HOUSE OF REPRESENTATIVES
THIRTIETH LEGISLATURE, 2019
STATE OF HAWAII

H.C.R. NO. 13

HOUSE CONCURRENT RESOLUTION

URGING HAWAIIAN AIRLINES TO CEASE OUTSOURCING CALL CENTER OPERATIONS TO THE PHILIPPINES AND TO RETURN THESE OPERATIONS TO HAWAII.

WHEREAS, in 2018, Hawaiian Airlines carried a record 11,840,178 passengers; and

WHEREAS, according to the 2017 State of Hawaii Data Book, the average regular fare ticket price in 2017 for interisland flights on Hawaiian Airlines was $189.40; and

WHEREAS, Hawaiian Airlines has been outsourcing its reservations call center operations to the Philippines since 2007; and

WHEREAS, international outsourcing draws jobs and income away from the State and thus increases unemployment, deprives Hawaii residents of job opportunities, and erodes state and county revenues; now, therefore,

BE IT RESOLVED by the House of Representatives of the Thirtieth Legislature of the State of Hawaii, Regular Session of 2019, the Senate concurring, that Hawaiian Airlines is urged to cease outsourcing reservation call center operations to the Philippines and to return these operations to Hawaii; and

BE IT FURTHER RESOLVED that a certified copy of this Concurrent Resolution be transmitted to the Chief Executive Officer of Hawaiian Airlines, Inc.

OFFERED BY: _____

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