



BOARD OF EQUALIZATION

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

NOVEMBER 28, 2001, 9:30 A.M.

ACTION ITEMS & STATUS REPORT ITEMS**Agenda Item No: 1****Title: Taxpayers' Rights Advocate's Annual Report****Issue/Topic:**

Jennifer Willis presented the Taxpayers' Rights Advocate's (TRA's) Business Taxpayers' Annual Report. She highlighted the accomplishments, current issues and emerging issues. Problem resolution continues to be a primary focus of the TRA Office, along with expanded education and outreach and internal staff education. Program staff in the Sales and Use Tax, Special Taxes and Administration Departments cooperated in developing solutions to issues identified by TRA Office staff.

Committee Discussion:

Mr. Andal asked why there was such a significant decrease in TRA Office cases. Ms. Willis attributed the decline to increased resolution of cases, increased taxpayer education and staff vacancies in the TRA Office that may have contributed to less accurate record-keeping. The TRA Office also refers taxpayers back to the District Offices when taxpayers have not exhausted normal channels to resolve their issues.

Ms. Willis added that the collection caseload is beginning to increase due to the declining economy and business closures.

Ms. Willis provided an explanation to Mr. Parrish's question about notification and the lien procedures.

Mr. Chiang asked when the emerging issues timeline would be completed and Ms. Willis indicated within the next two months.

Committee Action/Recommendation/Direction:

The Board accepted the report.

