

IDAHO STATE TAX COMMISSION
COMMISSIONERS' BUSINESS MEETING
MINUTES OF MEETING OCTOBER 22, 2024

This meeting was open to the public; however, everyone was encouraged to attend by telephone.

In attendance: Chairman Jeff McCray; Commissioners Janet Moyle, and Jared Zwycart; John Bernasconi, Evan Sailor, Lisa Kopke, Julie Eavenson, Rick Mascall, Lisa Palmer, George Brown, Alan Dornfest, Kim Wind, Elisa Magnuson, Rhamona Grabenstein, and Aaron Yost. Commissioner Paul Woods joined by phone.

Public Session

Chairman McCray called the meeting to order and welcomed all those in attendance. Commissioner Woods joined by phone. Due to a technical difficulty, he could hear the proceedings in the room, but the room could not hear him. He will vote via a text message. Chairman McCray will acknowledge any vote made by Commissioner Woods' texts aloud. Elisa Magnuson, Lead Deputy Attorney General assigned to the Tax Commission affirmed that it is acceptable to do that.

Business requiring a vote of the Commission.

Minutes: Regular Business Meeting – July 30, 2024

Commissioner Zwycart moved to approve the minutes of the Regular Business Meeting held on July 30, 2024. Commissioner Moyle seconded the motion. There was no discussion; all commissioners voted aye, and the minutes of the Regular Business Meeting held July 30, 2024, were approved.

Minutes: Idaho State Board of Equalization Meetings – August 12, August 13, August 14, August 16, and August 26, 2024.

Chairman McCray acknowledged that once these minutes are approved, they will be posted, along with the audio recordings of the meetings, to the Townhall Idaho website so any additional details will be available for those interested. **Commissioner Moyle moved to approve the minutes of the Idaho State Board of Equalization Meetings held August 12, August 13, August 14, August 16, and August 26, 2024. Commissioner Zwycart seconded the motion. There was no discussion; all commissioners voted aye, and the minutes of the Idaho State Board of Equalization Meetings held August 12, August 13, August 14, August 16 and August 26, 2024, were approved.** Chairman McCray thanked Ms. Young for putting the minutes together, saying it's a large amount of information to distill down into the minutes and is the reason the recordings will also be posted.

Resolution 24-02: Pending Rules: 35-0105-2401 Idaho Motor Fuels Tax Administrative Rule, 35-0110-2401 Idaho Cigarette and Tobacco Products Taxes Administrative Rules, 35-0103-2401 Property Tax Administrative Rule, 35-0103-2402 Property Tax Administrative Rule

Aaron Yost, Government Affairs Program Manager, presented the Administrative Rules on behalf of Kimberlee Stratton, Tax Commission Rules Coordinator. This Resolution has four distinct docket numbers. The first is **Docket Number 35-0105-2401 Idaho Motor Fuels Tax Administrative Rules**. It is part of the zero-based regulation (ZBR) (Executive Order 2020-01) review. This rule received two public meetings and there were no public comments received. It has been approved by the Division of Financial Management (DFM) and the Governor's office and is now before the Tax Commissioners for adoption.

Next is **Docket Number 35-0110-2401 Idaho Cigarette and Tobacco Product Taxes Administrative Rules**, also a part of the ZBR rule rewrite. This docket also had it's required public meetings and public hearings and there were no comments received throughout the open comment period. These have also been approved by DFM and the Governor's office and are now before the Tax Commissioners for adoption.

The remaining two dockets are **Property Tax Administrative Rules, Docket Number 35-0103-2401, and Docket Number 35-0103-2402**. Mr. Yost ceded time to Alan Dornfest, Property Tax Division Policy Bureau Chief for any comment. Mr. Dornfest said he has no comments and has received no comments from the public on either of these dockets.

Commissioner Zwycart commented that Elena Gonzalez, Tax Policy Specialist, did an excellent job with the Idaho Motor Fuels and the Cigarette Tax Rules. Mr. Yost will make sure she hears those comments. Chairman McCray asked if there are any statistics regarding how many pages were eliminated with these rules. Mr. Yost responded that he would provide those numbers to Chairman McCray later because he did not bring those with him to this meeting. Commissioner Moyle asked if these Property Tax Rules include the rules surrounding the operating property and the statistical analysis Mr. Dornfest does? Mr. Dornfest was recognized to respond and said no, these rules have nothing to do with that particular subject.

Chairman McCray asked whether the Commission prefers one motion for all the dockets in the Resolution, or to take each docket one at a time. Commissioner Zwycart prefers to approve them all at one time. **Commissioner Zwycart moved to pass Resolution 24-02: Pending Rules 35-0105-2401 Idaho Motor Fuels Tax Administrative Rules, 35-0110-2401 Idaho Cigarette and Tobacco Tax Administrative Rules, 35-0103-2401 Property Tax Administrative Rule, 35-0103-2402 Property Tax Administrative Rules. Commissioner Moyle seconded the motion. Chairman McCray conducted a roll call vote. Commissioner Zwycart, aye; Commissioner Moyle, aye; Commissioner Woods, aye. Resolution 24-02: Pending Rules 35-0105-2401 Idaho Motor Fuels Tax Administrative Rules, 35-0110-2401 Idaho Cigarette and Tobacco Tax Administrative Rules, 35-0103-2401 Property Tax Administrative Rule, 35-0103-2402 Property Tax Administrative Rules was adopted.**

Resolution 24-03: 2025 Stumpage Values.

Jerott Rudd, Property Tax Operating Property Bureau Chief presented the 2025 Stumpage Values in accordance with Idaho Code section 63-1706(4) b. These stumpage values will be used to establish yield tax on timber harvested in the 2025 year. Stumpage values are set each year by November 1 and are based on a five-year rolling average of comparable sales of timber throughout the state in the corresponding forest valuation zones. The Commission has available to them a history of stumpage values over the last couple of years and the proposed stumpage value for 2025. The Commission also has a copy of the Resolution.

Commissioner Zwycart asked if there is a reason for the values decreasing. Mr. Rudd said it appears to be primarily due to the 2018 values dropping off the five-year rolling average; it was generally higher than the 2023 values. Chairman McCray asked if there was any feedback from the stakeholders. Mr. Rudd said the proposed values were sent out to stakeholders on September 17 and there were no comments received.

Commissioner Moyle moved to approve Resolution 24-03: 2025 Stumpage Values. Commissioner Zwycart seconded the motion. Chairman McCray conducted a roll call vote. Commissioner Zwycart, aye; Commissioner Moyle, aye; Commissioner Woods, aye. Resolution 24-03: 2025 Stumpage Values was adopted.

Administrative Reports

John Bernasconi, Chief Operating Officer

Mr. Bernasconi reported on the agency strategy. At the request of employees, a strategy dashboard was added to Tax Insider, the Tax Commission's internal Share Point page, so everyone can see what we're working on and how they can help. He and Rhamona Grabenstein, Tax Commission Human Resource Officer, have been visiting the Field Offices for a Listening Tour. One of the comments frequently heard is how employees want to know what's going on in strategy, so he's hoping this interface helps. One strategic initiative involved employee recognition, so a committee comprised of employees created an Employee of the Month Program. We're excited to see where that goes. He and Chairman McCray delivered some of those awards already. It was a nice

experience. He appreciates all the hard work that the operations leadership team (OLT) members and that committee has put into the Program.

As noted, he and Ms. Grabenstein have been visiting Field Offices as part of the Listening Tour. They've been reviewing the engagement survey results and hearing input on how to improve engagement. It's great to see how comfortable employees are at vocalizing what upsets them. One of the low categories from the survey was "my expectation of the job doesn't meet my experience in the job." Mr. Bernasconi said he viewed that as a negative. On multiple occasions, though, the employees have said their expectation was low, but the experience exceeded the job. The statistic can be flipped. It was nice to hear that it was actually a positive. The Boise Office is scheduled for 19 sessions in November. The Division Administrators have broken their sessions into smaller groups to focus on how each group responded to the survey. It helps us understand the results. At the same time the Listening Tour was happening, Talon Johnson, the Operational Excellence (OE) Coordinator, and Justine Weaver, Quality Assurance Manager, were also touring the Field Offices and talking about OE and Quality Assurance and how those two things can improve the workplace. Those visits were also well-received.

On Sunday, October 27, 2024, the Western States Association of Tax Administrators (WSATA) Conference begins, and several staff are scheduled to speak. This is a great conference of peers. The WSATA states encompass Alaska, Hawaii, Washington, Oregon, California, Nevada, Arizona, New Mexico, Texas, Utah, Colorado, Wyoming, Montana, and Idaho.

Halloween is the Thursday after WSATA ends on Wednesday. Enjoy the fall weather, winter is coming. Remember, our focus on strategy has reminded us that we must be dedicated to our employees. We must inspire our employees to be dedicated to our customers, and for them to understand that we're serving Idaho citizens. He encourages everyone to keep it up.

Chairman McCray commented on the dashboard saying one of the things he's been passion about, specifically around strategy, is how we communicate the work we're doing. Communication continues to be one of the comments on the survey. If people are going to be involved with strategy, we must provide them feedback and direction on how we're doing. He's excited about the dashboard that Jacob Besser, Principal Research Analyst, has put together. There will be more coming. This is just one way we can communicate what's going on and hopefully get people's engagement in our strategy work directly.

He further commented on the listening sessions, saying that he appreciates those. He's personally committed to visiting the Field Offices to hold similar types of sessions to allow people to express themselves. He finds it extremely valuable, and he appreciates the effort it takes to be able to sit down with small groups and give them the opportunity to share. It's his conviction that when people are included, even if you don't necessarily get the decision you want to hear, it's easier to bear if they're included in the discussions.

Chairman McCray asked if there are two or three themes Mr. Bernasconi can share from the listening sessions so far. Mr. Bernasconi said it's been interesting because people are so practical. One common theme heard so far is about resources, specifically more staff and vehicles. Another was to explore a willingness to move positions, so that if someone in a Field Office is interested in a promotion, they don't necessarily need to move to Boise to take it. Kim Wind, Audit Division Administrator, is the first in the last 20 years to allow an audit manager in the Field Office. Ms. Grabenstein contributed that one thing she heard was about the usability of the website.

Chairman McCray said he appreciates the comment about winter coming and asked what the agency is doing to prepare. Is the Safety and Security Committee getting people ready for the snow and ice? Mr. Bernasconi deferred to Evan Sailor, Compliance Division Administrator and Ms. Grabenstein, who are both a part of the Safety and Security Steering Committee. Ms. Grabenstein said the next Hire to Retire session is dedicated to safety and Toni Nash, Tax Commission Purchasing, sits on the committee and changes out posters around the

Boise office. Mr. Sailor said the first Tax Insider article has been published and says more information will follow, but it includes tips on how to walk and park when there's snow and ice.

Lisa Palmer, Tax Appeals Manager

Ms. Palmer said there are two appeals resolution meetings coming up to wrap up the year. November 13 at 10:00 in the Turquoise conference room and December 11 at 10:00 in the Coral conference room. They don't have any projects pending.

Appeals currently has 226 open cases. Between January 1 and September 30, they've closed 347 cases. Over the same period in 2023, they closed 418. Of the 347 closed cases this year, 40% were resolved with a decision, 33% were resolved with a protest withdrawal, 8% were resolved with either a closing or settlement agreement and 19% were "miscellaneous." Miscellaneous is when the Board of Tax Appeals (BTA) dismisses or upholds the Tax Commission decision or cancels Notices of Deficiency (NODs). There is a category for "closed miscellaneous," and for returns filed. There were 38 cases closed miscellaneous. Those are primarily Revenue Operations (RO) cases where there's an affected business entity payment that is confusing, like multiple tiered partnerships. RO sends those to Appeals, and sometimes the appeals specialist must do quite a bit of digging. For example, if it's a partnership owned by a disregarded entity, sometimes they don't file correctly, or they don't apply the payment correctly, so it's nothing RO did, it just takes time to unravel the puzzle. When they finally figure those out, they follow up with RO or get an amended return. Sometimes it moves payments or forms they've requested but didn't receive. They then ask RO to cancel the Notice and when it's closed, it's entered as "closed miscellaneous." Chairman McCray asked if those categories are defined in Gen Tax. Ms. Palmer said yes; Meredith Hodgson, Appeals Assistant, enters an explanation for anything closed miscellaneous.

Ms. Palmer said the average number of days to close a case this year has been 248. Last year it was 192 days. As mentioned in the last Business Meeting, there were some old cases on the multistate side that have been around for a long time and have now been resolved.

They don't have any vacancies but Steve Wynn, Tax Appeals Specialist has retired again. During his return to service, he focused solely on the three old multistate tax cases and closed them all. Staff are assisting as needed with House Bill 445. Government Affairs has now hired their Income Tax Specialist, but her team has been filling in and answering questions. Chairman McCray thanked Steve Wynn for his service. He had the honor of working on a couple of the cases he closed. They were complicated and involved and he appreciates that Mr. Wynn came in and completed those. Commissioner Moyle said it's so impressive that when someone leaves, our staff can step in and fill the gap.

Evan Sailor, Compliance Division Administrator

Mr. Sailor began by reporting about the development work orders, or SQRs, more specifically, the unplanned maintenance has been high due to FAST Collection Services, but they're getting back into a normal range. As of today, they're ready to submit the SQR for the non-filer estimate case creation project they've been working on for so long. That will impact one third to one half of the estimate cases they create. As the Commission knows, they "chase zeros," then end up doing multiple billing periods of estimates, running up the accounts receivable debt that's not actual debt because the entity never hired employees, or never opened the business. Once this is up and running, it'll help the team be more efficient.

The statistics are updated since the report was provided to the Commissioners for this meeting. This fiscal year, they've created 44,000 cases, which is high, but they've closed 51,000, which is more than they've ever closed by this time of year. He credits that to FAST Collection Services (FCS) and Rod Howard, the Field Office Bureau Chief, and his CODE Philosophy. CODE stands for Contact, Options, Deadline, and Enforcement, and Mr. Howard is presenting CODE at the Western States Association of Tax Administrators (WSATA) Conference on behalf of the Idaho Tax Commission during a panel discussion on efficiencies. Hawaii is talking about outside collection agencies, Utah is talking about the customer experience, and Idaho is talking about CODE and how it's impacted our case management philosophy.

Compliance case numbers just increased because October 15 is a filing deadline. They just created about 3,000 new cases, bringing the total new cases up to about 60,000. They were at about 57,000 with accounts receivable just under \$200 million and this brought it up to \$211 million as of yesterday. This fiscal year, they've recovered about \$72.5 million which is about \$7.5 million more than last year. It appears this number is due to both FCS recoveries and CODE – Compliance Officers are just more efficient and effective because the old, unworkable cases aren't being held. Speaking of FCS, of the \$72.5 million, they're getting credit for \$14.4 million which is 19.8% of the accounts receivable.

In September, they had all Compliance Officer 1's (CO1s) in Boise for statewide training. Kaylea Harrold, Training Specialist, did a fantastic job developing and facilitating the training. She broke everyone into three separate groups based on experience level and then had breakout sessions with them on various topics. She conducted training surveys. They've gotten back about 30 of 36 and they were all very highly scored. They all enjoyed the training. Two weeks ago, the Field Office Managers were in Boise for professional development and training. They've gone back to basics since there are three new Field Office Managers. They looked at employee evaluations, personnel investigations, and attendance guidelines. Compliance continues with the monthly in-service training. Ms. Harrold has been doing a really good job of changing things up. They have a part time, or ancillary cadre, in each Field Office. Some of the trainings are in-person training in the Field Office, delivered by the identified person. They're also doing a self-paced learning. This month, Ms. Harrold has all the training that April Kooch, Tax Automated Systems Specialist, put together for managed payments and how it's going to impact Field Offices considering the cashier manager changes and loaded it into Luma.

The big accomplishments this last quarter was the CO1 training. Justine Weaver, Quality Assurance Manager, and Lynn Howard, Quality Assurance Business Analyst, identified deficiencies in the way additional debt was being handled, exposing the Tax Commission to liabilities. They've created a team of experts who've received additional training and will be certified through Ms. Harrold. Once they're certified, they will be the only ones to handle the additional debt to ensure that due process is applied properly. It's been going well. There is someone in each Field Office and two in the Boise Field Office.

As mentioned earlier, Rod Howard is presenting CODE at the WSATA Conference. They've promoted three to Field Office Manager: Ashley Christopherson, in Idaho Falls, Ashley Brewster, in Lewiston, and Ryan Turpin, in Coeur d'Alene. Kyrie Wadsworth promoted from Compliance Officer 2 (CO2) to a supervisory Compliance Officer 3 (CO3), and Harmonie Rampton was promoted from CO1 to CO2 in Idaho Falls and Nova Lua and Karina Gautier were promoted from CO1 to CO2 in the Boise office. Tabitha Fisher promoted from CO1 to Program Specialist and is now responsible for training and development for all new CO1 teams. Commissioner Moyle commented that with the new staff in the Field Offices, training is important.

Commissioner Zwygart asked how the collections with Professional Credit are going. Mr. Sailor responded that he believes that when he provided the report for the Commissioners, they'd recovered \$110,000 for this fiscal year. When he pulled the numbers yesterday, the number had gone up to \$192,000, so they've just collected on a large case. They're at almost \$1 million since going live in February 2023. Originally, they were only given the oldest cases. They are now reaching more and filing judgements and starting to hire attorneys in other states for some of the bigger cases. There are some individual cases in California for over \$1 million. We're starting to see the fruits of some of their labor where they'll begin filing judgements on our behalf.

George Brown, Property Tax Division Administrator

Mr. Brown said this is a slower time of year for Property Tax. The assessment drive occurs in the spring, the tax drive is ongoing, and there have been fewer problems this year. They've been working on legislative initiatives for the past couple of years.

The Commissioners were provided his briefing in advance, and he called attention to the projects list he provided. He's listed "implement a single source tax administration and appraisal software." There have been multiple discussions about this. It's been one of his main emphases, to provide one system for counties instead of the current three and a half. There is a joint committee working with county treasurers and assessors and it's going well. They meet about once per month and it's been great to collaborate with the counties to work toward a better end-product, long term. Similarly, the Property Tax Reduction (PTR) team transitioned their administrative system into Gen Tax and that project is ongoing. They continue to find ways to improve with how PTR is incorporated into Gen Tax. The counties have been involved in the transition, so Pamela Waters, Property Tax Program Specialist, and her team provide annual seminars throughout the state for the PTR program, but they're now including a feedback session so they can collectively troubleshoot problems in the counties and at the state level.

The Technical Support Bureau (TSB) has experienced significant turnover. They currently have four open positions and two are in the geographic information systems (GIS) unit, but they're advertising through the Idaho Press-Tribune and on social media to target specific areas. They're hoping to increase the exposure because Property Tax uses a very antiquated computer language for some programs that was developed at the beginning of the personal computer age. The people that still know how to use it are in the 50- to 60-year-old, or older, age group. WinCo Foods also uses the programming language, so the Tax Commission is using this new technology to advertise to that group to gauge how it works. Because of the turnover, though, the GIS Unit is struggling. They've decreased the services they can provide, since they only have one person working in that unit now. He's busy processing annexations, as required by law. They receive approximately 500 annexations per year, and only have 28 days to respond. Those are due at the end of the year, so Mr. Brown is hoping to have new people hired into the vacant positions or they'll need to ask for help. The GIS manager at the Information Technology Services (ITS) previously worked for Property Tax and knows how to process annexations, if necessary. Otherwise, they'll only be processing the statutory minimum, foregoing training, and everything else. They will also not conduct any requested audits. Statutorily, counties can request an audit to ensure all counties' records are the same. The counties are delaying those requests because there isn't anyone to conduct the audit. Josh Cruz, GIS Analyst, III, is the only one in that unit and he's doing a great job keeping up with everything asked of him.

The Operating Property Bureau will be doing cross-training over the next several months and years. They have some very experienced appraisers, and some very inexperienced appraisers. Mr. Brown and Jerott Rudd, Operating Property Bureau Chief, are sharing and distributing the workload through all of them to develop a knowledge transfer of the different industry types. With operating property, it's important to know the big companies, and to develop those relationships.

They now have all the consulting appraiser positions filled. Marissa McClurg, from Twin Falls County, will be the anchor person for that crew. She starts on the 28th and has a wealth of residential appraisal experience and she's very adept. Right now, she's working on data analysis and is looking forward to starting. The Policy Bureau was a part of the Rules the Commission reviewed earlier today, but there aren't any emergencies right now.

Mr. Brown pointed out that there were over 500 people that came to the Summer School this year. As far as they know, that's a record number of people and their records go back to the 1980s. This next year will be the 60th year of the Summer School. They are looking at getting a sponsor for a lunch or breakfast at which the Governor can speak. Every year there is more education. It's getting to the point that Jeff Middleton, Property Tax Education Director, is doing all he can to keep the classes going. He submitted over 10 pages for the report presented to the Commissioners that is just for Education. He thanked those like Kathlynn Ireland and Alan Dornfest, Property Tax Policy Bureau, who teach classes and it's nice to have these instructors for these schools. It's good to interact with the counties on an interpersonal level.

Commissioner Moyle asked about the L2 form becoming fully automated. Mr. Brown said it's mostly automated now. At this point, they're waiting on something like the way the Taxpayer Access Portal (TAP) works

now, where they enter the information into the system. He doesn't want to put much work into that, though, then potentially have another system developed specifically for that purpose. Ben Seloske, Property Tax Principal Research Analyst already pre-fills the forms with the data they need. Commissioner Moyle said her hope is to have more transparency. Mr. Dornfest was recognized and said the information is captured in another database that's easily accessible and they can be quite granular, but it's not fully automated. Mr. Brown added that they don't have expenditures at all because that's not what they do. They only do revenue, and some want to know what the money's being spent on, but the Tax Commission doesn't even ask for that information, because it's not their purview. They do have the ordinances involved, but that's the extent of it.

Chairman McCray said he's heard that the counties that are using Computer Arts, Inc. (CAI) are no longer being supported and they've asked for assistance in an emergency transition. He asked if that is a true statement. Mr. Brown said their understanding, and they've received a letter from the Assessor's President, who is also a Consulting Appraiser, speaking on behalf of about nine counties, that Harris, who bought CAI, has informed the counties they will provide support but no upgrades for about three years from this past August. Any transition requiring their help then must be completed prior to the end of that term. That creates an interesting situation. Janet James, Technical Support Bureau Chief, is working with Boise County, because they are a CAI county and have already had a failure. They are likely the most critical county. Ms. James is pulling data in preparation for doing the next conversion to UAD Web. At this point, and until they decide on a long-term, statewide solution, they have either UAD Web, or Aumentum. Aumentum costs money because it's a third-party program. They're preparing to convert Boise County to UAD Web. The first county is always difficult. Others will be easier. Regardless, they have an obligation to convert those counties. It makes the timelines for one uniform system more urgent, but they're not going to let a county fail. Chairman McCray expressed concern that the agency doesn't have the resources to support the work. Mr. Brown said they are supporting three different systems, so he only has about five people for each system. A conversion team is three to four people so must happen when there isn't much going on in the county which means there are only a couple of months in a year. It's possible they could hire a third party to help with the conversion, but it leans very heavily on his people.

Chairman McCray noted there are known external constraints that limit the ability to come up with what is considered an ideal situation. His request to Mr. Brown and his team is to put together an "emergency preparedness plan." They know the ultimate solution and continue to work toward that, and they have a feeling of what the timeline looks like, so that needs to be built in, but then they determine the contingencies and if there's a third party, who are they, how much will they cost, and he'd look at the "ideal scenario," a "middle-of-the-road scenario," or what they expect to happen, and a "worst case scenario." He's looking for a high-level scope of work, so no one is taken by surprise. Mr. Brown said the other systems are stable. The AS400 is old, but stable, and the Aumentum program is third party and there's always support available because there's a whole company behind it; that company also happens to be Harris. Harris has a product called Harris Govern and the former Thomson Reuters Manatron Aumentum is still called Aumentum and ProVal and managed separately by Harris. There is also a company called XTR, which is ex-Thomson Reuters, which supports counties through direct hire. Kootenai County uses them extensively. He thinks the immediate problem is the CAI counties; it's eight or nine counties, not 44 counties, or even 20 counties. They're not going to let one county fail.

Commissioner Moyle asked which counties are still on CAI and which counties will push back? Mr. Brown said he doesn't think there's a CAI county anywhere that will push back. That's evident based on the work with the committee and some of the survey data they've received. There's a strong emphasis in all counties on having one system. Everyone realizes it's needed. They tried, 20 years ago, to phase out the AS400 system. They went through the same process they're using now and ended up with the Aumentum system. Once they started converting, some counties realized how much it would cost and couldn't do it. Then they were stuck with some counties converted to Aumentum, some remaining on the AS400, and that's when the state started developing UAD Web. UAD Web is the AS400 in modern language and it's web based. It was developed in-house. He doesn't think we'd be having this discussion if he had another 10 people working in that section. They'd have everybody converted to UAD Web and there wouldn't be an AS400. There would just be UAD Web, and a third party and they could probably handle that. But there are 20 counties still on AS400. The Commission is aware

that he has people working in Wisconsin and Texas. And the reason is because they know Report Program Generator (RPG). There aren't many people who know RPG. That's the real issue. They want everyone on the same page this time, and they want everyone to be part of the decision, from the governor's office to the legislature and all the counties.

Chairman McCray said we struggle to find technical resources, and skilled people that have the programming ability. Government should not be in the business of designing and supporting software. That should be left up to the experts that have a marketable product. Yes, it could be solved by hiring 15 additional people, but where will the budget for that come from and where are we going to find the expertise for it? That's why he supports the work being done to have one system that can be supported so that it's more efficient and easier to provide proper support. He asked about the struggle to find the technical, skilled individuals to fill positions, and the different tactics being used to fill those roles. He asked Mr. Brown to provide a high-level analysis on why we continue to struggle to keep people in those roles? Is it the type of work they're being asked to do? Is it a salary issue? What can we do to make those openings attractive for someone to want to join the team, and stay? Mr. Brown said he doesn't think the Tax Commission is having any problem that every business isn't currently experiencing. There isn't much unemployment, there are many technology jobs, but there's churn. Younger employees like the churn and there have been people leave for pay, which is generally why younger people leave. However, that happens anyway because younger employees leave for a higher paying job after gaining some experience. His team is small and there aren't many supervisory positions. He believes people love the jobs in Property Tax because they get to code. That's one of the things they've heard: they enjoy working here because they get to actually manipulate code and solve problems. The RPG language is just problematic until it's gone. The people that fill those positions are older with the experience of having worked in the private sector making considerably more money than the state of Idaho can offer and take the job because of benefits. One thing he believes is a factor is the ability to work from home. The industry standard is remote work and makes the Tax Commission less competitive for younger employees. Overall, the wages at the Tax Commission are fairer now than ever before. We've made huge gains in what we pay and in management. He's been in this agency for 13 or 14 years, and it's vastly better now with pay, with interaction with management. He doesn't think the problems are exclusive. Technology is a raging market. Young people don't take a job to stay for 30 years. He believes their group is too small for advancement, though.

Chairman McCray recognized that Alan Dornfest received recognition from the Idaho Association of Counties this year. Mr. Dornfest said it was nice to be recognized. Chairman McCray thanked him for his contributions and said it's always wonderful to be recognized by external stakeholders. We're making a difference to the communities and the state.

Rick Mascall, Revenue Operations Division Administrator

Mr. Mascall said there are some changes since he submitted his report for this Business Meeting because things are coming in very quickly now. Last year, there were 964,000 individual income tax (IIT) returns. They're about 7,000 higher this year at the same time. The Team pulled numbers for the week ending last Friday, and it was already over one million. The business income tax (BIT) returns at this time last year was 115,906. That's also up from what was reported. They estimated 139,000 so there's about 17,000 remaining. The Idaho business registration (IBR) continues to decrease slightly. Active permits are increasing but not significantly.

Training is top-of-mind for Revenue Operations. The Academy is going well, but it's the basics, so they're focusing on the second tier of training to help them get through more complex returns. To help with that, they're getting a training specialist and developing a training plan for those that have been employed between six months and one year that need the next level of training. They'll then leverage Luma to capture what training they've taken.

Mr. Mascall said he's anxious to hear what the Revenue Operations employees say during the Listening Tour because they have a 4% retention rate, which is good. There hasn't been a great deal of turnover recently. They have some issues they're working through, but it seems normal. There are 9 – 11 returning seasonal

temporary employees this year. They're working through the backlogs and because the seasonal employees are returning the training time was minimal and they were able to begin working more quickly.

The big thing right now for him, for systems and technology, is the new contract with Fairfax that was signed last month. It's about a 12- to 18-month contract. The entire team is sourced out of Florida, and they're expected to be here the week of November 4 for requirements gathering. The proposal requires a high-level project plan, including the three phases and what will happen in each phase. Then they'll develop detailed requirements. Mr. Mascall talked about the electronic filing. The requirements for electronic filing of anything over ten W-2s was implemented last year. It's in the rules this year, and they've prepared so that when people send in returns with more than ten W-2s, Revenue Operations will send a letter saying they will process them this year, but going forward, they must file electronically as required by the federal government.

Mr. Mascall talked about the Idaho Business Registration (IBR) team that continues to work with the Industrial Commission and the Department of Labor to refine the online application process. That project just started last month. They've begun requirements gathering. The Revenue Operations team is going through the application to determine how to make it more interview-based instead of asking questions that don't make any sense. That will continue to be a collaboration with the Department of Labor because they own the system.

He further discussed Direct File. Code for America is a separate software system, and Nico Yingling, Tax Automated System Specialist, is leading the project with the communications group to develop a detailed communication plan so that we control what Code for America says about the Idaho Tax Commission, but also so that there is good public interface on what the system does. Code for America developed the software and it works through the modernized e-file system through the IRS just like other software programs except that when someone finishes their federal return, it directs them to the Idaho site and will populate the federal information then ask clarifying questions based on the scope. They have a scope document, but it isn't complete because they're working with Code for America, who controls that part of the project.

The Registration and Processing Group has been focused on customer contact to improve the customer experience by increasing the contact between processors and the taxpayer or preparer. He provided a graph for the Commission that shows the benefits they're beginning to see. They're providing phone training and more communication about why it's important. The requests for information (W-2, K1) for individual income tax, have dropped by 4,000. Business income tax requests dropped by 3,000. The permit-based requests for information went up, but that was due to the backlogs from last year. He expects those to go down next year.

Revenue Operations has one vacancy in initial data operations, and four in registration and processing which includes the training specialist he mentioned earlier and some vacancies due to promotions.

Commissioner Moyle asked about whether it's wise to develop a concept of what the plan will look like before Fairfax arrives. Mr. Mascall said our requirements document will be based on our methodology that will highlight the scope, timing, the agency communications, and any other external factors will be included, and the two plans will align.

Kim Wind, Audit Division Administrator

Ms. Wind said, for the first quarter of fiscal year 2025, they closed 47 development work orders (SQRs). Last year, they'd closed 48 at this time. She's highlighting this because during the fourth quarter of 2024, they only completed half of their SQRs because of House Bill 445. It's good news that they're back on track. She talked about the fraud statistics for the first quarter saying that the Fast Identity Verification System (FIVS) is still doing a great job, identifying 49% of the fraudulent returns. The Fraud and Criminal Unit has identified 51% of the fraudulent returns. As usual, the top current scheme that was 56% of the fraudulent returns, is fake W-2s. The other is a new scheme, which is the 1099-NECs claiming Idaho withholding. It's been identified in multiple states, but this team is always adjusting and already have rules to identify them in the Fraud Plan.

Ms. Wind noted the new Criminal Unit manager is Nikki Witt and they have 18 cases assigned to county prosecutors awaiting action. There are two new cases that have been sent to prosecutors and two cases have been sentenced. Embezzlement is on the list provided to the Commissioners with details, but the two sentenced cases have been in the news, one for tax evasion and grand theft. The other was also tax evasion and grand theft. They continue to work with the county prosecutors, and they've done a great job.

The Audit Division has closed 5,176 audits in the first quarter. Last year, they'd closed 4,368. She noted that last year, the fuels distributors across Idaho underwent an unprecedented industry consolidation. Big companies bought smaller companies, so there were many returns they helped correct to get them into compliance. This year, there were 700 more fuels cases because of the corrections last year.

Audit Recoveries this year was \$21 million compared to \$13 million last year. There were a couple of large withholding audits that were over \$2 million, which is rare. There were also a couple of non-filer audits, one at \$3 million. Audits were overall higher this year.

Some of their accomplishments include that House Bill 445 work closed during the first quarter. That was a large amount of staff time, and she thanked the team who worked on it. They had a small celebration with the Technology and Innovation Bureau when it was finished.

The Management Automation Support (MAS) unit completed the Idaho Fuels Project which allows our up-to-date schema for the fuels distributor taxpayers to include reporting of net gallons and hydrogen. Sales Tax Audit also provided feedback to the Taxpayer Resource Unit (TRU) on the industry outreach letters explaining the recent tax law changes of grain bins. Fuels Tax Audit completed a taxpayer access portal (TAP) fuels project, allowing distributors to report their hydrogen sales and to also report net gallons for all fuel types on their returns, which will help the validation process. They also updated Idaho's International Fuel Tax Administration (IFTA) demographic files to meet the new requirements. Misti Alvarez, Tax Audit Manager, is the chairman for Idaho at IFTA. James Hammack, Tax Auditor 4, and Mila Malevich, Tax Auditor 2, recently visited retailers in Coeur d'Alene, Idaho to seize contraband cigarettes. That's not been done for quite some time, and when Ms. Wind asked why auditors weren't seizing product, she was told that the Deputy Attorney's General just haven't had anything they could get. Finally, they conducted the seizure in Coeur d'Alene.

Andee Harris, Tax Auditor 2, and Keegan Ethridge, Tax Auditor 4, attended a career fair at Northwest Nazarene University (NNU) with Clint Howells, Tax Auditor 3, and Zachary Wilson, Tax Audit Manager. They are recruiting with the Division of Human Resources (DHR) to find auditors to apply for positions with the Tax Commission. They're doing a good job. Amy Bogoni, Tax Auditor 2, and Jerry Watanabe, Tax Auditor 2, represented the Tax Commission at the Idaho Transportation Department (ITD) Department of Motor Vehicles (DMV) county leadership conference. They had a table at the conference and answered questions. The Tax Commission often works with the counties and the DMV on vehicle registrations that may have been reported incorrectly. Some newer staff have also been working with Government Affairs to review legislative requests.

Recruitment for audit is lower than she's seen in a very long time. At the time she submitted her report for the Commission, there were only two positions open. Now there are four openings. Overall, that's common and will work out.

Commissioner Zwuygart said Audit staff do a good job; he's very impressed. Chairman McCray noted Ms. Wind's comments about working with the county prosecutors and that the work has improved due to a tour taken earlier to make introductions and to interface with the counties. He asked if there are plans to repeat that on a regular basis. Ms. Wind said it is an "annual tour" and now, when they have cases and are conducting interviews, staff always stop to meet with prosecutors and police to develop relationships. Chairman McCray complimented her on participating in the job fairs. This includes everyone. One of the things he's learned as a best practice is that when the people doing the actual work are helping with recruitment, it makes a huge difference. People can

ask questions about the type of work and personal expectations. He appreciates her allowing her staff to do that and he encourages others to do the same. It improves the quality of candidates.

Julie Eavenson, Public Information Director

Ms. Eavenson highlighted that her unit is focusing on doing more fun things on social media, to take away the concept of negativity associated with the Tax Commission. These will be more authentic and friendly things to post. Chairman McCray asked what she means by “photo carousel” on social media. Ms. Eavenson said they want to use real photographs of Tax Commission employees doing things. For example, they could put together a series of pictures for Halloween showing that the Commissioners are involved. They’d create a carousel showing several photos of the same activity that shuffles through. They also have stock photos for job postings, but when trying to create a connection with people, they want to use employees.

As the Commission is aware, Jessica Surline, Program Specialist, moved away with her family but Ms. Eavenson received permission for Ms. Surline to work remotely until her position is filled. The position is critical to the agency because the position manages the document tracking and retention system for the agency, as well as being the primary forms coordinator, graphic artist, and branding consistency monitor. Ms. Eavenson has hired Hailey Clifford, from the Department of Fish and Game, to fill the role. Ms. Clifford is an illustrator and has experience with forms. The training for the position has been created and is now in Luma. Ms. Clifford will be learning along with the whole team. There will no longer be a single point of failure with the document tracking system. Anyone on the team can take the training and become at least familiar with the processes.

Ms. Eavenson discussed media coverage of the Tax Commission, saying that 96% of the tracked incidences this quarter were neutral. She said media coverage should be about education and outreach and those things the public needs to know. The earlier discussion about social media is intended to increase either neutral or positive coverage involving the Tax Commission.

Ms. Eavenson said that from 2019 to 2023, there was a downward trend of percent of calls handled and an upward trend of the average handle time. This year, they’re still seeing an increase in the average time it takes to handle each call, and she thinks that is probably expected because taxes can be complex and there are many people that need assistance, but the percent handled is improving. She credits Janet Rostock, Taxpayer Services Specialist, who created a training program for new employees that has them on the phones with confidence in two weeks. She also thanked Greg Smith, Call Center Manager, for digging into the data. Previously, the data indicated they needed 30 people on the phones to process all the calls, but they have about 15. There are those callers that will hang up if the call isn’t answered immediately, within the first 70 seconds. They’re seeing, with the training, that they’re handling more even though they don’t have that many people.

Chairman McCray thanked Ms. Eavenson for supporting and promoting Operational Excellence. What she’s just described, the process they’ve developed, fills one of the gaps that occurs when there is a transition of work, or a vacancy is filled. He has requested they complete a process map of the role to quantify the activities and tasks. The next step is then developing the training and making resources available for the new employee to be able to perform the tasks, then use that as a library for refresher training when needed. This is a perfect example of Operational Excellence, and it will pay off in the future.

Lisa Kopke, Financial Executive Officer, Management Services

Ms. Kopke said they have a few projects in the works, and while she didn’t include it in the report submitted to the Commission for this meeting, the Legislative Services Office (LSO) is at the Tax Commission conducting the first Annual Comprehensive Financial Review (ACFR) in Luma. So far, so good. They worked very hard to comply with all regulations when converting into Luma, so she’s excited to see the outcome of that review.

She’s excited to be able to report on the comparative statement on a more regular basis now. She doesn’t have the ability to run the report, but the State Controller’s Office (SCO) runs the report, sends the data to the Tax

Commission, and her team puts it into the right format and validates all the information. It's been a struggle, but they're working together closely with the SCO Team.

All financial statements through September are available on the website. In September, they reported distributions to the general fund are up about 4% over this time last year. Spending is on track for fiscal year 2025. She's moved Craig Allison from a Financial Specialist, Principal to fill a Purchasing Oversight vacancy created by a retiree. He will be focusing heavily on strategy and is putting together dashboards and reporting for the Division Administrators.

Management Services has 22 development work orders (SQRs) opened since the beginning of this fiscal year: 10 are open in some phase of completion; seven are specific to Luma, allowing GenTax and Luma to interface with less human intervention, especially where refunds are concerned, because those need to get out quickly.

Ms. Kopke thanked Keagan Ethridge, Tax Auditor 4. He's the new chair of the Events Steering Committee. That committee promotes employee engagement: they drive the employee funded events. The Halloween party is coming up on October 31, then the Helping Hands and Christmas Party will be in December.

They've hired Israel Silva as a Financial Specialist, Senior. Mr. Silva fills the position recently vacated by Glenda Smith who promoted to the Department of Administration. While Ms. Kopke is excited for Ms. Smith, it was a big loss for the Tax Commission. She was a vital part of the Luma implementation and crosswalks. Ms. Kopke said she has three openings, including the one just filled by Mr. Silva. For her small unit, that's significant, so she's working hard to get those filled.

Chairman McCray said that with those three openings, it's a great opportunity to process map those roles as they are developed. He appreciates her enthusiasm for the LSO Audit. We always want to be open to having external eyes look for opportunities to improve. He appreciates that they haven't found anything yet, but he expects they will because it's all about continuous improvement.

Isaac Joyner, Technology and Innovation Bureau Chief

John Bernasconi presented on behalf of Mr. Joyner. Mr. Bernasconi said Mr. Joyner is on a pre-scheduled vacation; however, he's aware that Business Meetings are mandatory.

Mr. Bernasconi noted that Mr. Joyner submitted his very detailed report to the Commission, so Mr. Bernasconi will talk about the accomplishments. The Project Management Office (PMO) delivered the Annual Plan First Quarter update to the Operations Leadership Team, as scheduled. The Security Team submitted the Government Liaison data exchange program (GLDEP) that allows the Tax Commission and the IRS to exchange data. That agreement is updated annually. The Tax Information Technology Operations Team (Tax-IT-Ops) completed 121 system access requests (SARs). A SAR is used when employee access changes, including hiring, retiring, and changing positions, or duties. The Development Team (Dev-Team) closed 143 service work orders (SQRs), 86 of which were planned production maintenance, five legislative projects, one overall project, 40 unplanned maintenance (which are break-fixes), and 11 system issues. FAST closed and additional 60 SQRs, one planned, three projects, 31 unplanned, and 25 system issues.

They've hired a new IT Dev Team member, a Software Engineer I, Richard Nanney. They hired two but the other individual left within one week. It wasn't a good job fit. They've hired Matthew Crockett as the new IT Operations and Support Analyst I to fill the position vacated by Joe Blades. Sam Baisch was promoted from Software Engineer I to Software Engineer II.

Commissioner Moyle said the number of SQRs seems high and asked if that is normal? Mr. Bernasconi said it is. House Bill 445 caused many challenges. It allowed the other SQRs to aggregate, so maybe the number's higher, but taken overall, it's about the same.

Rhamona Grabenstein, Human Resource Officer

Ms. Grabenstein appreciates all the reports she's heard today from her colleagues in the room about recruitment. The Human Resources team attended the Boise State University (BSU) job fair this past Wednesday with two Audit personnel and returned with positive reports. They had great interest around the table, and they were able to talk to people about internships at the Agency and the information technology (IT) positions at the Tax Commission. She's just received an email today that the responses for the IT positions have been good at 87 to 92 applicants per open position. The IT Manager position only has 10 applicants, so far.

They are bringing back seasonal temporary employees, as mentioned by Mr. Mascall. They've invited the Public Employee Retirement System of Idaho (PERSI) representatives to speak to employees that have retired from a PERSI employer and come back to work part-time, seasonally, with a PERSI employer. There was a conflict about who pays what for whom, but that has since been resolved and Human Resources is managing the break in service, so a retired employee isn't impacted.

Ms. Grabenstein has been participating in the Listening Tours with Mr. Bernasconi and one of the things they've heard, and that is within her scope to affect, is to help recruit in Field Offices with marketing and support from her team. There are job fairs in Lewiston, Coeur d'Alene, Pocatello, Idaho Falls, and Twin Falls. The Field Offices can attend, and her team will provide them with the tools they need to make a proper representation.

October is "Required Training Month," and the Taxpayer Services Unit (TRU) sent out a reminder today that employees have until October 31 to complete required training. There were some hiccups initially that have been resolved. Mike Evans, Division of Human Resources (DHR) Operations Bureau Chief for Human Resources Field Operations, delivered the Respectful Workplace training for the October Hire to Retire class. He was extremely impressed with the leaders at the Tax Commission. She told him the classes are optional at the Tax Commission, although leaders are strongly encouraged to attend. The room was full, and he was very pleased that everyone participated and engaged in conversation.

Ms. Grabenstein talked about the engagement survey results. In 2022, this agency was at 59%, and we brought that number up to 64% in 2024. That's an impressive jump and she's proud of the employees for creating an environment where they don't dread coming to work. As a reminder for the Field Offices, since they've completed their portion of the Listening Tour, she and Mr. Bernasconi will listen to everyone first, then come up with an action plan instead of just trying to fix things as they go. This will avoid creating different problems later. The Boise office Listening Tour won't occur until November. After that, they'll develop reasonable solutions.

The Tax Commission paid for Zak Viker, Technical Training Program Specialist, and DHR paid for her to attend the Peace Officers Standards and Training (POST) Instructor Development Training. It was amazing because not only did they learn classroom management and different learning techniques, styles, and Adult Learning Theory, but they also learned how to truly design a lesson plan that someone else can use to deliver your in-person training without you having to coach them to be successful. She learned from the Tax Leadership Training because she had designed the training then asked the leaders to present it but she hadn't set up the lesson plan so the leaders were comfortable delivering it. Different personalities need the training set up differently. Many were uncomfortable using her lesson plans and weren't set up for success. She is going to step back and recreate those lesson plans in a different way, so others are comfortable with the tools provided.

Chairman McCray thanked her for yet another example of implementing Operational Excellence. He thanked her for talking about the Engagement Survey results. Going from 59% to 64% is impressive when it comes to the data. He is encouraged by that. The question about whether there will be any change as a result of the survey scored very low. He believes the Leadership Team does an excellent job of responding to the survey results and taking that feedback and trying to make change and improvement, and that's reflected in the move from 59% to 64%. What we don't do well is sharing that changes are happening because employees said it's what they wanted in the survey. He challenges everyone in the room to, in all conversations, to share that, because it

does touch on OE in some respect, it always touches strategy or we shouldn't be doing it, and it's a result of the feedback we've received through the surveys. We constantly take the feedback and work to make this a great place to work.

Aaron Yost, Governmental Affairs Officer

Mr. Yost said the Executive Agency Legislative System (EALS) is the process and procedure through which executive agencies can put forward legislative suggestions for consideration. The legislative session begins January 6, 2024. At the time of this report, there are three ideas in EALS under review. They'd initially submitted seven ideas. The ideas are a result of agency-wide input and are a collaboration to identify and provide administrative fixes that could help resolve difficult-to-administer statutes. He pointed out that the collaboration is a part of the Technology and Information Bureau. Colby Cushman, Project Manager II, has automated the process so people can submit ideas throughout the year, and they can manage an ongoing list. It's been an incredible change. This is the first year and it's already given them better tracking. He's provided the Commission with the draft report from the Division of Financial Management (DFM) EALS website. The conformity bill will go forward, as it does every year. There are no changes unless there is a change to the Tax Cuts and Jobs Act or other congressional activity that takes place at the end of the year. They will continue monitoring it closely. If anything comes up, they will make those changes. The other two are currently with DFM, the Governor's office, and with stakeholders. One is a potential breach disclosure recommendation, brought forward by the Audit Division. This one has received positive reviews from stakeholders. It's simply asking the relevant federal agency to share their reports with the Tax Commission. They're now just waiting on the germane committees' oversights to see whether they accept it this year and whether they have any changes or recommendations. The other is a follow-up for House Bill 445. This has received work and support from the Governor's office, from the bill sponsor, and from the Tax Commission. It's designed to make adjustments to the fraud and non-filers around the audit and interest pause. It is language they requested be added last year at the end of the last session, but it wasn't included. The language was put forth through the EALS process so it could be documented. They're now waiting for the sponsor and the governor's office to decide whether it will be considered this year.

Some of the things going on in Government Affairs include the Idaho Society of Certified Public Accountants (ISCPA) Fall Tour. He thanked Tarra Harris, Revenue Operations Bureau Chief, for helping prepare and deliver presentations. He thanked Greg Busmann, Audit Bureau Chief, and his audit managers who have been critical in preparing for the Fall Tour. They've all done an excellent job engaging the community about deferred bonus depreciation and its relevance both to Idaho and the things a CPA needs to know. Field Office Managers were also involved with the Tour. Meeting and networking in the areas of the Field Offices for the CPAs is essential. It provides them a real person with whom they can identify when they call with questions. They are building relationships with the community, and it reflects to Mr. Busmann and his team for doing such a good job. It's illuminating when we have Revenue Operations, Audit, and Compliance all providing engagement education, so the community has a broader aspect of the whole process and understands the stages and why different things occur based on the code.

Mr. Yost especially thanked his team: Elena Gonzalez and Philip Johnsson, Tax Policy Specialists, for filling the critical gaps left by the retirements of Tom Shaner, Tax Policy Manager, and Cynthia Adrian, Tax Policy Specialist. They've been good contacts and are building good relationships with the community. They've hired Tricia Thomas, Tax Policy Specialist to fill one vacancy. She's excited and has been asking questions about the Tour. She will quickly be involved, as appropriate.

Mr. Yost thanked the Commissioners, also, for their participation in the ISCPA Tour, and he thanked Mr. Bernasconi for his help and support. The number of Tax Commission employees participating in the Tour have increased and Commissioner Zwygart attended at the request of the ISCPA. This Tour, this year, shows how we uphold our mission and our vision by being able to go into the field with real people from administration and the filing world and collaborating on education so there's an improved system overall for the state. It's incredible. They go into Oregon for one part of the Tour and the people attending uphold the true value of great people.

The Legislative Showcase will happen in November, and it's been going well, so far. There are five to six agencies that participate with the Showcase. This is one of those events that requires a great deal of preparation. They currently have about a 75% click-rate for all the people that are invited to participate. That is a very good response. He's looking forward to the Commissioner's participation.

The Multistate Tax Commission Advisory Committee will be held December 5 at the Tax Commission. It is statutorily required, and he's preparing for that. The key focus comes from the ISCPA which is interested in partnership audit legislation. Out of last year's advisory committee meeting, they agreed to take point on that so this year, they'll do a basic review of the multistate once again and hand it over to the discussion of partnership legislation with the stakeholders to talk about what's already been discussed and develop a plan to move forward.

Lastly, they've been involved in a deep review of forms. He spent his first year at the Tax Commission simply trying to understand them. The second year, he began looking at how things were documented and began to integrate an operational excellence process mapping. Justine Weaver, Quality Assurance Manager, has been an incredible asset during this process. There is enough process mapping completed now that Ms. Gonzalez can take over and keep everything on track. In November, they'll bring Ms. Thomas into the process. They're excited to continue to see improvement with that process. They look forward to Ms. Thomas' perspective, as an outsider, to help move it forward.

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. Commissioner Zwycart seconded the motion; Chairman McCray conducted a roll call vote. Commissioner Zwycart, aye; Commissioner Moyle, aye; Commissioner Woods, aye. vote: Commissioner Zwycart, Commissioner Moyle, Commissioner Woods all voted in favor and the motion passed.

The Commission recessed ten minutes for 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. Chairman McCray noted the next Tax Commission business meeting will be in January 2025. Chairman McCray adjourned the meeting.

Maria Young, Secretary

Jeff McCray, Chairman