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## HOUSE RESOLUTION

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

1 WHEREAS, in 2017, Hawaiian Airlines carried roughly  
2 11,500,000 passengers and set new records for fourth quarter and  
3 full-year revenue in 2017, with revenue rising by ten percent  
4 from 2016; and

5  
6 WHEREAS, according to the 2016 State of Hawaii Data Book,  
7 the average regular fare ticket price in 2016 for interisland  
8 flights on Hawaiian Airlines was \$182.40; and

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10 WHEREAS, Hawaiian Airlines has been outsourcing its  
11 reservations call center operations to the Philippines since  
12 2007; and

13  
14 WHEREAS, international outsourcing draws jobs and income  
15 away from the State and thus increases unemployment, deprives  
16 Hawaii residents of job opportunities, and erodes state and  
17 county revenues; now, therefore,

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19 BE IT RESOLVED by the House of Representatives of the  
20 Twenty-ninth Legislature of the State of Hawaii, Regular Session  
21 of 2018, that Hawaiian Airlines is urged to cease outsourcing  
22 reservation call center operations to the Philippines and to  
23 return these operations to Hawaii; and

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

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29  
30 OFFERED BY:



FEB 07 2018

