

M e m o r a n d u m

To: Mr. Ramon J. Hirsig
Executive Director, MIC:73

Date: March 4, 2010

From: David J. Gau, Deputy Director
Property and Special Taxes Department, MIC:63



Subject: ***Update on Proposal to Reorganize the Special Taxes Divisions***
Executive Director's Report
Board Meeting- March 25, 2010

As mentioned during the January 27, 2010 Board Meeting, I am providing an update to the progress made on the proposal to reorganize the Special Taxes Divisions along functional lines.

Below are action items completed and those in process.

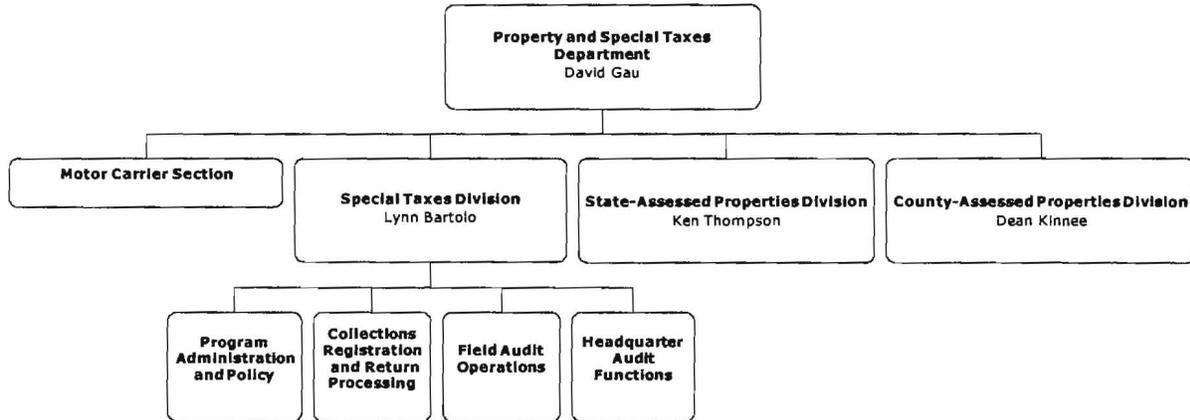
Action Plan	Completed on:
Meet with Union Representatives	February 17, 2010
Meet with Supervisors and Managers	February 11, 2010
Meet with Special Taxes Staff	February 23, 2010
Outreach to other agencies, industry and stakeholders	Email and Survey sent February 23, 2010. Responses due March 8, 2010.
Meet with Personnel, Budget and Technology Services	Continuing
Develop details of plan to the Board	Proposed high level organizational chart developed.

During the meetings with supervisors, managers and staff, we discussed the drivers behind the proposal, the consistency of the proposal with the draft strategic plan, and the benefits of a functional organization. Staff was encouraged to provide me with their concerns, comments and suggestions. We will evaluate and consider all suggestions in developing the four functional areas under my proposal. These meetings and sessions were just the beginning phases of my commitment to communicate with staff and other Board areas. For instance, a "PSTD-Special Taxes Reorganization" mailbox has been created for comments and suggestions pertaining to the proposed reorganization.

A survey was developed and disbursed to approximately 120 interested parties composed of industry, government and taxpayer representatives. The survey provided information on the proposal as well as a mechanism to address any concerns or suggestions they may have regarding the proposal. The responses I have received thus far confirm we must continue to provide the "point of contact" we have successfully developed over the years, now and after the reorganization is implemented.

We are meeting with the Technology Services Division within the next few days and will continue to meet with Personnel and Budgets to discuss how our reorganization will impact the services they provide and how we can work together to create a successful and smooth transition from program to functional alignment.

Here is my proposed high level organizational chart for the Property and Special Taxes Department.



We continue to work on the organizational chart in more detail aligning staff within functional areas. Implementation of the reorganization will occur in phases to relocate staff and equipment along the associated functional lines. My plan is to start with those functional areas that can transition along these lines in a quick and easy manner, for instance; registration, return processing, and centralizing our scanning station areas. The next phase of the implementation will involve those functional areas that are more complex.

Throughout the process, we will maintain a focus on training and growth for our employees, seeking improvement of our internal business processes, and meeting the needs of our tax and fee payers and other stakeholders.

I will follow up again in May to report our ongoing efforts and accomplishments.

Approved: 
Ramon J. Hirsig, Executive Director

DJG:tg
cc: Executive Team