



BOARD OF EQUALIZATION

**CUSTOMER SERVICE & ADMINISTRATIVE EFFICIENCY
COMMITTEE MEETING MINUTES**

HONORABLE GEORGE RUNNER, COMMITTEE CHAIR
450 N STREET, SACRAMENTO

MARCH 30, 2016, 9:30 AM

ACTION ITEMS & STATUS REPORT ITEMS

Agenda Item No: 1

RECEIVED

Title: Customer Service Center 2015 Report

APR 05 2016

Issue/Topic:

Presentation of the Customer Service Center accomplishments in 2015.

TAXPAYER'S RIGHTS ADVOCATE'S OFFICE

Committee Discussion:

Committee Chair George Runner opened the Committee meeting.

Taxpayers' Rights Advocate Todd Gilman introduced the agenda item and Thor Dunn, Chief of the Customer Service Center, to present the report.

Mr. Dunn presented highlights from the Customer Service Center Accomplishment Report for calendar year 2015.

Committee Chair Runner asked if the survey being implemented by the Customer Service Center is written to give them clear data. Mr. Dunn responded that it will allow taxpayers to provide feedback regarding how effective the assistance was in meeting their needs.

Chairwoman Ma asked how they will be surveyed. Mr. Dunn indicated they will be asked prior to the call if they would like to participate in a short survey and if they say yes they will be transferred to the survey at the conclusion of their call.

Chairwoman Ma also asked if they have the option of an online survey. Mr. Dunn stated that there is also a survey available on the Board's website.

Ms. Stowers asked what types of questions the call center primarily answers. Mr. Dunn indicated general sales and use tax questions, questions regarding registration, and, particularly during peak periods, assistance with filing returns.

Mr. Horton commended Mr. Dunn for the excellent training provided to staff at the Customer Service Center and asked if program/field staff could receive the same training.

Committee Chair Runner stated this is a good idea and proposed that the Customer

Service and Administrative Efficiency Committee look into this suggestion and report back to the Board at a later date.

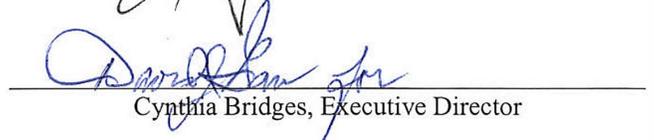
Committee Action/Recommendation/Direction:

Committee Chair George Runner accepted the report and thanked Mr. Gilman and Mr. Dunn for their presentation.

Committee Chair George Runner adjourned the meeting.

Approved:


George Runner, Committee Chair


Cynthia Bridges, Executive Director

BOARD APPROVED

At the March 30, 2016 Board Meeting


Joann Richmond, Chief
Board Proceeding Division