



BOARD OF EQUALIZATION

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

HONORABLE GEORGE RUNNER, COMMITTEE CHAIR
5901 GREEN VALLEY CIRCLE, CULVER CITY – ROOM 207

JUNE 23, 2015, 9:30 A.M.

ACTION ITEMS & STATUS REPORT ITEMS

Title: Out-of-State District Offices

Issue/Topic:

Discussion of a proposal to clarify the Board Members' relationship to the Out-of-State district offices.

Committee Discussion:

Committee Chair George Runner opened the Committee.

Chief Deputy Director, David Gau introduced the agenda item. He stated that for discussion by the Committee is a proposal to assign one Out-of-State District office to each of the four district-elected Board Members. The Discussion Paper that was submitted to the Board Members for consideration proposes the assignment of the Western States/Sacramento Office to Chairman Jerome Horton, the Houston Office to Committee Chair George Runner, the New York Office to Board Member Fiona Ma, and the Chicago Office to Board Member Diane Harkey.

Committee Chair George Runner stated the proposal arose from him visiting each of the Out-of-State offices and realizing businesses, even large ones, may not be aware that California is unique and has elected Board Members. The focus of the proposal is the relationship with taxpayers in Out-of-State offices. He stated the proposal does not change the role of a Board Member but only creates a first-level, point of contact if a taxpayer or constituent decides to go to a Board Member. He believes the proposal facilitates communication and also mentioned the proposal is supported by CalTax.

Board Member Fiona Ma stated she supports the proposal. She stated that each of the Board Members is aware of the importance of being available to constituents and to staff and this proposal should assist in this regard. She stated that she appreciated Committee Chair George Runner's creative thoughts on this issue and thanked him for bringing this proposal forward.

Board Member Diane Harkey stated she also supports the proposal because it is important for out-of-state taxpayers, constituents, and staff to have an identified Board Member they may contact. She stated the proposal is limited in scope and acknowledged the BOE's highly qualified executive staff will continue to handle

personnel matters in the Out-of-State offices. She wanted to be clear that it is not a re-organization but for client services only, and thanked Committee Chair Runner for bringing this proposal forward.

Deputy Controller Yvette Stowers acknowledged the proposal is primarily intended to address communication with out-of-state taxpayers and constituents and does not involve matters such as personnel issues. However, she asked how the Board Member designations will be communicated to the businesses and how taxpayers with both in-state and out-of-state operations would be impacted by the proposal.

Committee Chair George Runner clarified that the proposal does not require a taxpayer or constituent to contact a specific Board Member. The proposal is intended to address those constituents who do not know whom to contact.

Chairman Jerome Horton thanked Committee Chair George Runner's leadership in addressing various issues encountered by the Out-of-State offices. He stated there is a benefit in having the Board Members proactively engaged in the Out-of-State offices. He suggested the intent of the proposal be clarified to avoid any potential confusion by out-of-state taxpayers and constituents. Mr. Horton encouraged that information regarding the intent and authority of this change that resulted from discussions with the Chief Counsel and Committee Chair Runner be incorporated into any communications that are provided to taxpayers and staff. He suggested the issue mentioned by Ms. Stowers be addressed as well.

Chairman Jerome Horton stated the Board may also want to put forth an effort to identify the specific problems that exist to the extent those problems are germane to one of the Board's committees.

Committee Chair George Runner acknowledged the benefit in sharing information regarding specific issues that arise with the appropriate committee so it can be addressed.

Chief Deputy Director David Gau stated that staff will work with the Committee Chair and the other Board Members to clear language used for any type of information or notifications that may be prepared.

Committee Action/Recommendation/Direction:

Chairman Jerome Horton suggested that the Board direct staff to develop language that will formalize the proposal and will ultimately go into the Board of Equalization's Administrative Manual (BEAM) and bring the item back to the Board for approval.

Committee Chair George Runner suggested that the proposal go through a 3-day Board Member review. Then if any Board Member raises a concern, it can then go to the Board for consideration.

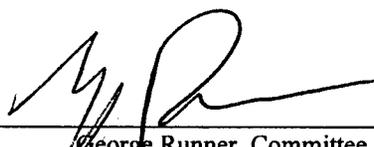
Chairman Jerome Horton agreed.

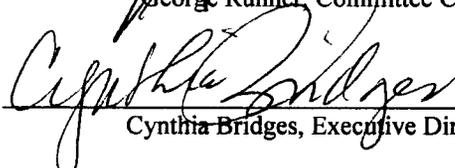
Board Member Diane Harkey made a motion to adopt the proposal.

The motion was seconded by Chairman Jerome Horton.

Without objection, the motion passed.

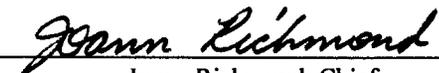
Committee Chair George Runner adjourned the meeting.

Approved: 
George Runner, Committee Chair


Cynthia Bridges, Executive Director

BOARD APPROVED

At the 6/23/15 Board Meeting


Joann Richmond, Chief
Board Proceeding Division