



BOARD OF EQUALIZATION

**CUSTOMER SERVICES AND ADMINISTRATIVE
EFFICIENCY COMMITTEE MEETING MINUTES**HONORABLE CLAUDE PARRISH, COMMITTEE CHAIR
450 N STREET, SACRAMENTOMARCH 26, 2001, 9:30 A.M.

ACTION ITEMS AND STATUS REPORT ITEMS**Agenda Item No: 1****Title: Exit Questionnaire and Interview Policy and Process (Status Report)****Issue/Topic:**

Ms. Jennifer Willis, Chief, Taxpayers' Rights and Equal Employment Opportunity Division, highlighted the key points of the report.

Committee Discussion:

In July 2001 the Taxpayers' Rights and Equal Employment Opportunity Division was requested by the Board to return before them to submit a final version of the Exit Questionnaire and Interview Policy and Process. Information gained from the Exit Questionnaire would be used to meet the Board's goals with respect to increasing employee retention and enhancing the workplace environment. In response to Board Member Andal's questions, Ms. Willis indicated that the July draft questionnaire was tested by approximately 30 employees and took approximately 45 minutes to complete. The Exit Questionnaire was subsequently revised and should now take 15 to 20 minutes to complete.

Committee Action/Recommendation/Direction:

The Board moved to adopt staff's recommendation to finalize the new Exit Questionnaire and the Interview Policy and Process as reflected in the March 15, 2002 Board Status Report.

Agenda Item No: 2

Title: 2002-03 Finance Letter (Support Budget Need – Postage Rate Increase)

Issue/Topic:

Mr. James E. Speed, Executive Director, and Ms. Sally Lee, Deputy Director of Administration, requested Board approval of the 2002-03 Finance Letter request for \$216,000 (\$173,000 General Fund and \$43,000 Reimbursements) augmentation to accommodate the U.S. Postal Service proposed postage rate increases.

Committee Discussion:

Board Member Klehs asked Mr. Speed to read the memorandum requesting Board approval for the Finance Letter request. Board Member Andal expressed concern with requesting the augmentation in light of the deficiency currently confronting the state, and indicated that the Board should be able to absorb \$216,000 in increased costs by reducing other expenditures. Mr. Speed explained that the increase is being submitted at the request of the Department of Finance. Ms. Lee stated that the augmentation is necessary for mailing taxpayer returns and information. Board Member Andal asked the amount of the Board’s total budget. Ms. Lee responded that the budget is approximately \$313 million and of that amount approximately 72% is for Personal Services.

Committee Action/Recommendation/Direction:

Board Member Andal moved to absorb the proposed increase within the Board’s existing budget. The motion failed. Board Member Klehs moved to approve submission of the Finance Letter request. The motion passed. The 2002-03 Finance Letter - Support Budget Need – Postage Rate Increase will be submitted to the Department of Finance.

Approved: /s/ The Honorable Claude Parrish
The Honorable Claude Parrish, Committee Chair

 /s/ James E. Speed
James E. Speed, Executive Director

BOARD APPROVED

At the March 27, 2002 Board Meeting

 /s/ Deborah Pellegrini
Deborah Pellegrini, Chief
Board Proceedings Division