SENATE CONCURRENT RESOLUTION

REQUESTING THE DEPARTMENT OF TAXATION TO UPGRADE AND MODERNIZE ITS COMMUNICATION SYSTEM.

WHEREAS, taxpayers find it difficult to resolve tax issues due to a lack of responsive communication from the Department of Taxation; and

WHEREAS, the Department of Taxation's telephone queue currently holds only twenty calls, and there are only fifteen employees answering these calls; and

WHEREAS, the number of calls received by the Department of Taxation's taxpayer services line can reach up to hundreds of calls per day; and

WHEREAS, during periods of high call volume, taxpayers can be put on hold for extended periods of time or told to call back at another time; and

WHEREAS, a lack of responsive communication can be especially frustrating for taxpayers facing payment deadlines and the threat of mounting penalties; now, therefore,

BE IT RESOLVED by the Senate of the Twenty-ninth Legislature of the State of Hawaii, Regular Session of 2017, the House of Representatives concurring, that the Department of Taxation is requested to upgrade and modernize its communication system; and

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

[Signatures]