STAND. COM. REP. NO. 1406

Honolulu, Hawaii

APR 0 6 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.

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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

## The Senate Twenty-Ninth Legislature State of Hawaiʻi

## Record of Votes Committee on Ways and Means WAM

Bill / Resolution No.:	Committee	Referral:	i i	ite:	
SCR 93 1	ETT	, WAM		4/4/17	
The Committee is reconsidering its previous decision on this measure.					
If so, then the previous decision was to:					
The Recommendation is:					
Pass, unamended Pass, with amendments Hold Recommit 2312 2311 2310 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, Kaialiʻi	····				
RIVIERE, Gil					·
SHIMABUKURO, Maile S.L.					
TANIGUCHI, Brian T.					
WAKAI, Glenn					
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TOTAL		11			
Recommendation:  Adopted  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					

<sup>\*</sup>Only one measure per Record of Votes