



BOARD OF EQUALIZATION

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

JULY 31, 2001, 9:30 A.M.

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

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

**Committee Discussion:**

Executive Director Jim Speed presented staff's recommendation requesting approval to proceed with a feasibility study, to be completed in March 2002, encompassing design and implementation of the BOE's voluntary Internet e-Government access. Access will allow taxpayers to voluntarily register, initiate changes to their accounts, file returns, pay, and file refund claims and petitions using the Internet. The feasibility study will address confidentiality of data and the need to have adequate staff to administer the program. Staff will report to the Committee on the feasibility study. Upon the Committee's review of the feasibility study, staff will develop a 2003-04 budget change proposal for the Committee's consideration.

**Committee Action/Recommendation/Direction:**

The Committee approved staff's recommendation.

