled:

"SENATE 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.R. No. 37 and recommends its adoption.

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




JILL N. TOKUDA, Chair



The Senate
 Twenty-Ninth Legislature
 State of Hawai'i

Record of Votes
Committee on Ways and Means
WAM

Bill / Resolution No.:*	Committee Referral:	Date:
SR 37	ETT, WAM	4/4/17
<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	
TOKUDA, Jill N. (C)	/	
DELA CRUZ, Donovan M. (VC)	/	
ENGLISH, J. Kalani	/	
GALUTERIA, Brickwood	/	
HARIMOTO, Breene	/	
INOUYE, Lorraine R.	/	
KAHELE, Kaiali'i	/	
RIVIERE, Gil	/	
SHIMABUKURO, Maile S.L.	/	
TANIGUCHI, Brian T.	/	
WAKAI, Glenn	/	
TOTAL	11	
Recommendation:		
<input checked="" type="checkbox"/> Adopted <input type="checkbox"/> Not Adopted		
Chair's or Designee's Signature:		
		
Distribution:		
Original	Yellow	Pink
File with Committee Report	Clerk's Office	Drafting Agency
		Goldenrod
		Committee File Copy

*Only one measure per Record of Votes