

**RESOLUTION HONORING BOE TAXPAYERS DURING  
NATIONAL CUSTOMER SERVICE WEEK**

*WHEREAS, the Board of Equalization recognizes that, for the State of California to remain a leader in the national economy, the highest quality of public service to taxpayers, our customers, contributes to the growth and success of every business; and*

*WHEREAS, the core mission of the Board of Equalization is to serve our customers through fair, effective, and efficient tax administration, and empower our employees to treat every individual with respect and courtesy; and*

*WHEREAS, the vision of the Board of Equalization is to be a trusted partner to all of our customers, enabling them to receive information easily, efficiently, and confidentially, and to enhance their experience in achieving voluntary compliance; and*

*WHEREAS, the Board of Equalization is continuing to invest in a skilled, motivated and diverse workforce of employees, who honor their commitment to protecting the rights of taxpayers, as our employees care deeply about our customers and seek to build their trust, while helping them understand how to comply with tax and fee laws; and*

*WHEREAS, the Board of Equalization is committed to providing new ways for our employees to reach out to our customers and to maximize efficiencies that enhance the experience of our customers in meeting their business needs and helping them succeed; Therefore be it*

*RESOLVED, by the Board of Equalization that National Customer Service Week, the week of October 4 through October 10, be observed by recognizing the importance of taxpayers, our customers, to the vitalization of the California economy and by honoring our employees who maintain their commitment to excellent customer service and their dedication to customers' needs.*

*Adopted at Sacramento, California, this thirteenth day of September 2012, by the State Board of Equalization.*