

Memorandum

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

Date: January 7, 2010

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

Subject: ***Proposal to Reorganize the Special Taxes Divisions***
Executive Director's Report
Board Meeting- January 27, 2010

Due to the recent retirement of two of the three Special Taxes Division Chiefs, the current budget situation and the planned expansion of eServices (eRegistration and eFiling for Special Taxes programs), I believe now is the appropriate time to develop a functional reorganization of the Special Taxes Divisions (Divisions) within the Property and Special Taxes Department.

Special taxes and fees has been a growth area over recent years and a number of new tax programs have been implemented or expanded in the last several years. Additionally, and perhaps as a result of the steady growth, each Division has developed their own registration, return processing, collection, audit, advisory, petition, and refund areas to address workloads associated with the tax or fee programs they administer.

The concept of this proposal would organize staff based on work functions, instead of by program area, in order to achieve greater administrative efficiencies and provide better customer service. The four functional areas being considered are: registration and return processing; collections and program support; field audits; and headquarters audit operations.

In order to accomplish the reorganization, our plan would include, among other actions, the following:

Meet with staff and union representatives	February 2010
Outreach to other agencies, industry and stakeholders	February 2010
Meet with Personnel, Budget, and Technology Services	Feb/March 2010
Develop the organizational structure and benefit measures	March 2010
Present details of the plan to the Board	March 23-25, 2010
Inform interested parties and modify web site, etc.	May/June 2010
Implement reorganization (physical relocation to occur in phases)	July 1, 2010

We will also be working with other Board departments and program areas during the year to look at additional opportunities to reorganize along functional lines.

Approved: 
Ramon J. Hirsig, Executive Director

DJG:tg
cc: Executive Team

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