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# SENATE CONCURRENT RESOLUTION

REQUESTING THE OFFICE OF CONSUMER PROTECTION OF THE DEPARTMENT  
OF COMMERCE AND CONSUMER AFFAIRS TO CONVENE A TASK FORCE TO  
ASSESS ISSUES RELATED TO THE AVAILABILITY OF PAYMENT  
OPTIONS FROM TOW COMPANIES.

1           WHEREAS, towing services play a critical role in  
2 maintaining public safety and order by removing illegally parked  
3 or abandoned vehicles; and  
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5           WHEREAS, vehicle owners who retrieve their towed vehicles  
6 often face challenges in making payments due to limited cash  
7 availability and lack of access to convenient payment methods;  
8 and  
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10           WHEREAS, the State has recognized the importance of  
11 ensuring fair and transparent towing practices, including  
12 requiring towing companies to accept multiple forms of payment  
13 such as cash and credit or debit cards; and  
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15           WHEREAS, some towing companies may not consistently provide  
16 convenient payment options, creating undue hardship for vehicle  
17 owners attempting to retrieve their vehicles; and  
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19           WHEREAS, ensuring that towing companies have an on-site  
20 automated teller machine will provide an additional payment  
21 option for vehicle owners and reduce unnecessary delays in  
22 vehicle retrieval; now, therefore,  
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24           BE IT RESOLVED by the Senate of the Thirty-third  
25 Legislature of the State of Hawaii, Regular Session of 2025, the  
26 House of Representatives concurring, that the Office of Consumer  
27 Protection of the Department of Commerce and Consumer Affairs is  
28 requested to convene a task force to assess issues related to  
29 the availability of accessible payment options at towing  
30 companies; and



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BE IT FURTHER RESOLVED that the Office of Consumer Protection of the Department of Commerce and Consumer Affairs is requested to invite any stakeholders to be members of the task force as deemed appropriate; and

BE IT FURTHER RESOLVED that the Office of Consumer Protection of the Department of Commerce and Consumer Affairs is requested to submit a report of its findings and recommendations, including any proposed legislation, to the legislature no later than twenty days prior to the convening of the Regular Session of 2026; and

BE IT FURTHER RESOLVED that certified copies of this Concurrent Resolution be transmitted to the Director of Transportation and Executive Director of the Office of Consumer Protection of the Department of Commerce and Consumer Affairs.

