



BOARD OF EQUALIZATION

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

NOVEMBER 14, 2007, 9:30 A.M.

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**ACTION ITEMS & STATUS REPORT ITEMS****Agenda Item No: 1****Title: Board Meeting Reference Update****Issue/Topic:**

Update to 2007 Board Meeting Reference: The reference is a working guide and tool for Board Members and management staff who participate in Board meetings.

**Committee Discussion:**

Committee Chair Bill Leonard introduced Diane Olson as the new Board Proceedings Chief and congratulated her on her new appointment. Mr. Leonard introduced the agenda item, the Board Meeting Reference update, and commented that the extensive changes to the Rules of Practice that will be effective January 2008 necessitate the alteration. He then recommended public input by way of an Interested Parties process so that any concerns could be addressed and any suggestions could be made.

Board Member Yee thanked Mr. Leonard and she acknowledged a need for revision of the Board Meeting Reference but questioned the necessity of using the Interested Parties process since the primary use of the Reference is internal.

Ms. Olson commented that the Board Meeting Reference is available on the website to the general public.

Ms. Mandel agreed with Board Member Yee that the Board Meeting Reference was an internal document and she noted that the Board Proceedings Division and whichever division they collaborate with should continue to update the Board Meeting Reference.

Board Member Yee proposed an alternative to make the current publications more comprehensive and more specific by tax program.

Ms. Mandel recognized that it takes a long time for publications to be updated and she mentioned that she felt the revisions to the appeals publication should be a priority. She also acknowledged that the Board Meeting Reference should still be made available.

Mr. Leonard agreed with both Board Member Yee and Ms. Mandel that the appeals publication should be a priority. He went on to suggest the possibility of providing publications directed toward specific types of appeals and said that was one of the reasons he had wanted to bring this matter before the Board.

Ms. Yee asked Kari Hammond, Manager of the Outreach Services Division, what the schedule of updates for publications is and Ms. Hammond responded that while she did not have that information at the time she would speak with the E-Publishing Section and give the Board that information as soon as possible.

Ms. Olson informed the Board that there are currently a number of publications which are sent out approximately three times to appellants. The Legal Department and the Board Proceedings Division are working to update the appeals publications to reflect the changes to the Rules of Practice.

Board Member Yee asked Mr. Leonard if it would be acceptable to wait for additional information regarding which publication revisions are currently taking place.

Committee Chair Bill Leonard asked Ms. Hammond whether or not she would be able to determine and disseminate the information that Ms. Yee had requested and Ms. Hammond responded that she would be able to do so. Mr. Leonard advised her to send out the information in a memorandum to the Board Members as soon as possible and to be prepared to present it at the next Board meeting.

Board Member Yee once again stated that the exact information she is seeking is as follows: whether or not there are any publications currently undergoing revision, which ones are on the table to be revised, and whether or not there is a timeline for the revision process.

### **Committee Action/Recommendation/Direction:**

The direction to be taken:

- Ms. Hammond will send out a memorandum to the Board members regarding any current revisions to existing publications and the timeline used to update publications by the E-Publishing Section.
- Ms. Hammond will also present the updated information at the next Board meeting.

