



BOARD OF EQUALIZATION

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

APRIL 18, 2000, 9:30 A.M.

ACTION ITEMS & STATUS REPORT ITEMS**Agenda Item No: 1****Title:** Small Business Day Event Guidelines Report**Issue/Topic:**

Should the Board adopt implementation of the *Small Business Day Event Guidelines*.

Committee Discussion:

The Board discussed the "*Small Business Day Event Guidelines*". They concluded that the *Guidelines* would be adopted in its entirety. As part of the discussion, one action item was created: to create a four-year planning calendar of the Small Business Day events. The plan should include the location of the event and the month in which it will be scheduled. Events should be spaced evenly throughout the year.

Committee Action/Recommendation/Direction:

The Board directed staff to implement the *Guidelines*.

In addition, the Board directed staff to bring back a completed four-year planning calendar for presentation at the May 30, 2001 Customer Service and Administrative Efficiency Committee Meeting.

Agenda Item No: 2**Title:** Organizational Effectiveness Status Report**Issue/Topic:**

Status on the progress of the Board of Equalization's Organizational Effectiveness Teams.

