



BOARD OF EQUALIZATION

**CUSTOMER SERVICE AND ADMINISTRATIVE
EFFICIENCY COMMITTEE MEETING MINUTES**HONORABLE JOHN CHIANG, COMMITTEE CHAIR
450 N STREET, SACRAMENTO

FEBRUARY 14, 2001, 9:30 A.M.

ACTION ITEMS & STATUS REPORT ITEMS**Agenda Item No: 1****Title:** Finance Letter for the Return Processing Automation Project (RPAP)**Issue/Topic:**

Approval to Submit Finance Letter for the Return Processing Automation Project (RPAP).

Committee Discussion:

Staff presented Fiscal Year 2001-02 Finance Letter to obtain category transfer authority to transfer Personal Services savings realized from the project to the Operating Expense and Equipment category for reimbursing the RPAP business partner and technology support contractors.

Ms. Rosmaire Duffy of the California State Employees Association (CSEA) testified and indicated no opposition to RPAP but advised on problems with past automation efforts and shared CSEA's concerns with the Committee members. Ms. Duffy recommended that staff utilize many of the strategies that the Employment Development Department used in implementing the similar but more complex Tax Engineering and Modernization (TEAM) Project. Staff agreed with the suggestions presented and committed to work with CSEA during the project.

Committee Action/Recommendation/Direction:

Committee members discussed the Finance Letter and continued this matter to the Administrative Session when the RPAP business partner contract is scheduled for approval.

