



BOARD OF EQUALIZATION

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

AUGUST 13, 2013, 10:00 A.M.

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**ACTION ITEMS & STATUS REPORT ITEMS****Agenda Item No: 1****Title:** Helping Consumers and Businesses Identify Sales Tax Rates**Issue/Topic:**

Planned Improvements to Help Consumers and Businesses Determine the Correct District Tax Rate

**Committee Discussion:**

Committee Chair Michelle Steel opened the Committee meeting by introducing the agenda item, and asked staff to make its presentation.

Mr. Jaime Garza, Deputy Director, External Affairs Department, introduced Ms. Susanne Buehler, Chief, Tax Policy Division, Sales and Use Tax Department.

Ms. Buehler gave an overview of a multi-agency, three-phase project designed to assist consumers and businesses in identifying their sales and use tax rates. The project includes adding a tax rate lookup function on the website, a tax area code allocation review for current BOE accounts, and enhancements to BOE's online registration system. After implementation, staff will investigate how businesses can integrate these services into their operations.

Ms. Buehler also noted that SUTD and External Affairs Departments have been collaborating to enhance the BOE's website; including creating a new page specifically to help consumers answer commonly asked questions. She further stated that phase one is expected to launch September 2013, but the timeframe to complete the other phases is undetermined.

Committee Chair Michelle Steel noted the tax rate lookup is an ongoing problem and expressed appreciation that residents of unincorporated areas will be able to look up their tax rates.

Board Member Betty Yee thanked staff for their presentation. She stated this has been a particular challenge for businesses with multiple locations.

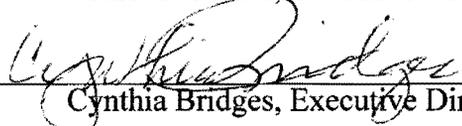
Committee Chair Michelle Steel thanked staff for their presentation and adjourned the meeting.

**Committee Action/Recommendation/Direction: None**

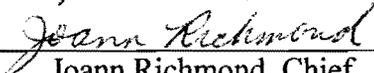
**Committee Materials**

None

Approved:   
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Michelle Steel, Committee Chair

  
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Cynthia Bridges, Executive Director

At the August 13, 2013 Board Meeting

  
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Joann Richmond, Chief  
Board Proceedings Division