



BOARD OF EQUALIZATION

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

JANUARY 31, 2008, 9:30 A.M.

ACTION ITEMS & STATUS REPORT ITEMS**Agenda Item No: 1****Title:** *Taxpayers' Rights Advocate's 2006-07 Property and Business Taxes Annual Report***Issue/Topic:**

Presentation of the *Taxpayers' Rights Advocate's 2006-07 Property and Business Taxes Annual Report* to Members of the Board of Equalization.

Committee Discussion:

Committee Chair Bill Leonard opened the Committee meeting by introducing the agenda item and referred the Board Members to the Committee materials that were distributed prior to the meeting. Mr. Leonard commented that the *Taxpayers' Rights Advocate's 2006-07 Property and Business Taxes Annual Report* details specific ways the Advocate is able to help taxpayers and gives statistics for the volume of business the Taxpayers' Rights Advocate Office has in serving both business and property taxpayers that make inquiries, as well as practitioners and counties.

Taxpayers' Rights Advocate, Todd Gilman noted that this year's report highlights accomplishments during the past year, describes the office's involvement in important new projects to assist taxpayers, identifies current issues the office is working to resolve, and contains examples of cases illustrating the services provided by the office.

Mr. Gilman thanked the Sales and Use Tax Department and the Property and Special Taxes Department, as well as the county assessors, for working with him and his staff on this year's report, and stated he looks forward to working with all of them on next year's report.

Board Member Yee commented that she was glad there is more awareness of the purpose of the Taxpayers' Rights Advocate Office, which is an important tool for taxpayers. She expressed the hope that the Advocate, based on his vantage point and independent view, can help in identifying areas of training needs. She noted that it is important for staff to have an understanding of such things as the application of legal opinions and policy changes in order to appropriately respond to taxpayers.

