



# **ASSESSMENTS, ENFORCEMENT & COLLECTIONS**

**2010-2013 Hawaii Tax Review  
Commission**

**Presented by Frederick Pablo  
Director, Department of Taxation**

**August 29, 2012**

*“I like to pay taxes. With them, I buy civilization.”*

*Oliver Wendell Holmes  
Supreme Court Justice*

*“Taxes, after all, are dues that we pay for the  
privileges of membership in an organized society.”*

*Franklin D. Roosevelt  
President of the United States*

**Figure 1. Tax Services and Processing Division Staffing**

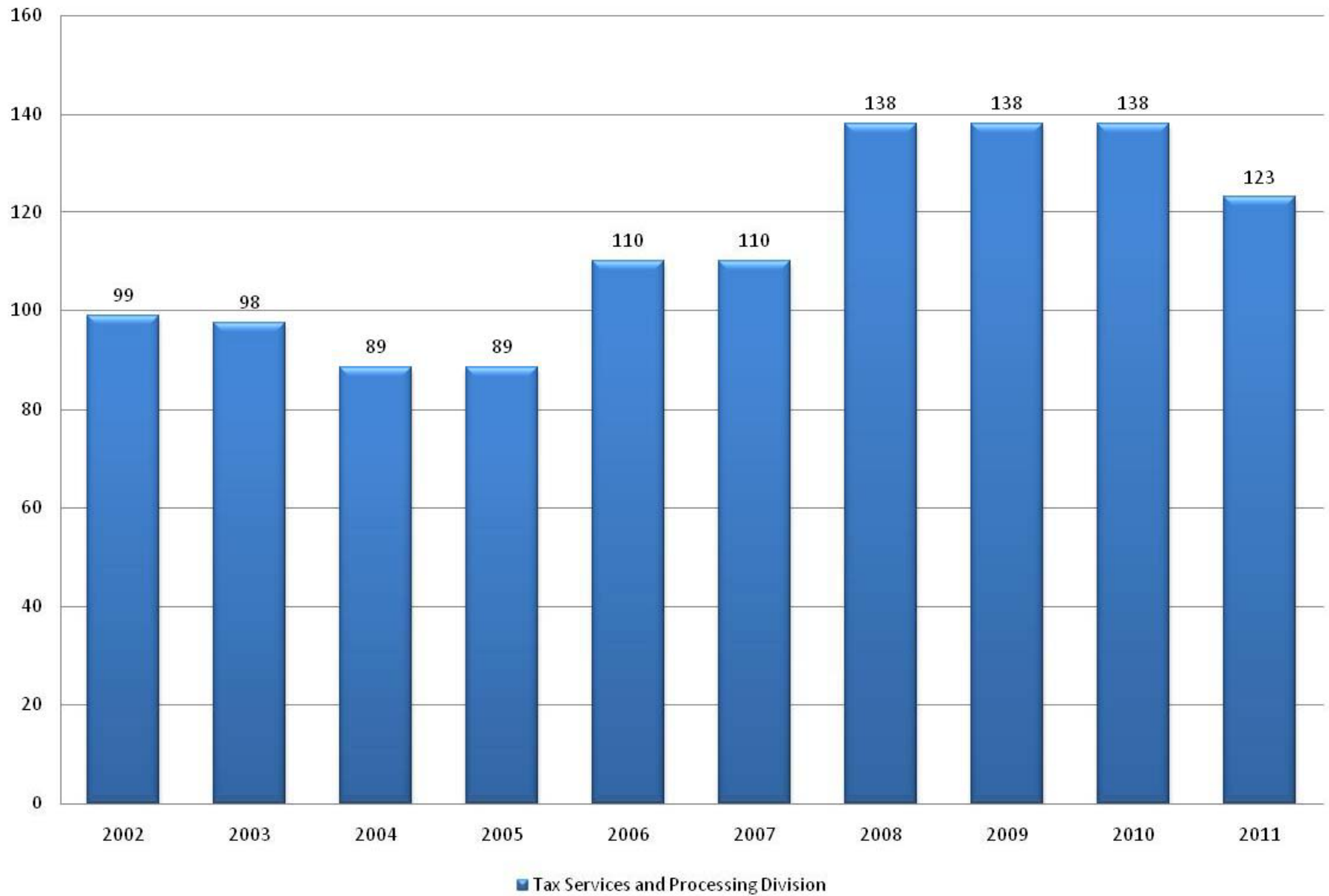


Figure 2. Taxpayer Services - Call Answer Rate

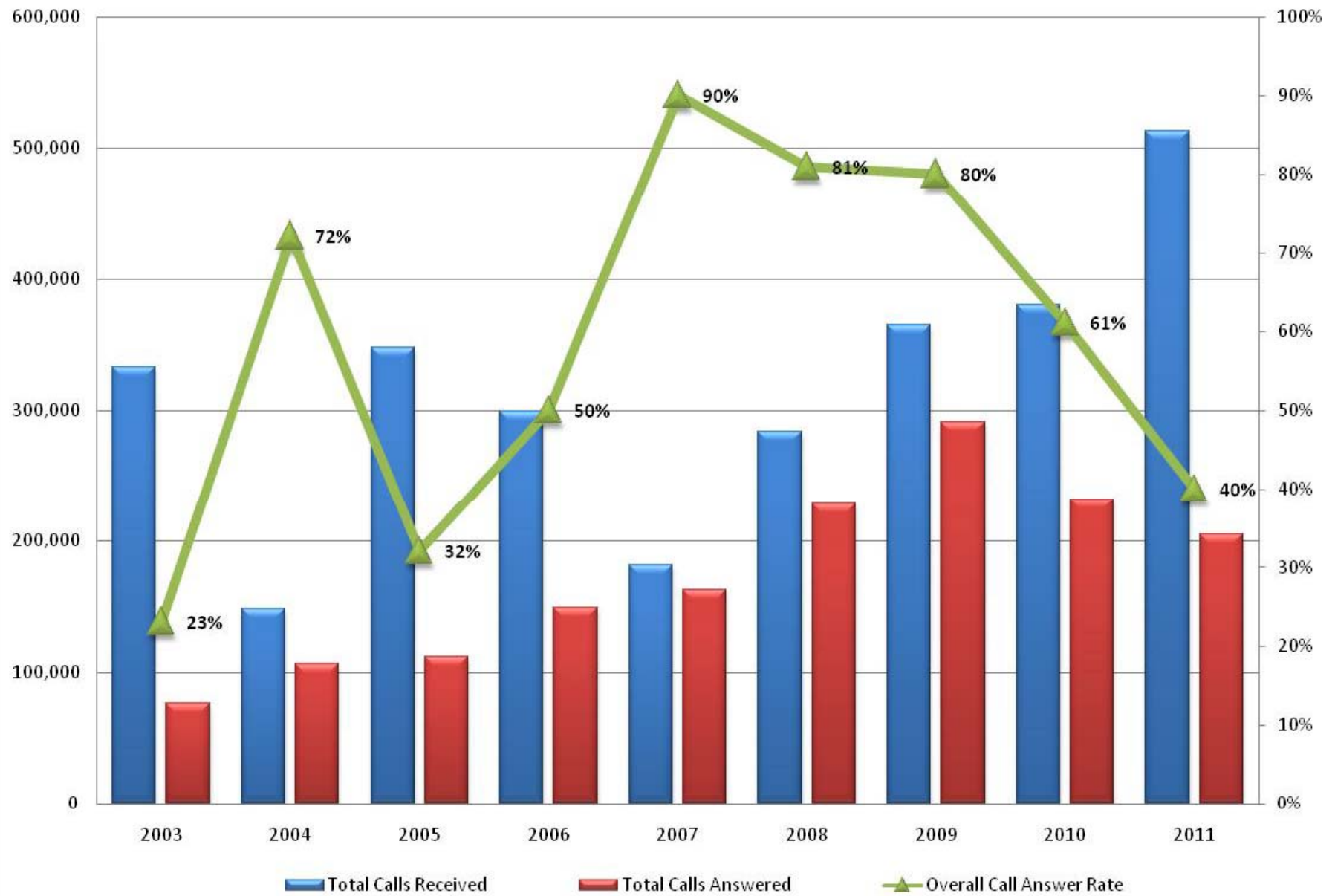
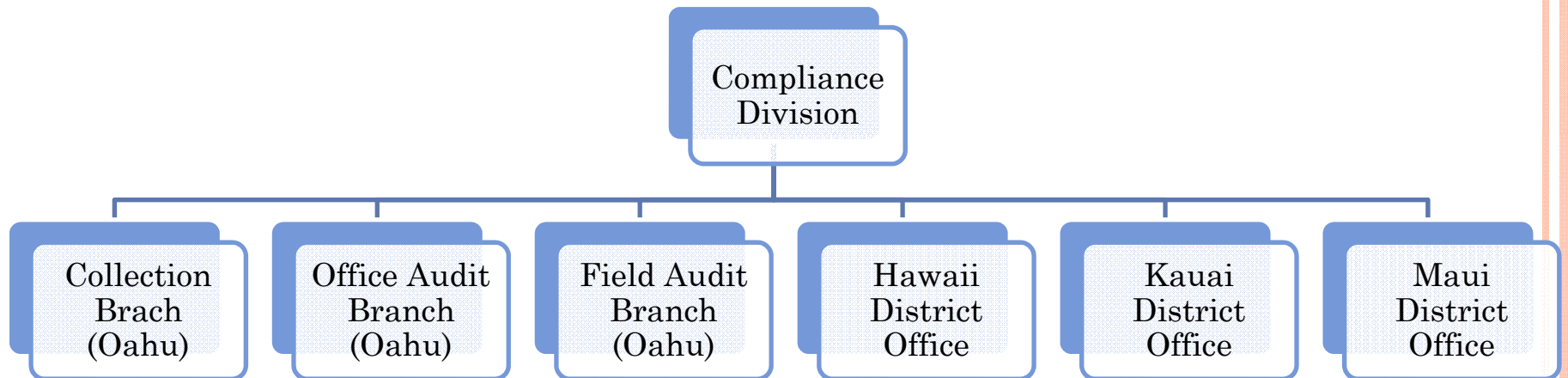


Chart 1. Compliance Division Organization Chart



**Figure 3. Compliance Division Staffing**

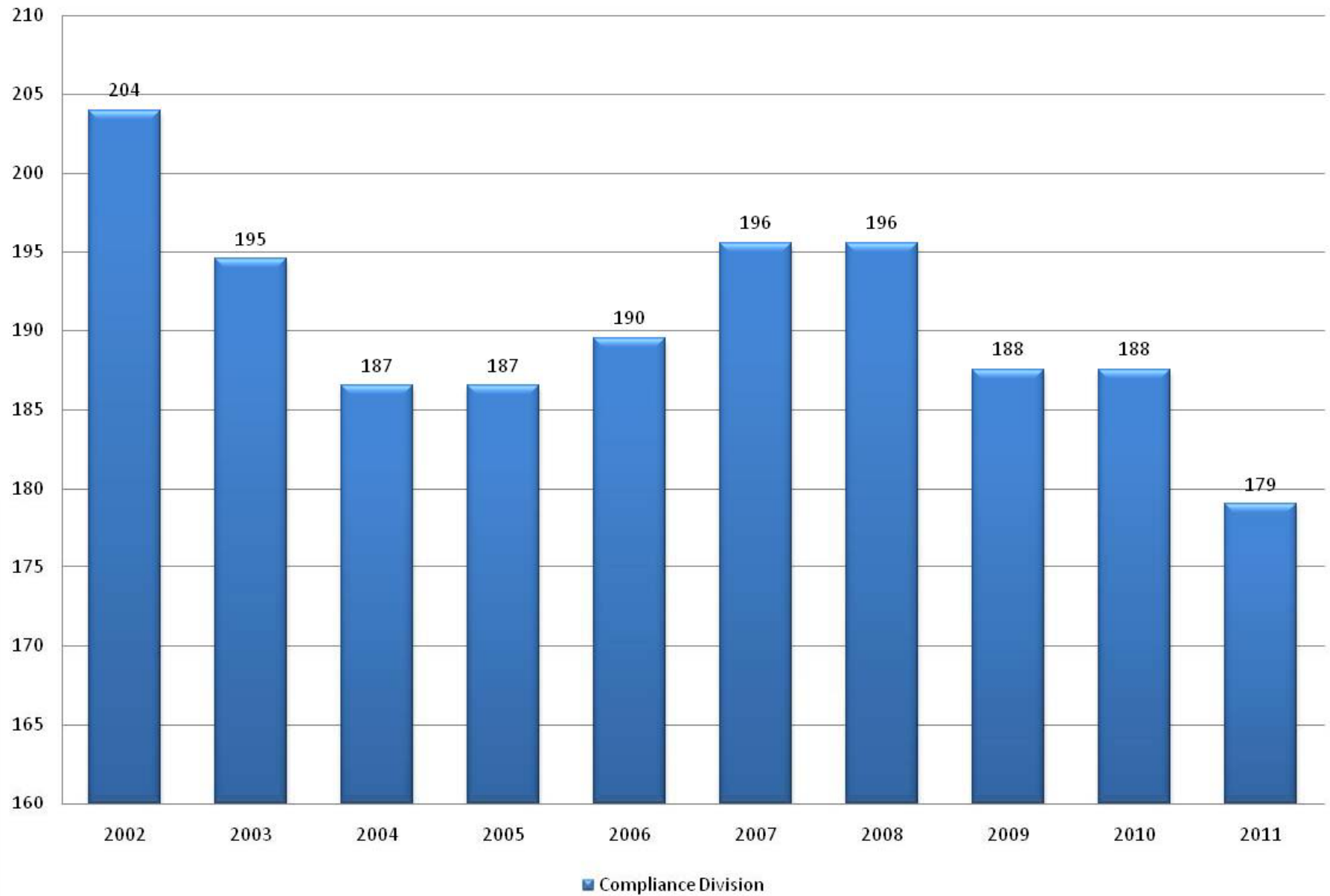


Figure 4. Office Audit: Number of Completed Audits

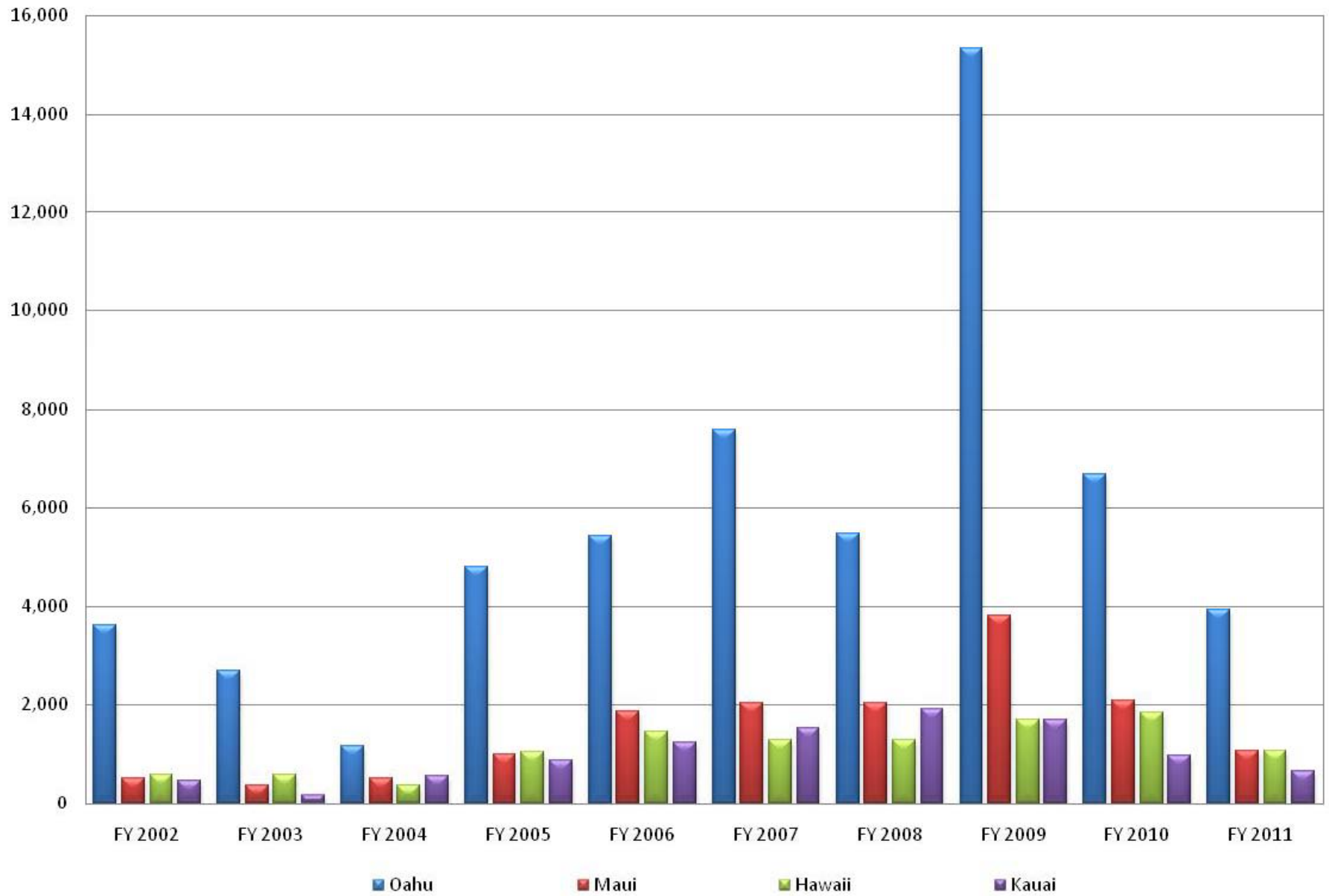




Figure 5. Office Audit: Dollars Assessed

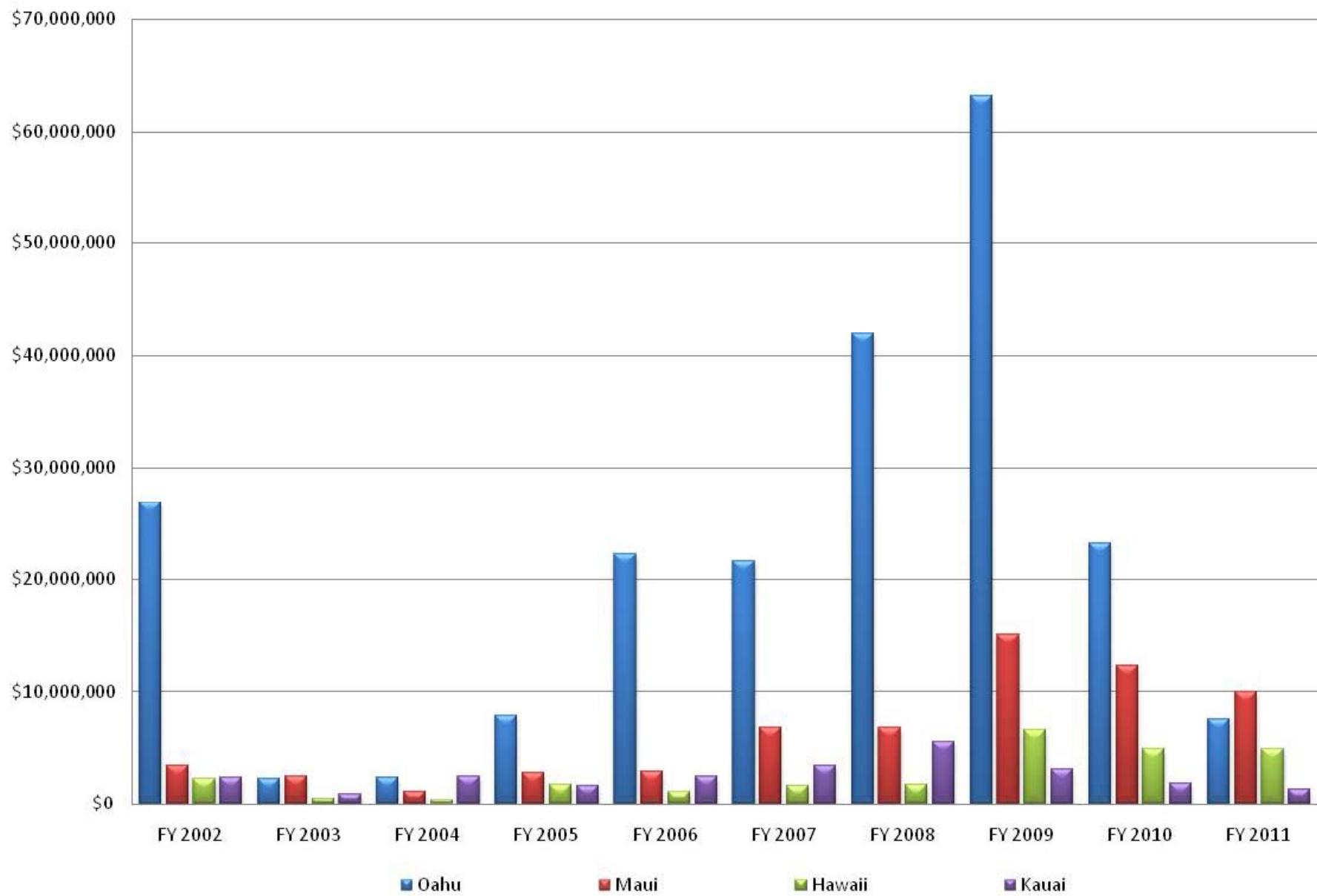




Figure 6. Field Audit: Number of Completed Audits

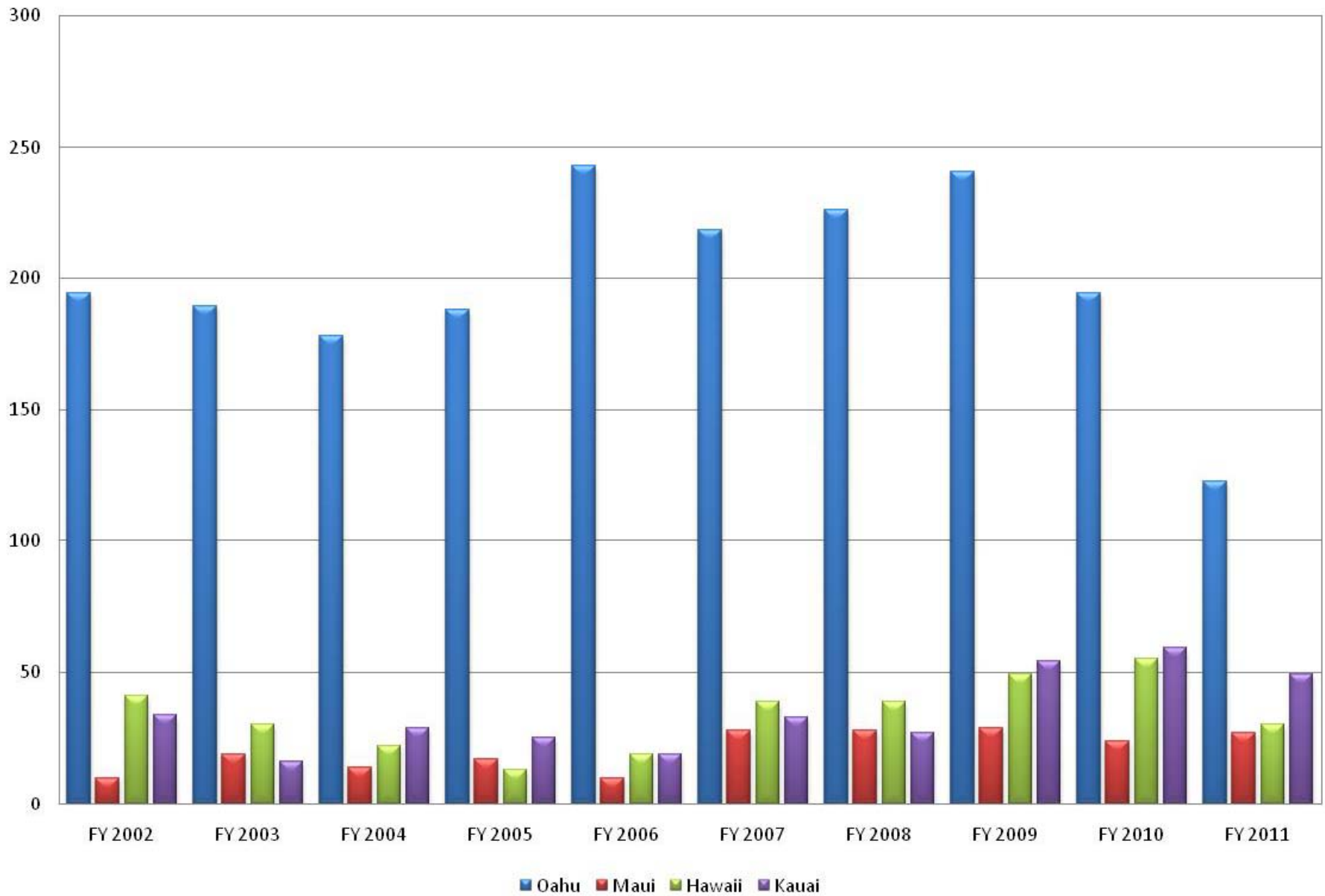


Figure 7. Field Audit: Dollars Assessed

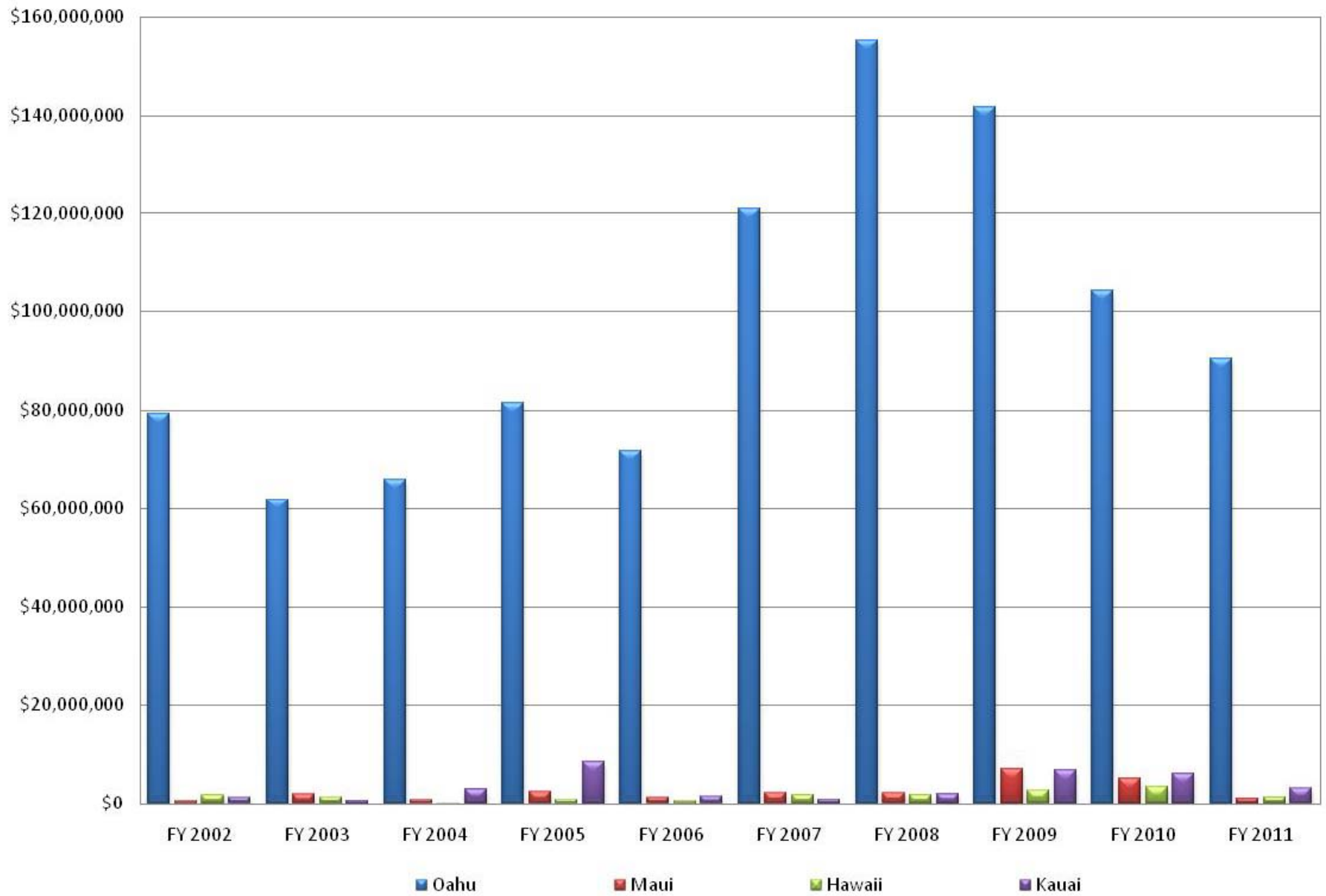
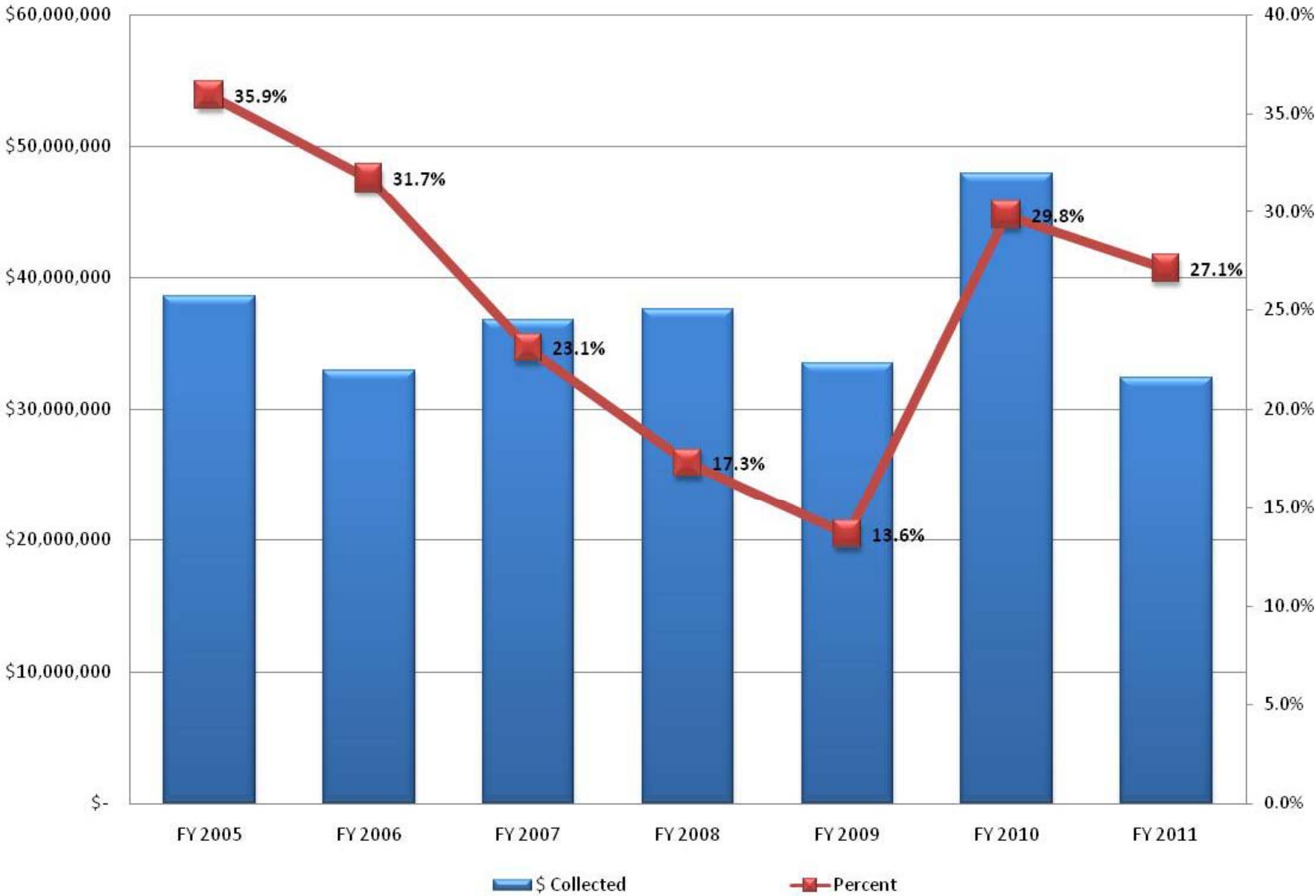
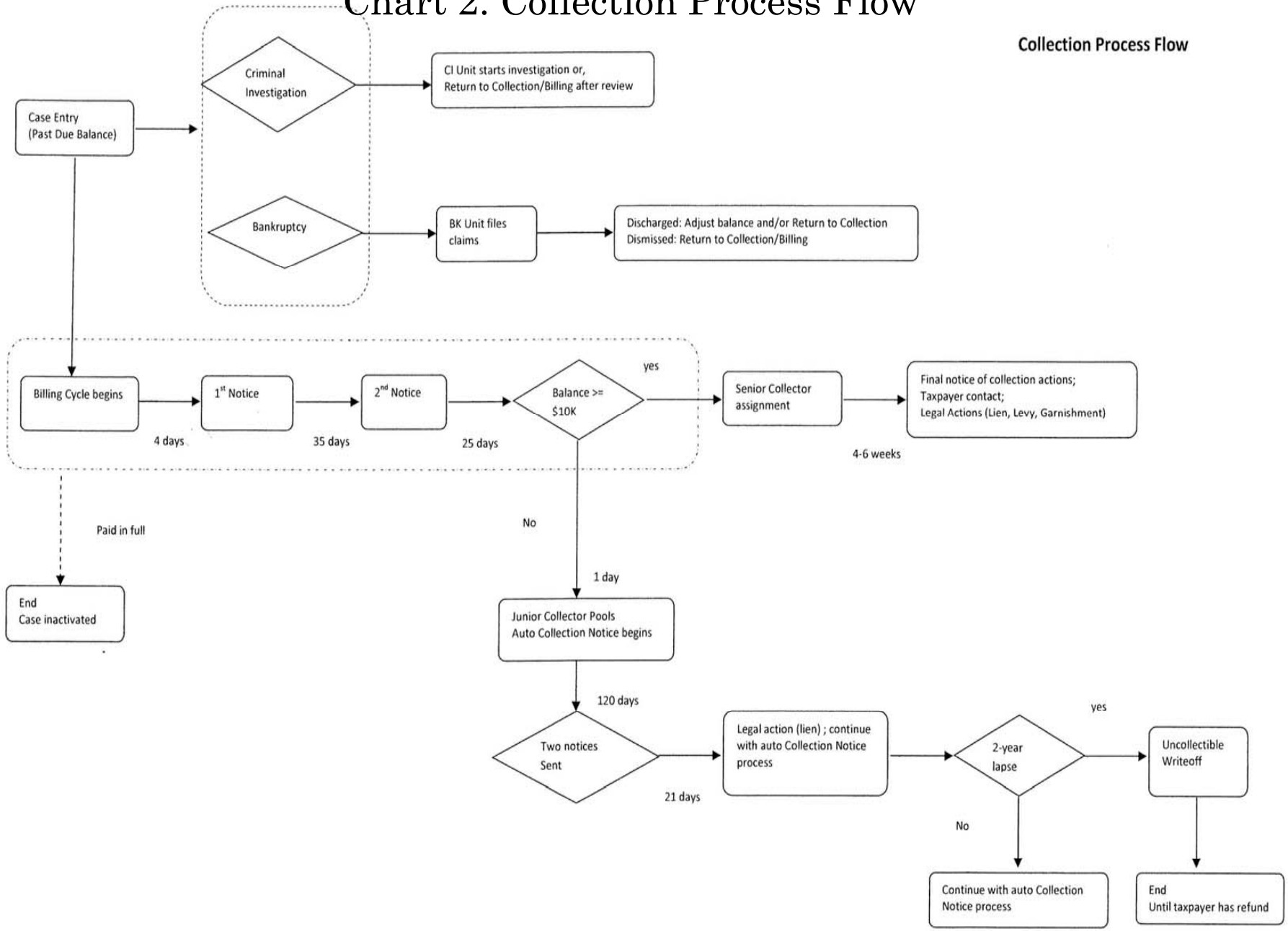


Figure 8. Amount Collected from Assessments

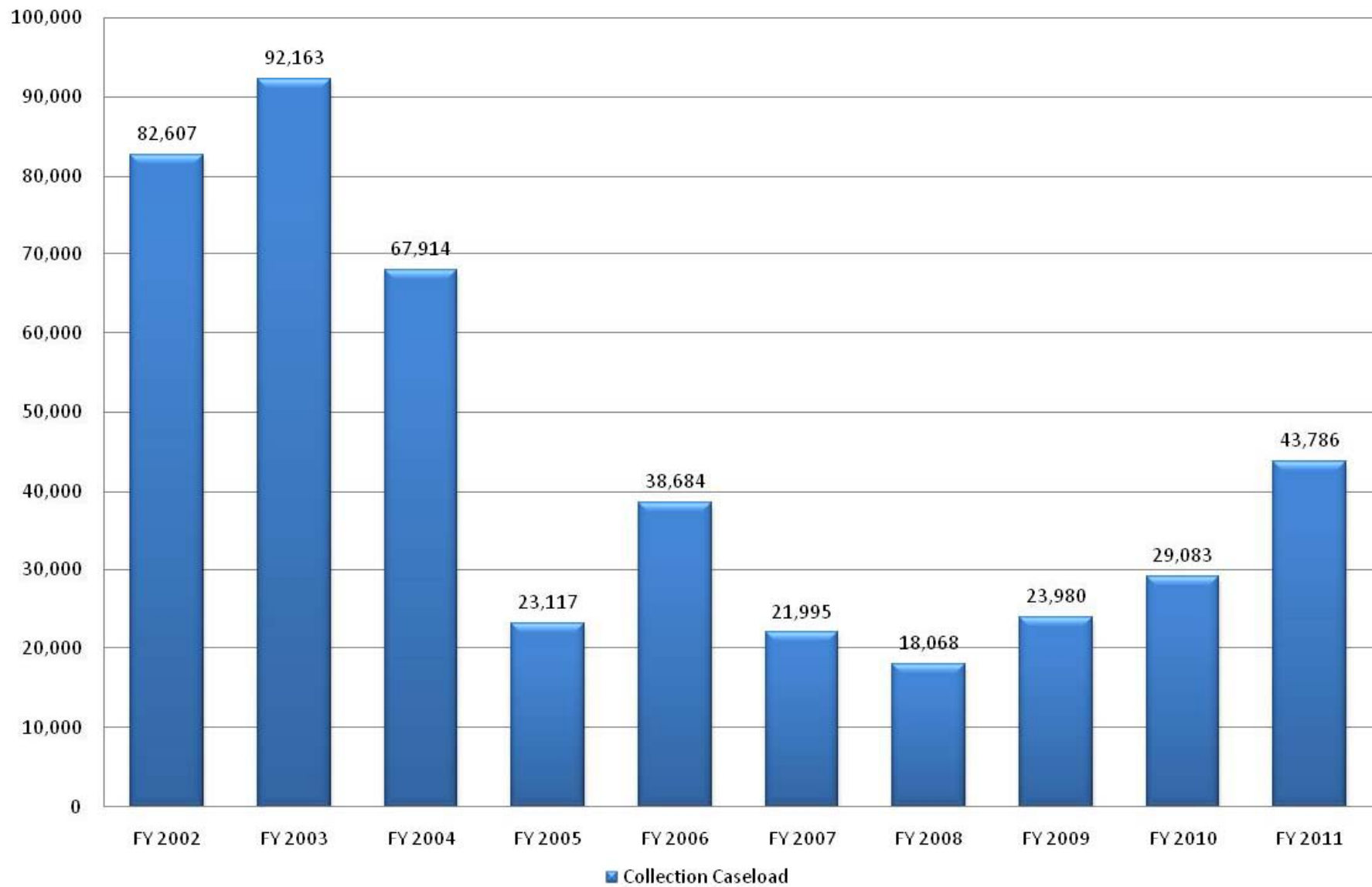


# Chart 2. Collection Process Flow

Collection Process Flow



### Figure 9. Collection Caseload



Note: 2002-2004: Tax Account Periods; 2005-2011: No. of Cases

Figure 10. Delinquent Tax Collections

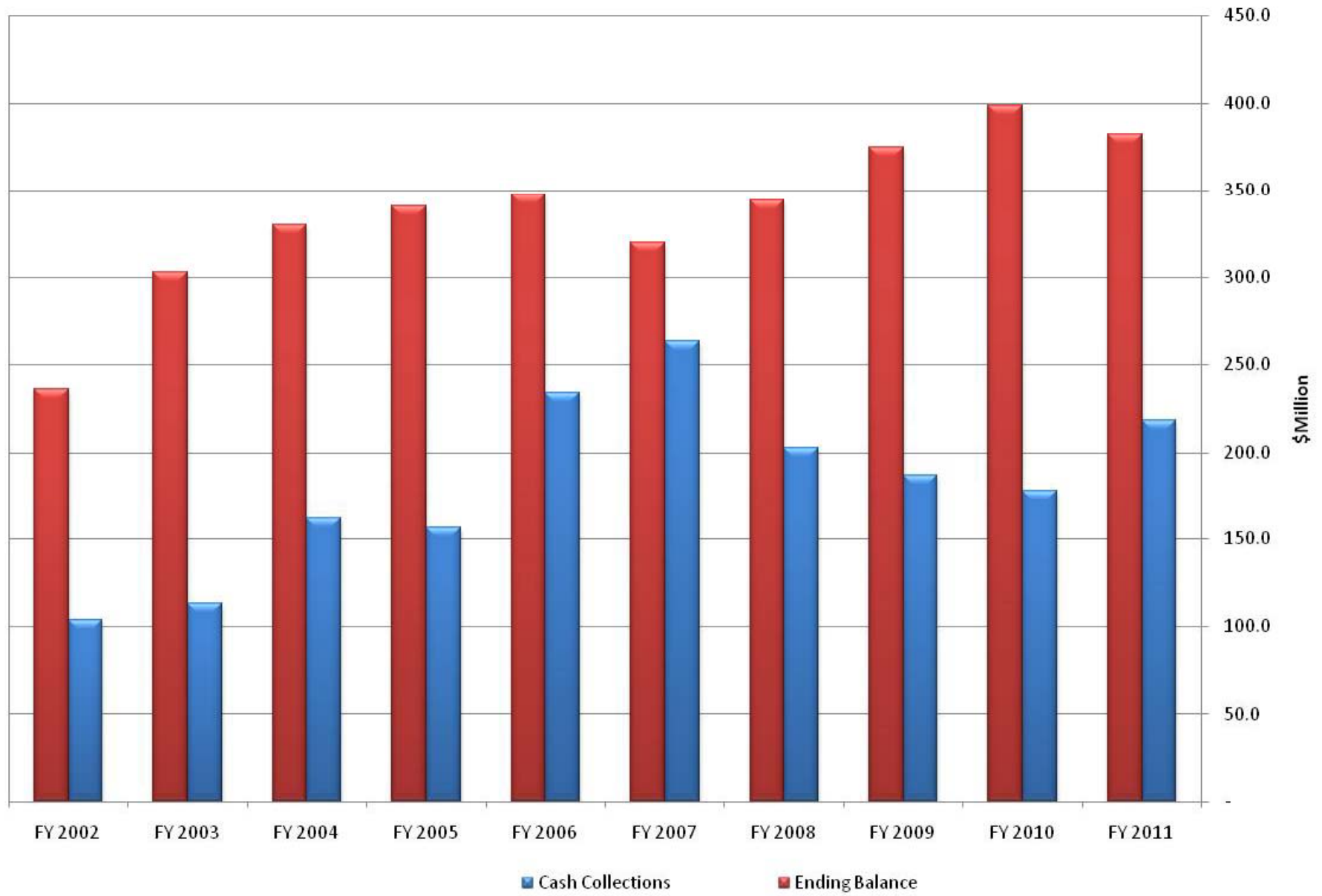
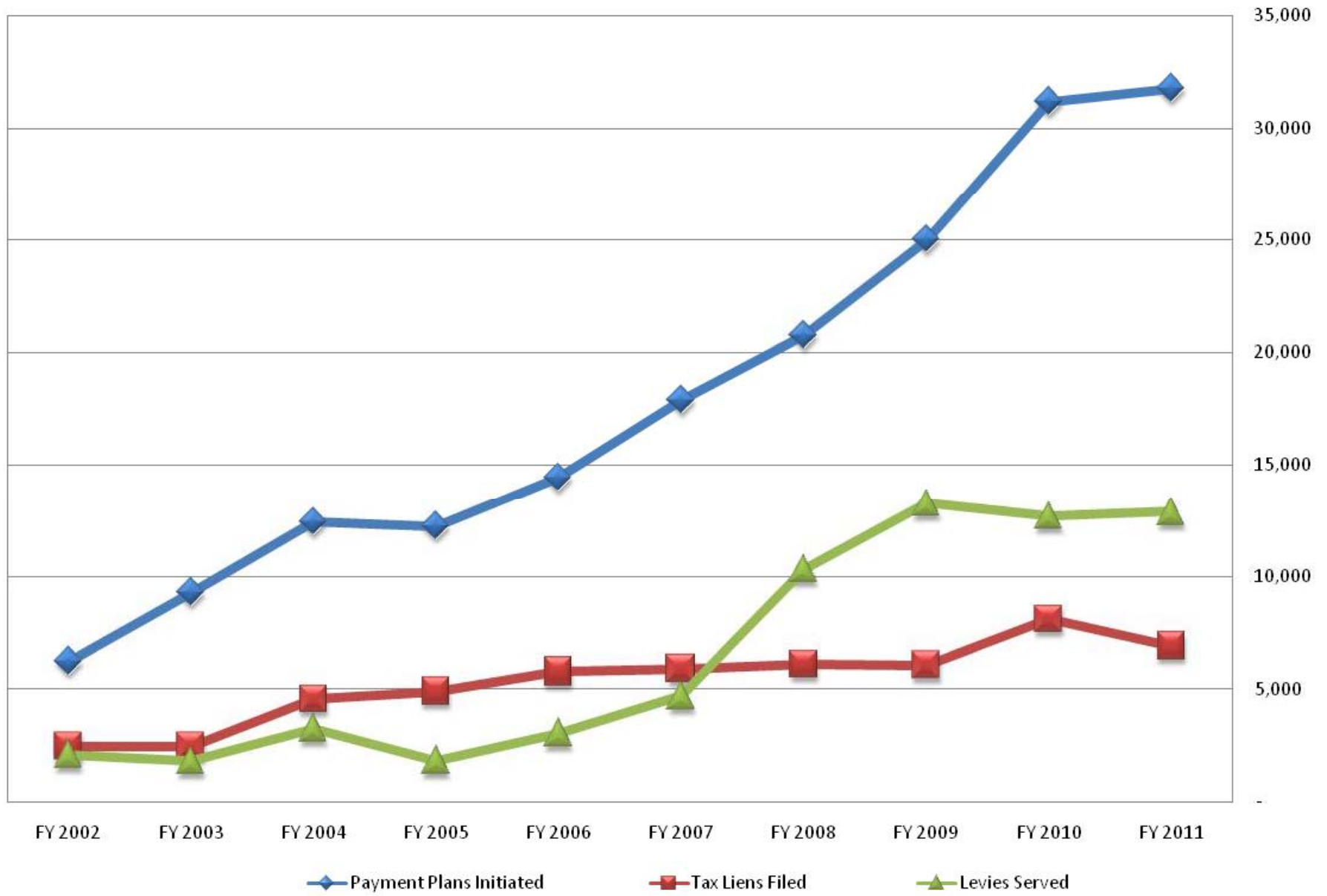


Figure 11. Payment Plans, Liens, Levies





THANK YOU