

MAR 10 2017

SENATE CONCURRENT 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 Senate of the Twenty-ninth
22 Legislature of the State of Hawaii, Regular Session of 2017, the
23 House of Representatives concurring, that the Department of
24 Taxation is requested to upgrade and modernize its communication
25 system; and

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



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BE IT FURTHER RESOLVED that the Department of Taxation is requested to report to the Legislature on the progress of this upgrade no later than twenty days prior to the convening of the Regular Session of 2018; and

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

OFFERED BY:






