
SENATE 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,
26 that the Office of Consumer Protection of the Department of
27 Commerce and Consumer Affairs is requested to convene a task
28 force to assess issues related to the availability of accessible
29 payment options at towing companies; and
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31 BE IT FURTHER RESOLVED that the Office of Consumer
32 Protection of the Department of Commerce and Consumer Affairs is



1 requested to invite any stakeholders to be members of the task
2 force as deemed appropriate; and

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

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

