



BOARD OF EQUALIZATION

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

MARCH 28, 2001, 9:30 A.M.

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**ACTION ITEMS & STATUS REPORT ITEMS****Agenda Item No: 1****Title: Expansion of the Electronic Filing (E-Filing) Program****Issue/Topic:**

How should the Board of Equalization (BOE) expand the E-Filing Program?

**Committee Discussion:**

Executive Director James Speed presented staff's recommendation, which included conducting taxpayer focus group meetings, performing additional research on best practices and the development of a conceptual system design by July 2001.

**Committee Action/Recommendation/Direction:**

The Committee approved the staff's recommendation.

**Agenda Item No: 2****Title: Program Review: Recruitment, Outreach, and Workforce Diversity****Issue/Topic:**

James Speed presented an overview of this item.

**Committee Discussion:**

The Board discussed statewide recruiting and the need to attract the best people to Board positions including ethnic minorities. Questions were raised about the reporting relationship of the new Recruitment and Outreach Manager; organizational responsibilities and differences between the Personnel Office and Equal Employment Opportunity Office; how Relevant Labor Force Parity is identified; and the Exit Interview process

