

## IDAHO STATE TAX COMMISSION

### COMMISSIONERS' BUSINESS MEETING MINUTES OF MEETING OCTOBER 21, 2025

In attendance: Chairman Jeff McCray; Commissioner Janet Moyle; Commissioners Jared Zwygart and Paul Woods, remote; Evan Sailor, Rick Mascall, Kim Wind, Rhamona Grabenstein, Robert Foster, Nathan Nielson, Lisa Kopke, George Brown; Lisa Palmer, Brad Broenneke, Robert Rios, and Ben Hawkins (remote)  
Absent/Excused: Isaac Joyner and Julie Eavenson

#### Public Session

Chairman McCray called the meeting to order and welcomed all those in attendance.

#### Business requiring a vote of the Commission.

Minutes: Special Business Meeting – August 27, 2025

**Commissioner Moyle moved to approve the minutes of the Special Business Meeting held on August 27, 2025. There was no discussion; all commissioners voted aye, and the minutes of the Special Business Meeting held August 27, 2025, were approved.**

Minutes: Idaho State Board of Equalization Meetings August 11, August 12, August 13, August 15, and August 25, 2025

**Commissioner Moyle moved to approve the minutes of the Idaho State Board of Equalization Meetings August 11, August 12, August 13, August 15, and August 25, 2025. There was no discussion; all commissioners voted aye, and the minutes of the Idaho State Board of Equalization Meetings held August 11, August 12, August 13, August 15, and August 25, 2025, were approved.**

#### Resolution 25-03: 2026 Stumpage Values

Chairman McCray introduced Resolution 25-03: 2026 Stumpage Values and asked Brad Broenneke, Consulting Appraiser Section Manager, to present the resolution for consideration. Mr. Broenneke introduced Robert Rios, Consulting Appraiser Section Manager, and Ben Hawkins, Consulting Appraiser. Mr. Broenneke said they updated the [2026 Stumpage] values using the Idaho Department of Lands list of per species million feet. He said comments were solicited from members of the Committee on Forestland Taxation Methodology (CFTM), but he received none. There were no further questions.

**Commissioner Moyle moved to approve Resolution 25-03: 2026 Stumpage Values as presented. Ms. Young conducted a roll call vote: Commissioner Moyle, aye; Commissioner Zwygart, aye; Commissioner Woods, aye; Chairman McCray, aye. Resolution 25-03: 2026 Stumpage Values was approved.**

#### Resolution 25-04: Adoption of Pending Rules

Chairman McCray introduced Resolution 25-04: Adoption of Pending Rules for Idaho Sales, Hotel/Motel, and Campground Sales Tax, presented by Philip Johnson, Tax Research Specialist. Mr. Johnson, presented the Resolution with dockets 35.0102.2501 and 35.0106.2501 saying the committee completed a zero-based regulation, taking out restrictive words, restatements of Idaho code, and examples were removed and put onto the website. When possible, examples were included into rule text as statements. He said within rule chapter 35.0102 Idaho Sales and Use Tax Administrative Code, the committee reduced the rules by 45.6%, or 33,796 words. He reviewed the various sections that were removed, combined with other sections, or moved within the rule for clarity. He asked if there were questions related to this chapter. Commissioner Moyle mentioned the references asking if the cross-references were left in the rule. Mr. Johnson said they were left and he provided examples. Commissioner Moyle thanked him. Commissioner Zwygart commented that the committee did an excellent job, and it was interesting to watch. He commends them for the hard work they've done in addition to their jobs. Chairman McCray thanked him for those comments and echoes them. He didn't participate in the

committees but wants to recognize the amount of time that goes into these committees to review rule sections line by line and word by word.

Mr. Johnson said Hotel/Motel Room and Campground Sales Tax Administrative Rules were reduced by 36.9%, or 1,030 words. He reviewed the changes made to make it consistent with the other chapters. Chairman McCray clarified there were public meetings conducted. Mr. Johnson confirmed there were three public meetings held June 4, July 1, and September 25, rescheduled from September 18 because of technology issues. Comments were received and incorporated.

Commissioner Moyle clarified the resolution number. Ms. Young said the Resolution is 25-04. **Commissioner Moyle moved to approve Resolution 25-04 as presented. Ms. Young conducted a roll call vote: Commissioner Moyle, aye; Commissioner Zwygart, aye; Commissioner Woods, aye; Chairman McCray, aye. Resolution 25-04: Pending Rules, was approved.**

#### House Bill 93 Progress Report

Kim Wind, Revenue Operations Division Administrator and House Bill 93 (HB 93) Project Sponsor said she presented to the Idaho Society of Certified Public Accountants (ISCPA) yesterday and Greg Busmann, Compliance Division Administrator, will present to them again on October 27 about HB 93.

Ms. Wind highlighted that they are 53% complete with the project. Some roadblocks include that they need two memorandums of understanding (MOUs) signed and she thanked Commissioner Moyle for the help. There are other projects within the agency for which they must account, including the annual system upgrades (FRED), the PCM (imaging) project, and Core 21 (the GenTax upgrades). These are also roadblocks because of the number of people dedicated to testing for these upgrades, in addition to HB 93. The Project Manager for HB 93, Shannon Carter, has assured Ms. Wind they are on schedule. They will continue to monitor roadblocks.

Ms. Wind provided an overview of the project, noting HB 93 provides nearly \$50 million for eligible nonpublic school expenses for Idaho K – 12 students ages 5 – 18, or 5 – 21 with a qualifying disability. They've received questions about pre-kindergarten age students, and she wants to reaffirm that it is a program for Kindergarten-age and up. They can apply for up to \$5,000 for each eligible student, or up to \$7,500 for each eligible student with a disability. It is a parental choice tax credit and priority will be given to those whose modified adjusted gross income doesn't exceed 300% of the 2024 federal poverty level. An advance payment is only available to parents whose modified adjusted gross income doesn't exceed 300% of the 2024 federal poverty level.

Parents may apply beginning January 15 through March 15, 2026, and applications will be processed in the order received. Parents should prepare by signing up for TAP (taxpayer access portal) accounts, because they must use TAP for this program; by filing 2024 Idaho Form 40 tax return; by keeping receipts for 2025 qualifying expenses (tax credit) or estimating qualifying expenses for 2026 (advance payment).

Webinars and seminars are scheduled throughout the remainder of the year, beginning today. Ms. Wind thanked Julie Evanson, Public Information Director, and her team for putting together the trainings and answering questions about the program. The subject matter expert (SME) for the Program is Greg Busmann, and she can't thank him enough. She needs him on this project. Mr. Busmann will be at webinars to help answer questions, because people are beginning to ask more detailed questions.

Parents must file their 2024 Idaho Form 40 by November 1, 2025. By December 1, they must have registered for their TAP account so they can apply by January 15, 2026, the first day to apply. March 15 is the last day for applications, and on April 15, they'll notify parents of their awards. Qualifying expenses are defined by the statute. The webinars cover all these topics with some examples of what might qualify, as well as those things that will not qualify. The statute is very clear.

The state's website is: [myscholdchoice.idaho.gov](http://myscholdchoice.idaho.gov). People can subscribe to the newsletter, email [parentalchoice@tax.idaho.gov](mailto:parentalchoice@tax.idaho.gov), call (208) 334-7660 or (800) 972-7660, or visit [tax.idaho.gov](http://tax.idaho.gov).

Commissioner Moyle said she's been asked, so she's passing on the question: If someone misses the December 1 deadline, can they still apply for TAP? Ms. Wind said she was asked whether having a TAP account is in statute: it is not. It's the Tax Commission's recommendation to ensure the applications are processed on time. If someone doesn't meet the deadlines, they might not be able to get a TAP account, or their return processed in time to apply on January 15. That's why the dates are published. Commissioner Moyle said that's why the agency pushed for everyone to have TAP accounts, so fraud is mitigated. Passcodes can take up to two weeks, so people need to understand that if they go past the deadline, and then try to sign up for an account, their place in line will slip further down. This is a tax credit and it's important to use the right terms when referring to this. When talking of advance payments, people also need to know that those were not appropriated, and it continues to be a roadblock.

Chairman McCray asked Ms. Wind to highlight the most common or radical questions they've received at the webinars. Ms. Wind said the radical involves how people agree or disagree with the program. Staff listen and assure people the Tax Commission only administers the program. She said they've primarily been encouraging people to get their TAP accounts set up. Certified Public Accountants (CPAs) are trying to figure out how to help clients. Tax Commission staff are encouraging preparers to contact their clients before they would normally come into the offices and get them to sign up for TAP accounts now. Ms. Wind said people are also asking about the federal 300% poverty level. Staff are directing people to the Tax Commission website for more information. Ms. Wind deferred to Aaron Yost, Government Affairs Program Manager, who said they are also hearing questions about the home-school based and what does and doesn't fall into parent-led instruction versus other types of non-public school instruction. Chairman McCray talked about the roadblocks saying everyone in the room is aware of the amount of effort involved with the implementation of projects already mentioned. He asked Ms. Wind how she is ensuring that the agency meets all the requirements and that all the necessary people are notified within enough time to act before it's too late. Ms. Wind said she meets with Commissioner Moyle weekly to ensure that if there are any roadblocks, she can intervene. Regarding testing, Ms. Carter is looking for others that can help test the system. She said they're watching the timeline because the Core 21 and PCM projects are scheduled to launch at the beginning of November. Ms. Carter is also meeting and training with leaders individually, which will also help with the testing. Chairman McCray asked what the contingency plan is for January 15 at 12:01 a.m. when the program goes live. Ms. Wind said they've confirmed that FAST will have people onsite and ready, ITS (Information Technology Services) has been notified, and Ms. Carter is ensuring everyone is aware and that people will be onsite in case something breaks down. Ms. Carter will be ready, and Ms. Wind said her phone will be on. Chairman McCray encouraged Ms. Wind to work through Evan Sailor, Chief Operating Officer, if she needs assistance with ITS. He and Mr. Sailor will intervene on her behalf.

### **Administrative Reports**

#### Evan Sailor, Chief Operating Officer

Mr. Sailor began by sharing his focus on driving strategy throughout the agency. There was a Tax Insider article (the intra-agency Share Point site) on Strategy, updating the new strategy for fiscal year 2026 for employees. It includes a link to a dashboard so employees can review the critical success factors and monitor progress. The Operations Leadership Team (OLT) focuses on culture change every month. Leaders facilitate culture training each month with their teams and George Brown, Property Tax Division Administrator, as part of his critical success factor, started the One Team activity after the Strategy Governance meetings each month.

For mail reduction, a couple of letters have been turned off. He's told that as of today, that totals \$142,000 in savings. They promised \$300,000 in savings and he expects to exceed that by the end of the fiscal year. The UP! Mentor Program is open for applications through October 31, and they are adding job shadow and cross-training opportunities, too. They hope that it will help to break down silos.

They were hoping to bring in an outside facilitator for Change Management, but due to costs, the agency will develop our own training and do it in-house. Jacob Besser, Principal Research Analyst, is developing performance modeling so the agency can review data-driven decisions; he's working with each division to develop the models. They're also developing training for operational excellence to include real-life examples to use. The state employee survey concluded, and an article was published on Tax Insider thanking everyone for their participation. Our scores increased and the Division Administrators have built out action plans for each of their divisions to address some of the issues that were low. He and Rhamona Grabenstein, Agency Division of Human Resources Officer, are working on the agency's responses for the state.

The Fall Employee Meeting didn't happen in October this year; however, he's been conducting the "Coffee with the COO" that has been very successful. Last week, it was "Liaise with the DAs" where all five Division Administrators gathered in the Coral Auditorium. There were about 70 people in the room and another 40 or so online. It was well attended, and he's heard nothing but positive comments over the last few months. He said they feel communications have improved and some of the silos are being broken down. They don't feel they need a formal employee meeting. He is planning to hold the All-Employee meeting in April, especially if there is health insurance or change in employee compensation (CEC) updates.

The budget, with the 3% reduction, was submitted. He said everyone is looking at ways to try to save money and they're removing some of the desktop printers and cutting back some of the software licensing. The air cards in laptops are being turned off because phones can be used as hotspots. That will save a little over \$20,000. He recognized all employees for working on that and coming up with ideas to save. We've also cut back on conference attendance. Kim Wind, Revenue Operations Division Administrator, will attend the Western States Association of Tax Administrators (WSATA), down from 11 one year ago. In December, there will be one person attending the Compliance Conference. The OLT is also aligning resources with needs for the Workforce Analysis and Needs Assessment.

#### Lisa Palmer, Tax Appeals Manager

Aaron Yost, Government Affairs Program Manager, presented on behalf of Ms. Palmer. Mr. Yost reported that over the last period, there are 163 cases still open, and they've closed 128 cases. Last year at this time they had closed 103 cases. The case resolutions included that 32% were decisions, 38% were protest withdrawals, 5% ended in a closing or settlement agreement, and 25% resulted in miscellaneous resolution where either the returns were filed or the notice of deficiency was cancelled; five went before the Board of Tax Appeals (BTA), two were dismissed in the Tax Commission's favor, and one decision was overturned at the BTA and has since been appealed to District Court. The average number of days to close a case is 163 days, compared to 210 days to close a case last year.

They have no current vacancies, and Ms. Palmer's team has been helping with the House Bill 93 implementation, answering complicated tax questions and issues. They're also helping with the Core 21 upgrades.

Chairman McCray commented that the average number of days to close cases is improving compared to last year. It's important to him that the Tax Commission provides customer service. He knows some disagree with that characterization, but he believes it's the best way to look at it: trying to resolve these cases in a timely manner. When these cases drag out, it doesn't provide a good response or feeling for the taxpayer and it also drags out resources. He thanked the Appeals team for being timely and keeping all the information updated in GenTax and for making good use of our tools to be as efficient as possible and to resolve the cases in a timely manner, so citizens aren't waiting on us to determine the next steps.

#### George Brown, Property Tax Division Administrator

Mr. Brown thanked Ms. Wind for her work on HB 93. Property Tax has already begun receiving legislative requests for information over the last month. The fall Property Tax timelines are very tight, making it hard to respond to those requests. They're communicating that, though, and letting the legislators know they may have to wait a week or two for the information.

This is a slower time of year in Property Tax. They've hired a new Software Engineer I who starts next week, and they're posting an announcement for the fourth GIS (geographical information systems) team member. That will allow them to bring back the training opportunities that were lost. Counties want the GIS training back because it was very robust. Due to staffing levels, they couldn't maintain it, and they want to start it again. They have a plan when this last person is onboard.

Tim Hurst, in the Operating Property Division, has completed the educational courses required for advancement to Senior Appraiser. That's a three-year process. What's fun about Mr. Hurst is that he's been with the Tax Commission for many years in Compliance. He moved to Property Tax a few years ago and Mr. Brown really likes that story because everyone that knows him knows he pushes people to consider different jobs within the agency and Mr. Hurst is a great example of that: he's a great appraiser and fits in well with their team. Garin Evans, Consulting Appraiser, was awarded Employee of the Month. Mr. Evans has helped the Technical Support Bureau with a project, and he consistently receives recognition from all the county people with whom he interacts. He has extremely intuitive customer service skills. He's an overall smart and good guy. Mr. Brown is glad he received the award. The other news that isn't quite so good for them is that Kathlynn Ireland, Property Tax Policy Specialist, has accepted a position with Ada County and this is her last week with the Tax Commission. Mr. Brown feels she isn't leaving because she's staying within the Property Tax Community in the biggest county in the state. He feels they'll see her often and have a good working relationship. They hate to see her go but love to see her develop her career and be helpful to someone else. He has already begun the process of filling her position.

The software initiative includes a committee including county officials, legislators, and the Division of Financial Management. They're exploring options of how to pay for a software system. In the meantime, Janet James, Technical Support Bureau Chief, and her team will start conversions again. They can't wait any longer because counties using CAI (Computer Arts, Inc.) won't be supported much longer; they're using antiquated systems. The Technical Support Bureau will be converting counties to the UAD Web program and trying to get Phase II, or the computer-aided mass appraisal system, completed so they have a complete in-house product to convert anyone that needs to be converted. If they're able to contract for software, conversions will go more smoothly if they've already been converted to the web-based software. The hard part is cleaning up the data and that will already have been done if they're already on the UAD Web.

Chairman McCray said we have intended to be doing conversions since he started in 2020. What changes will be made to allow the bandwidth to conduct the conversions and is Mr. Brown willing to commit to a number of county conversions within a time period? Mr. Brown said that in answer to the first question, cracking the whip will be the only way to get the conversions done. There are a limited number of people, having recently lost two positions. It takes about four people minimum, on-site, to complete a conversion. They may have the ability to do one or two per year right now if nothing else goes wrong. Much of what stalled conversions were House Bill 92 and House Bill 329; over the past four or five years, they've experienced increased workload due to legislative changes. If they don't have more things like that, they can focus on conversions. Realistically, one or two per year is all they can expect. It also depends on whether they're converting to an in-house product or Aumentum (Aumentum Technologies provides Computer Assisted Mass Appraisal (CAMA) solutions for local governments). The other difficulty isn't how many they can do, but how many counties are willing to convert their systems. He believes many counties don't want to do two conversions. They've currently identified Boise County because they're on CAI, they've already experienced one crash, they're close, and they don't have urban renewal. They've been asking to convert, so they will be first on the list. It's difficult because of their current staffing levels and what they must support daily to determine how many conversions they can make. Ms. James has three teams for the three different software packages, and each leader of each team will be involved with the conversions because they need to expand the knowledge base. He said, in response to Chairman McCray's question about the number of conversions over the course of a year, only one or two if nothing goes wrong. The other problem is that even if he was able to hire the numbers of people he would need, they won't be hired with the knowledge they would need to perform the conversions. It takes about six months to get someone trained.

That's why they are where they are because it's a long-term problem with a long-term solution. Regardless, they must do something.

Chairman McCray said they've identified the preferred path, which is the unified software solution and having a way to pay for the solution, but, as with House Bill 93, they need a contingency. His request is to develop a framework of what the contingency is, and he encourages Mr. Brown to look at all options. Either there is one software the state supports and if counties choose to do something different, they'll have to support it themselves, or whatever makes the most sense for us and the state to be able to administer long term, and he also needs a budgetary estimate of what that looks like so he can have a conversation with our stakeholders. Mr. Brown said he's asked Ms. James to provide a list of resources she needs to make UAD Web universal – a complete product – and to do conversions at a rate of at least four to five per year. It's like what they'd ask for from a contractor to provide the same services. It's a big undertaking but he's asked her to quantify that and get a close dollar amount. He's already talked with Management Services and has a calculator so that based on position type, they can tell how much each of them will cost ongoing. He'll need to calculate travel costs because when they're working on conversions, they must travel to where they're working. He asked her to project, if the whole state were to be on the Tax Commission's software, how much will it cost to make UAD Web completely serviceable as a complete product, and convert everyone. He will have something to present to Chairman McCray soon.

Commissioner Woods said he's had this conversation with both the Chairman and Mr. Brown. It's a daunting request but it's needed. He asked Mr. Brown to consider whether four or five conversions per year is a solution. Counties will need to invest, and he suggests the estimate include a best-case scenario and a worst-case scenario. Part of the reason they're looking at a statewide software solution is it's the lowest cost option. The Tax Commission can't authorize the choice but must be able to articulate what we're facing. If the counties choose to pursue their own path, we still must know those expenditures. That information won't be needed next week, but we should be prepared for the conversation. Mr. Brown said what the counties spend is something they'll be able to determine through the committee they've formed, because it'll be a conversation topic. Realistically, to do a five-year conversion plan, at eight counties per year, he doesn't believe it would be politically acceptable to hire enough people, because it would be a fantastic number of people. That's why it's advantageous to contract a third party who can bring in 50 people to manage the conversions. If the Tax Commission were to attempt more than four or five conversions per year, we'd still need to contract someone with the knowledge and experience to help. He's not sure that hiring dozens of people is a palatable option. At the end, those people would be released.

Greg Busmann, Compliance Division Administrator

Mr. Busmann reviewed the Compliance Division statistics for the last quarter. They've created about 35,000 new cases. That's an increase over the same time frame for the last couple of years. He's not sure why, but Compliance staff have done a great job because they've closed more than they've created. Over the last quarter, staff closed just over 39,000 compliance cases and recovered \$72.2 million. Of that, FCS (FAST Collection Services) is responsible for \$13.9 million, which is about 19.4% of the total recoveries, so it's still very successful.

Mr. Busmann talked about the paper reduction efforts noting Mr. Sailor's comments about the estimated savings so far. Mr. Busmann thanked Robert Howe, Compliance Bureau Chief, and his task force. They have several ideas and while some are stalled for now, until Core 21 goes live, they have a list of letters that instead of printing and mailing, they will push electronically via email or through TAP. They're making good progress, and he sees the \$142,000 mentioned by Mr. Sailor to be significantly increased by the end of the fiscal year. He also thanked those that presented for the Compliance Officer 1 (CO 1) training that was held in September. It was very successful. He reported that Compliance should be fully staffed within the next two weeks.

Chairman McCray said they've talked historically about the zeros inflating collection numbers, and he asked if there is any progress on addressing that issue. Mr. Busmann said those efforts are also on hold until Core 21 goes live. That's one of the first things they'll take up when it goes live. Chairman McCray asked if they've

considered the methodology to correct the data so that they can look at year-over-year accurately? Mr. Busmann said it's also in process. Chairman McCray said he'd like to keep it under consideration so they can scrub the data so it's meaningful. Mr. Sailor was recognized and added that he knows Beth Gasseling, Compliance Business Analyst, is working with FAST and late payments are being posted. They've been busy with Core 21, but once that goes live, they'll get something in place to reverse those.

Chairman McCray echoed his comments about the paper reduction. He wants to state, for the record, that the budget request was the gasoline for the fire. The Tax Commission was already working on paper reduction. He doesn't want to diminish the good work that's being done, but he wants to recognize that this group has been looking at and working on trying to be as efficient as possible with the funds we're given. He also commented on the Compliance Officer 1 training. As the agency looks at budgets and cutbacks, training is one of the areas being impacted and he finds that disappointing. He finds value in bringing teams together, both for the networking opportunities and the trainers. When someone is training, they're learning as well. It's beneficial for everyone that participates. He challenges this group: they've identified the air cards as a saving, so can they divert those funds to support more of the proper training? Well done, and let's continue to develop that going forward.

Robert Foster, Audit Division Administrator

Mr. Foster reported they've closed 27 developmental SQRs (work orders) and they still have 15 open. That's down, but it reflects how busy everyone is in the agency. Fraud activity in Idaho is still low, especially compared to the Covid years. The rest of the nation is seeing a drop in fraud, as well. This quarter, 0.10% of the total returns received were identity theft. The Fraud Unit, along with FIVS (fraud identity verification system) identified 2.6% of the identity theft returns and the Fraud and Criminal Investigations Unit identified 97.4% of the identity theft returns that came into the state. The top current scheme in Fraud right now is fake W-2s. They've seen a new variation of the W-2 scheme this year where fraudsters were attempting to file amended returns inflating a valid W-2 to create very large federal refunds. They've received information on a preparer breach, allowing them to identify a total of eight returns associated with the breach. He highlights this because they communicated at the ISCPA annual meeting that preparers can communicate with the Tax Commission if they have a preparer breach. He doesn't know if they're related, but that happened in this case, and he wanted to thank whoever reported it to the Tax Commission.

In the criminal case overview, they have seven cases currently assigned to a county prosecutor and awaiting action or sentencing. They have one new case submitted to a county prosecutor this quarter, one sentenced, and one dismissed. The criminal case overview includes three cases of unreported or falsified information on tax returns and four cases currently assigned to a county prosecutor related to embezzlement. Criminal case sentencing over the last quarter includes one related to a branch manager for a title loan business who wrote unapproved loans and altered cash transactions to steal \$84,000 from their employer and they failed to report the income on their tax returns. There was one case dismissed this quarter.

They've closed 4,848 audits over the last quarter. That's down about 6% year over year from the first quarter of fiscal year 2025. The first quarter fiscal year 2026 audit recoveries remain the same as last year at this time at \$21.7 million. Audit survey letters remain strong at 89.67% which is down a little from the first quarter of fiscal year 2025. He highlighted some of Audit's "Survey Superstars." They pay close attention to feedback from the public because they're committed to excellent customer service. He highlighted Maurine Gregory who received all "5's" on her survey with the comment, "Perfection may be hard to improve on." Donna Teare also received all "5's" on her survey with the comment, "Donna was amazing! Her response time was great. And I FINALLY got clear answers as to what I needed to do on the Audit form I was sent. Thanks a bunch Donna!" Lola Lynch received all "5's" on her survey and the comment said, "Lola Lynch has always been great to work with. You will miss her if she retires." Mr. Foster said that is absolutely true, Ms. Lynch is phenomenal. Finally, Bonnie Derry's comment was, "Ms. Derry was so easy to work with & very professional."

For accomplishments, the Income Tax Audit (ITA) Multistate team attended the MTC (Multistate Tax Commission) Northwest States Meeting in Salem, OR. This meeting is held every 18 months and is an

opportunity for the Northwest states to showcase information, share information, align auditing techniques, and discuss complex tax issues. In August, James Hammack, Tax Auditor 4 in the Tax Discovery Bureau, provided in-depth training on federal tax information (FTI) to the Audit Division and any other Tax Commission employees who attended to increase understanding. They worked with Zak Viker, Technical Training Program Specialist to develop a quiz and attestation, as well as a video of the training, and loaded it into Luma. In September, Sales Tax Audit continued providing education to the Tax Commission staff by offering its semi-annual sales tax basics training. Over 50 Tax Commission employees attended. That's strong participation. Also in August, Fuels Tax Audit (FTA) sent three auditors to a motor fuels class in Green Bay, WI. The group toured a fuel terminal, a rail yard, and a dairy digester facility that turns manure into natural gas. These tours provide new auditors with a better understanding of the fuel distribution process. For the remainder of the week, the group listened to presentations, discussed fuels topics and auditing techniques.

The Audit Division has five vacancies. They've had four new hires and three promotions. He congratulated Sam Merrick, who was promoted to Tax Audit Manager, from Tax Auditor 4. He has a long and distinguished history of excellence with the Tax Commission, and Nann Long was promoted to Tax Audit Manager, in the Income Tax Audit unit.

Commissioner Moyle commented on the training in Wisconsin, saying some may question why our auditors would need to go through those tours. Idaho has some of the same types of businesses and she believes someone is looking into a manure plant and the dairy digesters is an area where some of our auditors have had good questions and had to understand the equipment. It's important training for them. Mr. Foster agreed it's important for the customer service aspect and the understanding they gained. Some of these are complex processes and the equipment they use can be difficult to understand and giving audit staff real-world exposure to understanding what is happening will only benefit the citizens of Idaho.

Chairman McCray appreciates that Mr. Foster brought forward the survey comments; it's important to recognize the good work his team does publicly. It's easy to hear all the negative and get overwhelmed by the "only three-letter swear word in the English language" and it's important (and he's been consistent with this message) when conducting audits, appeals, or actions in compliance with the public that we do so respectfully, and courteously, and with the utmost customer service mindset. Clearly, the auditors are doing that, and he appreciates Mr. Foster highlighting it. He encourages them to continue that within that group. His second comment is to express his appreciation to Mr. Hammack for the FTI training. It has come to the attention of the Commissioners that there have been some lapses in discipline when it comes to FTI and he wants to publicly say that this agency has access to some of the most intimate details of people's personal lives and we need to treat that with the utmost respect. Every communication leaving this building, or even transmitted within the building, must be reviewed to ensure we're not inadvertently giving out information that would breach the trust of the public, and our responsibilities with that information. Continue doing that training. That message must be reiterated throughout the organization to those that may not have attended the training because we treat those breaches extremely seriously. We want to ensure the public's trust in us. Thank you.

Kim Wind, Revenue Operations Division Administrator

Ms. Wind said they're very busy with mini-tax drive, PCM (imaging project), Core 21, FRED and HB93. She believes staff are pushed to their limits right now. She just wants to give them Kudos. She has talked to Mr. Sailor about it and sent an email saying they cannot take on anything extra. In Revenue Operations (RO) it has been eye opening for her. She's been with the agency for 15 years, and even though she knew it, everything goes through Revenue Operations. All these projects are impacting RO heavily and she wants to remind everyone to please bear with them because they are being pushed to the limit.

Because of mini-tax drive, they have 14 temporary employees on staff. Year to date for 2025, they have 1,001,758 returns in the door. That makes up about 8.9% paper, meaning about 91% are filing electronically. That's individual income tax (IIT). The number of Business Income Tax (BIT) returns received year to date is 127,932, with 9.8% paper. At this time of year, there are more business returns. It's difficult to provide numbers

for the current year. They have 127,000 now, and at the end of the calendar year last year, it was 141,000. They will likely surpass that this year. The number of refunds is already higher than last year. There are 706,157 year-to-date for 2025. In 2024, for the whole year, it was approximately 701,000. They've already surpassed that number this year by more than 32,000. The average refund amount increased by more than \$70 per return, compared to this time last year. That's just the average. Ms. Wind said that being in RO and approving refunds, she's amazed with the ABEs (affected business entities) and the amount of money that's coming in. They've begun discussions already with Mr. Sailor and Mr. Busmann, who was previously heavily involved with ABE decisions and how the money is flowing. Many of the refunds she's approving, the high-dollar ones, are ABE and she'd love to investigate why – in their spare time. Chairman McCray asked Ms. Wind to work with Jerry Macner, Quality Assurance Program Manager, because Jacob Besser, Principal Research Analyst, has already been looking into that and may have data she may find interesting. She said she asked Mr. Busmann to talk with Mr. Besser. She's just trying to understand what's going on and why.

Continuing with more statistics, year to date for withholding permits, they've received 98,390. The downward shift from last year is because of the 408 Acumen accounts they've closed, and Consumer Direct. There were several individuals with withholding accounts they were able to cancel which helps explain the drop. Sales permits are higher year to date with 112,106, which is a 5% increase, and they're not finished with the calendar year. She's unsure how the small sellers will be affected, but so far, they have more sellers permits this year.

She's made some changes since going to RO. The staff are resilient, considering all the projects they're doing, and the numbers of changes with staff, their push to be more efficient, and the training they're doing. Coen Isbell is the new training specialist dedicated to Revenue Operations. She reports to the Technology and Innovation Bureau but sits in RO and is going through the "RO Academy" to absorb and help the RO team to update their training and procedures.

She mentioned that there are 14 temporary employees onsite, and in July through September for FY 2026, they are at 416 hours versus last year at 159. The reason for the increase is that they brought the temporary employees in early because of all the projects. They'll leave earlier, but they knew with all the projects and testing going on, they needed to bring in temporary employees to keep up with the workload. Additionally, the RO Coordination and Design team are the Tax Automated Systems Specialists (TASs). Everyone knows about FRED, the annual system updates, which must be completed and they're working on that. The PCM project, or imaging project, involves RO heavily. They are trying to do so much and are still processing mail and testing, and now they're trying to bring in other people because of all the extra work on these projects. The team knew about the extra work, but all the testing for PCM and Core 21, and trying to go live all at the same time has been a challenge.

In Initial Data Operations (IDO) handles all the paper, the mail, and processing returns when they initially come in the door. Ms. Wind thanked Nickolaus Ritchie, Central Processing Program Supervisor, and his team for all their hard work. The imaging project and testing is causing more manual work until they can get the project live. He's keeping her up to date and sending her his concerns so they can be addressed.

Revenue Operations had some great ideas when they heard about the paper reduction push and when they heard there would be fewer pieces of mail being sent, they were very excited. They've been providing input to Mr. Howe's committee. They did not send out tax booklets to libraries this year, they sent posters with a QR Code directing people to the Tax Commission website. She mentioned the booklets at the ISCPA Annual Meeting so they're aware they should go online to print the forms they need, or they can file electronically.

The Registration and Processing unit, or RAP, has reinstated the Account Registration and Maintenance (ARM) team. Ms. Wind said it's the team that, when returns come in, they make sure accounts and links are correct. It will hopefully help with returned mail. It's a quality assurance team and everything that comes in, they'll verify and then help process returns when that workload decreases. They have a Technical Records

Specialist 3 (TRS 3) that will manage all the Individual Income Tax (IIT) temporary employees to help with training consistency, and another IIT supervisor will help but will also focus on more challenging returns. There will be temporary employees returning this year, but not as many as in the past. Consequently, they'll need to train faster and more consistently. Owen Newton is the new Program Specialist. He is a part of the imaging project, has already begun evaluating workflows, and has reduced workgroups by more than 100; she's excited to have him in that position.

Commissioner Moyle said everyone has been busy and she finds that people don't understand that the Tax Commission isn't just busy in April. October is also busy and it's easy for everyone to get into a routine and forget that. No one understands that the annual program updates (FRED) must be completed, but there are also all the legislative changes. She thanked everyone because everyone has been extremely busy.

Chairman McCray thanked Ms. Wind for mentioning Operational Excellence that include knowledge transfer efforts and ensuring the work is getting done with temporary employees. It's critical those processes are documented because we know we're not going to receive the same level of recurring employees coming in every year. To her point, to train quickly and efficiently, those processes must be documented.

Rick Mascall, General Services Division Administrator

Mr. Mascall talked about Quality Assurance and Research (QAR) and the Technology and Innovation Bureau (TIB). The newest member of the QAR team is Parker Gregg who started one month ago. They've been working on internal training and leveraging what they can within the agency. Talon Johnson, Operational Excellence Manager, and Jerry Macner, QAR Program Manager, attended internal Change Management training. Mr. Johnson attended some of the Property Tax Summer School classes and Jacob Besser, Principal Research Analyst, attended the 2025 Revenue Estimation and Tax Research Conference.

Key accomplishments include the presentation of findings by Mr. Besser to the Division of Financial Management (DFM) about House Resolution 1, the One Big Beautiful Bill, and he completed a performance modeling dashboard for Revenue Operations. He's leveraging that and beginning work with other Divisions. That work is ongoing.

Mr. Johnson had completed a needs assessment for Operational Excellence as part of a Strategic initiative to understand the knowledge gaps within the agency. He'll develop a curriculum to educate others within the Agency. Often, people have a narrow scope of what Operational Excellence is and he's working to help them understand it's much bigger and can help them daily. Mr. Johnson is also working with Mr. Macner to develop a cross-functional dependencies document. They'll define and develop that between all the Divisions.

Mr. Macner is working to resolve incidents he inherited when he was hired. Teams have been logging incidents, but there hadn't been any follow up to determine root causes or solutions. He is working to reduce the backlog and track new incidents. He's also working on an overall methodology for Incident Reporting, and he's developing an Annual Plan. Part of the Annual Plan is Process Documentation, making sure that when he looks at something, he has an audit document to guide him. Mr. Macner will review different high-risk areas in collaboration with Leadership. The QAR team is now located on the second floor between Property Tax and Audit to make room in Revenue Operations so Ms. Wind can reorganize RO.

Isaac Joyner, Technology and Innovation Bureau Chief

Mr. Mascall presented on behalf of Mr. Joyner, saying that some of the active projects have already been mentioned. The PCM project, Phase 3, has taken about 32% of the developer's time. That's higher than anticipated, but it's taken a while. Core 21 is expected to go live Halloween weekend, and FRED is taking several resources. House Bill 93 is mostly handled by FAST. While it doesn't involve the Tax developers, as much, it's still a huge tester load.

The paper reduction efforts began when Colby Cushman, Tax Project Manager, developed a Capstone Project for his Certified Public Manager course to reduce duplicate physical mail and turned into the Agency Paper Reduction project.

Some of the things completed include the legislative projects, the Small Seller's Permit, Empowering Parents repeal, Process Center Modernization (PCM) Phase 1 and 2, and for clarity, Phase One was the infrastructure, and Phase Two was the permit and payment processing.

The development time allocation, as mentioned, included 21% FRED, and 32% for PCM Phase 3. All the Phases together (1, 2, and 3) total 43%. There is 23% allocated to unplanned production maintenance (UPM). Those are break-fixes and then planned production maintenance (PPM), or those things they expected to work on, is about 3%, and 10% was just in other areas.

There has been feedback on training. Zak Viker, Technical Training Program Specialist, had Kaylea Harrold, Compliance Training Specialist, present to the CO 1 training using the T-BAR training method, which is a disciplined approach to creating curriculum content. He presented that to the presenters for the CO 1 training who said it helped them develop and present their training. Compliance has 51% of the dedicated training hours, 29% are in Revenue Operations (due to five new hires in the RO Academy, including QAR), Audit has 11% of the training hours, including the in-person FTI training that is tracked through Luma. Mr. Viker can now track training through Luma both in-person and virtual. They've formed a Training Team including Steve Taylor, Coen Isbell, and Kaylea Harrold, who all report to Zak Viker.

They have some new faces in the Technology and Innovation Bureau: Alex Wezensky, a Software Engineer 1. Mr. Mascall said he's excited about Mr. Wezensky because he previously worked for FAST. Connor Blum will also be a Software Engineer 1, and Coen Isbell is new to the agency.

The go-live for Core 21 is scheduled for Halloween weekend, PCM Phase 3 is continuing, though they have some testing issues. They're now meeting twice per week with Fairfax (Imaging Project Contractor) to help facilitate those issues. They will need to pause some of the testing because FAST is going live with Core 21 and it would create issues. Some new things coming up include the Kilowatt Hour tax type implementation and House Bill 292, which is the Property Tax Recapture on those that received the Homestead Tax Relief.

Chairman McCray noted that in the QAR portion of the report submitted to the Commission for this meeting it mentions the Syringa circuit. He asked if we now have redundant systems. Mr. Mascall said we do not, but ITS is working on it. Chairman McCray asked why and if there is a timeline. Mr. Mascall said he doesn't have a timeline but will get one. Chairman McCray wants to know what is taking so long given the fact that we have multiple things, not the least of which is the HB 93 implementation, going live very quickly. He wants to ensure all our systems are healthy. Mr. Mascall said he understands and will work with ITS.

#### Lisa Kopke, Financial Executive Officer, Management Services

Ms. Kopke said they're also very busy. She talked about the "revenue train" that begins in Revenue Operations and ends in Management Services. She congratulated the Management Services team on another completion of a good fiscal year end. She recognized partners at the State Controller's Office (SCO), Division of Financial Management (DFM), and the Legislative Services Office (LSO) Audit Team.

The September net receipts and accruals to the general fund are \$471 million, which is down 11.6% from September of last year; however, the overall accruals to the general fund are up 0.9% for this fiscal year. That's attributed to 44% individual income tax, 7% corporate income tax, and 46% from sales tax. Statistics for the appropriation and budget include that 75% of the personnel appropriation remains for this fiscal year, 64% of the operating budget remains, and 69% of capital outlay remains. They've been working on a plan to reduce costs, in preparation for this year, and will reduce leased vehicles. They've requested the legislature appropriate the money

to buy vehicles and own the assets for ten years. Giving up leases will save approximately \$26,000 and she's excited they were ahead of the game.

Upcoming agency events include Halloween that will be celebrated in the office on October 30. The Chili Cook-off will be November 13, which is a fund-raiser, and on December 11 will be the Christmas party. There are also strategic action items involving financial health. We are hosting Valley Ride here at the Chinden Campus to talk about the bus system and vans they have available. It will be open to everyone on the Chinden Campus. Ms. Kopke thanked Ms. Grabenstein and the Human Resources team for sending out the flyer that Valley Ride provided. The presentation will be November 6 in the Coral conference room in Building 2 from 2:00 – 4:00 p.m. She thanked the Department of Administration for updating the signage around the campus and Valley Ride is committed to adding more routes to the Chinden Campus to reduce costs for staff.

They've hired a Financial Specialist, Senior, Jeri Ann Fogg. She and her family have a combined total of 70 years of service with the Tax Commission, overall. They still have a Financial Manager position in recruitment; they hope to find the right person for that position.

Julie Eavenson, Public Information Director

Mr. Sailor presented on behalf of Ms. Eavenson. He began with the Customer Service Experience, and, for clarity, this is for the whole agency, not just the Taxpayer Resource Unit (TRU) and Taxpayer Services (TPS). He is very impressed with the level of customer service throughout this agency. Coming from his prior career, he sees many of the same expectations of law enforcement: the public has a very high expectation of the services we provide. Base on "what" we at the Tax Commission provide, there is a high level of conflict. He is happy to report that the number of complaints this agency receives is very low and that is attributed to our staff and the leaders in this room. Kudos to everyone. He really appreciates it.

Ms. Eavenson's team has been working on House Bill 93. They've updated the Tax Commission website, have been working with the governor's office on the My School Choice website mentioned earlier by Ms. Wind, and they helped to coordinate and facilitate five seminars and webinars this quarter. They'll continue those through December. They've published a new quarterly newsletter and helped Government Affairs compile and prepare the biographical information of those presenting to the ISCPA this year. They also helped him by producing the recent safety message and the budget videos. Ms. Wind mentioned the tax booklets earlier. The Field Offices hand out many of those and they're concerned, so Ms. Eavenson's team is helping to create notices to post in the windows telling taxpayers how to print forms at home or where they should go to file electronically.

Greg Smith, the Call Center Manager, resigned. Janet Rostock is the acting manager running the call center. They are seeing an increase in the number of calls due to the mini-tax-drive, but things are going well. They have one vacant part-time position open and one full-time position that is limited service for HB 93.

Rhamona Grabenstein, Human Resource Officer

Ms. Grabenstein said, as with everyone else, Human Resources (HR) is also busy. As everyone has reported, they have openings, recruitment efforts, and new employees, and all of that generates work for HR. The agency's turnover rate, as of October 6, is 2.5%, and for all branches of government, it's 2.4%. When she submitted her report for this meeting, there were 12 vacant positions, but that is constantly changing due to internal promotions, which is wonderful. Leaders are preparing employees for both breaking down silos and being willing to try other divisions within the agency or being promoted within their careers. So far this year, 16 employees have either transferred or been promoted within the agency, which is good movement of existing staff.

With the 3% reversion, the HR team has been working to find ways to keep Tax prominent at job fairs with the Division of Human Resources by having tax employees present to talk to potential applicants. Mr. Sailor talked about the statewide employee engagement survey; we had a 6% increase in employee engagement from the last survey to this one and they're working on the strategic action plan. As they were putting that together, she discovered that many of the things that will increase engagement mirror what they're doing in the strategic action

plan by listening to employees through that process. They're using the strategic action plan as the employee engagement plan.

The agency submitted three candidates for the Certified Public Manager (CPM) program that are under acceptance review. The Career Mentorship Program UP! is also part of strategy and Rebecca Danley, Audit Bureau Chief and Action Item Owner, has posters around the agency inviting employees to apply for the Mentorship Program either as mentors or mentees. Ms. Grabenstein and Ms. Danley are working to make the Tax Leadership series available to the mentees aspiring to leadership positions.

Ms. Grabenstein extended a special thanks to the Idaho State Police (ISP) Bureau of Criminal Investigations (BCI) who sent five staff to the Chinden Campus to hand roll fingerprints for the Tax Commission to comply with Internal Revenue Service (IRS) Publication 1075. They rolled 158 prints in 2 hours, 15 minutes. That's amazing and her team has already begun to receive results.

The Focus on Leadership series will pick up again in 2026. She appreciates all the leaders who are committed to continued development, so the Hire to Retire series will continue to be offered monthly. Hopefully, they can continue to attend. The October session is about How to Document the Ideal Team Player Interview Results. She appreciates everyone's attendance and feedback.

December will be the HR Annual Acknowledgement Renewals and Annual Security Training. The training on FTI was mentioned earlier: making sure FTI is safeguarded is extremely important. Mr. Viker and his team have developed a very good online program for the Annual Security Training that will come out in December.

Finally, DHR is piloting a new appraisal system. They're doing it with real evaluations to ensure the system works. She's asked everyone not to use it, because they'll decommission the test appraisal, take feedback, make it better, then launch sometime in 2026 to the Executive Branch agencies. She's had the opportunity to see the new appraisal, and it appears to be much easier to use. They're still in the pilot stages, so she looks forward to that change.

Chairman McCray thanked Ms. Grabenstein for coordinating ISP, BCI unit to come to us to roll the fingerprints. It's a huge benefit to have them come here rather than having 158 people go to ISP to get their prints. Ms. Grabenstein said Amy Cady has great contacts at ISP and did a great job organizing it. Chairman McCray asked Ms. Grabenstein to extend his gratitude.

Chairman McCray commented on the employee engagement survey saying that a 6% improvement is completely unheard of in engagement survey work and he attributes that to the Leadership Team and the work they've put into listening to employees and taking feedback from the surveys and putting it into actionable items. That really reflects in the strategic planning process that we can pivot and be resilient and make change. Kudos to everyone. Keep up the good work with the All-Employee Meetings and being flexible and responsive to people's concerns.

Finally, he added that training our front-line leaders, giving them the skills and tools they need to be successful also has contributed to the improvement in the engagement scores. Please continue to support the Hire to Retire efforts, because they are the first line of defense when it comes to minimizing the issues that eventually end up in Human Resources.

#### Aaron Yost, Governmental Affairs Officer

Mr. Yost said the theme, in addition to being busy, is One Team. There's really nothing in his report that wasn't accomplished without some degree of collaboration, either with every division or specific groups. They've all helped his team be successful.

This year, the agency had almost double the number of bills that affected the Tax Commission and require administration. The report related to that is now completed. It is a living document, and they'll use it to look back at past bills. It's become a good process to show how collaboration works throughout the agency.

This year, they've seen increased memorandums of understanding (MOU), and memorandums of agreement (MOA). He attributes the increase to recent legislation. For example, House Bill 231, the Food Tax Credit, required two specific MOUs to be established with the Idaho Department of Correction, and the Idaho Department of Health and Welfare. House Bill 93 required more collaboration with the Idaho Department of Education and the Legislative Services Office. The work to put those together is ultimately borne by his counterparts in the different divisions, with legal assistance, the help of the Chief Operating Officer when things must be escalated, and the Commissioners who step in to help express the needs for these with external stakeholders. They all help move the process along. These are just a few of those that help his team accomplish their goals. He thanks everyone who helps with those. They've talked about HB 93 earlier today, so he added that his team is finalizing the MOUs associated with it.

As they wrap up legislation administration from the 2025 session, they begin talking about new executive agency legislation for the upcoming 2026 session. January 12 is the targeted start date for the 2026 legislative session. They have identified four bills that have gone through the executive agency legislation system (EALS) process earlier this year. Two are related to House Bill 14, the Idaho Code Cleanup Act. The Division of Financial Management was the primary facilitator of that process, and they've taken every agency's code cleanup submission and identified the extremely low-hanging fruit and submitted a single report on behalf of the entire state and the Executive Branch for that process. Our specific bills related to the Idaho Code Cleanup Act will be a part of their process. The other idea submitted through the EALS process deals with the kilowatt hour tax, and an external stakeholder will carry that through the legislative session. We will continue to monitor it.

The internal revenue code conformity is an annual bill from the agency. There are several discussions about the nature of this bill this year due to the federal Public Law 119-21: One Big Beautiful Bill Act that was signed into law on July 4, 2025. This law is more relevant to our Conformity Bill because it made multiple changes to the Internal Revenue Code (I.R.C.) under Title 7, meaning there are state and local impacts for conformity to this bill. It's important to note that the state of Idaho starts at the federal taxable income, so our bill will retain a very simplistic nature in how it looks, but there is a significant fiscal impact related to this bill; there are multiple provisions in the bill and should there be any decisions to not conform in whole, the basic template language has been drafted under Idaho code section 63-3004 to remove those provisions along with a request to review the Idaho code section 63-3020 series to make necessary adjustments. The Tax Commission asks that the legislature keep us involved, and if they choose to decouple from standard conformity to ensure we don't have something more difficult to implement. It's already a huge administrative impact for forms.

The last EALS he is excited to discuss was in response to Executive Order 2025-05 related to our paper reduction efforts. Paper reduction efforts began before the Executive Order was issued but the order addresses budget reduction efforts and the need for agencies to pursue efficiencies. This agency has identified in previous EALS some things that must be done on paper, such as First Class and Certified mail options. We are bound and have no alternatives. In past years, we proposed options for secure electronic messages. The Executive Order, the work this agency has already done, and the need to look for efficiencies have allowed a new opportunity to approach the topic again with the Executive Branch. They are eager to review proposals. They see the value and have agreed to incorporate secure electronic messaging into Idaho Code. That will also go forward in this legislative session. This idea isn't just for this agency. Many stakeholders acknowledge that it's a relevant change as an option for taxpayers to engage with the Tax Commission.

The Commissioners reviewed the rules earlier and he reiterated that reviewing any rule is a big lift. Reviewing an entire chapter under zero-based regulation is significant. Research Specialist Philip Johnson took on this task about 18 months ago. He has done a fantastic job, along with every Division and the Commissioners. The Sales and Use Tax chapter has about a 45% reduction, or a total of over 33,000 words removed from that

chapter alone. The Hotel and Motel chapter saw a reduction of 36.9%, removing over 1,000 words. He is extremely proud of the work that went into that process. Mr. Johnson is preparing it for the legislature in January now that the Commission has adopted the rules. The Division of Financial Management is also offering training about how to present rules to a legislative body. They're all excited to attend the training.

Mr. Yost noted a primary focus for his team is to review emails, not the general emails that are reviewed by the TRU, but those that are escalated to Government Affairs. They had over 127 emails escalated from TRU that are complex in nature. They processed over 100 emails from associations and taxpayer relations in the community, in addition to the escalations. That's 227 complex emails. In the past three months, he's heard employees say that's the number of emails they receive every day and he respects that. He appreciates that Commissioner Moyle has been helping by reviewing some of the emails, because they're complex, work-intensive, emails. There are multiple Divisions that help with the complexities of these questions. He is very grateful for the Division-level support. Another difficulty with these is maneuvering the fine line of supporting the taxpayer without advising the taxpayer: 227 may not seem like much, but this is a significant load the Specialists take on in addition to their other responsibilities.

There was no further business to come before the Commission, and no public comment.

### **Executive Session**

Commissioner Moyle moved to go into Executive Session with legal counsel pursuant to Idaho Code § 74-206(1)(f) to discuss the status of litigation to which the Commission is a party. Maria Young, Management Assistant, conducted a roll call vote. Commissioner Moyle, Commissioner Woods, and Chairman McCray all voted in favor and the motion passed.

*The Commission recessed for five minutes to allow guests to depart.*

### **Public Session**

Chairman McCray reconvened the public session. The Commission met in Executive Session with its legal counsel pursuant to Idaho Code § 74-206(1)(f) to discuss the current status of litigation to which the Commission is a party. No matters requiring a vote of the Commission resulted from the Executive Session.

There was no further business and no public comment. The next Quarterly Business Meeting is scheduled for January 20, 2026, at 9:00 a.m. Chairman McCray adjourned the meeting.

Maria Young, Secretary

Jeff McCray, Chairman