
HOUSE RESOLUTION

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

1 WHEREAS, in 2018, Hawaiian Airlines carried a record
2 11,840,178 passengers; and
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4 WHEREAS, according to the 2017 State of Hawaii Data Book,
5 the average regular fare ticket price in 2017 for interisland
6 flights on Hawaiian Airlines was \$189.40; and
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8 WHEREAS, Hawaiian Airlines has been outsourcing its
9 reservations call center operations to the Philippines since
10 2007; and
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12 WHEREAS, international outsourcing draws jobs and income
13 away from the State and thus increases unemployment, deprives
14 Hawaii residents of job opportunities, and erodes state and
15 county revenues; now, therefore,
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17 BE IT RESOLVED by the House of Representatives of the
18 Thirtieth Legislature of the State of Hawaii, Regular Session of
19 2019, that Hawaiian Airlines is urged to cease outsourcing
20 reservation call center operations to the Philippines and to
21 return these operations to Hawaii; and
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23 BE IT FURTHER RESOLVED that a certified copy of this
24 Resolution be transmitted to the Chief Executive Officer of
25 Hawaiian Airlines, Inc.
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OFFERED BY: *Re McInerney*

FEB - 2 2019

