



BOARD OF EQUALIZATION

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

APRIL 24, 2007, 9:30 A.M.

ACTION ITEMS & STATUS REPORT ITEMS**Agenda Item No: 1****Title:** Update on the Board of Equalization's Electronic Services Projects and Activities**Issue/Topic:**

Update on the current e-services projects and activities, current e-filing numbers, new services available and other services to expect over the next 60 days, current and planned outreach activities, the status of the 2007/08 project and Budget Change Proposals, and the status of the Feasibility Study Report for 2008/10.

Committee Discussion:

Ms. Randie Henry, Executive Sponsor for the agency's E-Services Project, presented the updates of the Electronic Services Projects and Activities. Ms. Henry noted the most recent milestone is that taxpayers on Quarterly Prepayment reporting basis will be able to electronically file their 1st quarter return due April 30th. To date, 88% of the taxpayers are eligible to file electronically. Beginning with the April prepayment, the taxpayers on Quarterly Prepayment reporting basis will be able to electronically file all their prepayment forms. Credit Card payments will be accepted for all electronic-filing including Special Taxes returns and account receivables for all tax and fee programs.

The most recent outreach efforts to increase participation and improve services include:

- E-filing focus groups that provide taxpayers with hands on assistance with e-filing and e-registration by our Electronic Services Business Team
 1. Our first focus group was held April 12th in Oakland.
 2. A second focus group was held yesterday (April 23rd) in Headquarters.
 3. The third focus group is scheduled for April 26th in West Covina.
- Continue the current outreach efforts which will focus on new and innovative approaches to marketing e-services, such as on-line tutorials/videos, additional focus groups, speaking engagements and marketing material.
 1. We included a large e-services overprint on the front of the first quarter return envelopes and will do the same for the 2nd quarter.
 2. Our June Tax Information Bulletin will include an article on the expansion of

