



STATE OF CALIFORNIA

STATE BOARD OF EQUALIZATION

TAXPAYERS' RIGHTS ADVOCATE OFFICE MIC: 70  
450 N STREET, SACRAMENTO, CALIFORNIA 95814-0070  
PO BOX 942879, SACRAMENTO, CALIFORNIA 94279-0070  
916-324-2798 • FAX 916-323-3319  
TOLL-FREE 888-324-2798  
www.boe.ca.gov

SEN. GEORGE RUNNER (RET.)  
First District, Lancaster

FIONA MA, CPA  
Second District, San Francisco

JEROME E. HORTON  
Third District, Los Angeles County

DIANE L. HARKEY  
Fourth District, Orange County

BETTY T. YEE  
State Controller

DAVID J. GAU  
Executive Director

May 23, 2016

Ms. Carmen Kane

Dear Ms. Kane:

Thank you for your participation in the Board of Equalization's (BOE's) April 26, 2016, Business Taxpayers' Bill of Rights Hearings held in Culver City. Thank you for your kind words about the Taxpayers' Rights' Advocate (TRA) Office and taking the time to explain that the BOE's annual statements need to be improved and to suggest that anticipated interest be disclosed on Installment Payment Agreements.

The TRA Office agrees that the annual statements sent to taxpayers who have an outstanding tax liability could be made more understandable. Accordingly, I have forwarded some suggestions on improving the annual statements to the BOE's Technology Services Department. Our suggestions are intended to provide more information about payments received and to reorganize the statements to make them easier to read and understand. The Technology Services Department has agreed to consider the suggestions for incorporation into the BOE's new computer system, the Centralized Revenue Opportunity System (CROS), currently in the early stages of development.

The Business Tax and Fee Department informed me that they agree with your suggestion to provide taxpayers with information on anticipated interest in cases where the taxpayer and the BOE have agreed on a payment plan, and have requested that this functionality be added to CROS.

Thank you again for your kind words and suggestions as part of the annual hearing process. If you have any further questions about these matters, please do not hesitate to contact me at 1-916-324-2798. You may also contact Ms. Laureen Simpson of my staff at [Laureen.Simpson@boe.ca.gov](mailto:Laureen.Simpson@boe.ca.gov) or Ms. Jessie Sahota at 1-916-323-9788.

Sincerely,

Todd C. Gilman, Chief  
Taxpayers' Rights and  
Equal Employment Opportunity Division

TCG: js

Kane response 052316.docx

cc: Honorable Fiona Ma, CPA, Chairwoman  
Honorable Diane L. Harkey, Vice Chair  
Honorable George Runner, First District  
Honorable Jerome E. Horton, Third District  
Honorable Betty T. Yee, State Controller  
Ms. Yvette Stowers, Deputy State Controller  
Ms. Genevieve Jopanda, Member's Office, Second District  
Mr. Russell Lowery, Member's Office, Fourth District  
Mr. Jordan Marks, Member's Office, Fourth District  
Ms. Lisa Renati, Member's Office, Fourth District  
Mr. Sean Wallentine, Member's Office, First District  
Ms. Michele Brown, Member's Office, First District  
Mr. Brian Wiggins, Member's Office, First District  
Ms. Kari Hammond, Member's Office, Third District  
Mr. David Gau, Executive Director (MIC 73)  
Mr. Randy Ferris, Chief Counsel (MIC 83)  
Ms. Susanne Buehler, Deputy Director, Business Tax and Fee Department (MIC 43)  
Ms. Joann Richmond, Chief, Board Proceedings Division (MIC 80)  
Mr. Robert Tucker, Assistant Chief Counsel, Tax and Fee Programs Division (MIC 82)  
Mr. Richard Parrott, Chief, Special Taxes Policy & Compliance Division (MIC 57)  
Mr. Kevin Hanks, Chief, Headquarters Operations Division (MIC 49)  
Mr. Wayne Mashihara, Chief, Field Operations Division (MIC 47)  
Mr. Dan Leddy, Manager, Taxpayers' Rights Advocate Office (MIC 70)  
Ms. Lauren Simpson, Technical Advisor to the Advocate (MIC 70)  
Mr. Irving J. Buford IV, Taxpayers' Rights Advocate Office (MIC 70)  
Ms. Jessie Sahota, Taxpayers' Rights Advocate Office (MIC 70)