



**Toll Free Phone Lines (TFPL) Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
March 26, 2020**

Designated Federal Officer

- Susan Jimerson Designated Federal Officer

Attendance

- | | | |
|----------------------|----------------|--------|
| • Richard Brouillard | Waterloo, WI | Member |
| • Joseph Edelen | Vermillion, SD | Member |
| • Terrill Flakes | Waynesboro, GA | Member |
| • Thomas Kerr | Amherst, NY | Member |
| • Phillip Kleiber | Roswell, GA | Member |
| • Bernard Peterson | Cazenovia, NY | Member |
| • Cynthia Pinkney | Tyler, TX | Member |
| • Andrea Price | Sylvania, OH | Member |
| • Lacy Rice | Radcliff, KY | Member |

Members Absent

- None

TAP STAFF PRESENT

- Susan Jimerson, Chief TAP West
- Rosalind Matherne, TAP Analyst
- Matthew O'Sullivan, TAP Analyst

IRS STAFF PRESENT

- Debra Awalt, IRS W&I
- Tamikio Bohler, IRS W&I

Member of Public

None

Roll Call

Quorum was met

Opening/Welcome – Susan Jimerson

Susan welcomed everyone to the meeting, reviewed the agenda and explained the TAP Mission. Susan Jimerson asked if there were any members of the public on the call.

There were none.



Introductions of TAP Members and Staff

All attendees introduced themselves, explaining where they are from, their experience and if they're interested in leadership on the committee.

TAP Meeting Procedures

Rosalind Matherne reviewed the TAP Meeting Procedures and Ground Rules. Susan Jimerson reminded the members to CC TAP Staff and the

*TaxpayerAdvocacyPanel.gov Mailbox on TAP related e-mails in accordance with the Federal Advisory Committee Act (FACA) guidelines. She also reminded the members to call TAP Staff if they needed to discuss any issues or if they were unable to attend meetings. Andrea Price asked for a clarification of TAP Staff. Susan explained that they should contact the Roz Matherne or Susan Jimerson with their concerns.

Lacy Rice asked about the appropriate e-mail subject lines. Susan explained that the subject line should include the year, followed by a colon, then the committee name followed by a colon, then the subject.

Rosalind advised the committee to not do a "reply to all" on e-mails and only CC individuals that have a need to know the information.

Phillip Kleiber mentioned that the call-in number listed on Web Ex is not the correct number to use for the audio portion of the call. He advised the members to only use the phone number and access code as provided by Rosalind for all the committee meetings. He also advised the members to not go directly to IRS Staff with questions. Susan indicated that the members should only go to Rosalind and the other TAP Staff members with their questions, to not go directly to IRS staff because they have other duties besides dealing with the TAP.

Susan advised the members that TAP documents are all posted in TAPSpace. They can review documents from the current year, and from prior years. Members can also review current tax information in www.irs.gov.

Lacy Rice mentioned that last year he received a notice from Terrie English (TAP Director) about retrieving and sending prior TAP e-mails. Susan explained that this was a required action to come into compliance with the FACA record keeping requirements. Lacy then asked about recording the committee meetings. Susan explained that to do so would require the permission of all the participants in the meetings and then having to archive the recordings. This would not be feasible at this time.

Lacy inquired about the information available on the FACA website concerning other agencies. Susan indicated that she would assist him on this matter offline.

Chair and Vice Chair Elections

Rosalind presented the "So You Want to be a Chair" PowerPoint. Phillip Kleiber, the 2020 TAP Chair, discussed what you could expect when you become a Chair based upon his experience as the committee Chair last year.



The committee members nominated Lacy Rice and Andrea Price for committee Chair. Andrea Price was elected committee Chair.

The committee members nominated Lacy Rice and Cynthia Pinkney for committee Vice Chair. Cynthia Pinkney declined the nomination. Lacy Rice was elected committee Vice Chair.

End of Day Announcements/Closing

Susan and Lacy reminded the members to submit their Activity Reports. Susan thanked everyone for joining, congratulated Andrea and Lacy for their selection as Chair and Vice Chair, asked them to remain on the call to prepare for the following day's meeting. Susan reminded everyone on the call of tomorrow's meeting. The meeting was officially closed.

Next Meeting: March 27, 2020



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Members Absent

- None

TAP STAFF PRESENT

- Susan Jimerson, Chief TAP West
- Rosalind Matherne, TAP Analyst
- Matthew O'Sullivan, TAP Analyst

IRS STAFF PRESENT

- Tamikio Bohler, IRS W&I

Member of Public

None

Opening/Welcome – Susan Jimerson

Susan Jimerson and Andrea Price opened the meeting and reviewed the agenda.

Roll Call

Rosalind Matherne took the Roll Call. Quorum was met

Public Comments

Andrea Price requested Public Comments. There were no members of the public on the call.



Meeting Minutes

Andrea reviewed the November Meeting Minutes. Lacy Price noted some typographical errors on the November Minutes. The errors were corrected and the November Minutes were approved by the Committee as edited.

Full Committee Meeting Schedule

The Full Committee Meetings were scheduled for the 2nd Wednesday of each month from 11:00 am to 12:00 pm Eastern time.

Project Committee Assignment

Sub Committee 1 will include the following members:

- Joseph Edelen
- Terrill Flakes
- Bernard Peterson
- Lacy Rice

The Sub Committee 1 meetings are scheduled on the 1st Thursday of each month from 11:00 am to 12:00 pm each month. The sub committee Lead will be determined at the first meeting.

Sub Committee 2 will include the following members:

- Richard Brouillard
- Thomas Kerr
- Phillip Kleiber
- Cynthia Pinkney
- Andrea Price
- The Sub Committee 2 meetings are scheduled on the 1st Thursday of each month from 1:00 pm to 2:00 pm each month. The sub committee Lead will be determined at the first meeting.

The Screening Committee will include the following members:

- Andrea Price
- Thomas Kerr
- Lacy Rice
- Richard Brouillard

Meeting dates and times to be determined

The Quality Review Committee will include the following members:

- Cynthia Pinkney
- Thomas Kerr
- Richard Brouillard



- Terrill Flakes
- Bernard Peterson

This Committee will meet on an ad hoc basis.

The Internal Communications Committee will include the following member:

- Joseph Edelen

Meeting dates and times to be determined.

Rosalind will send the Committee members an e-mail to the Committee members explaining in detail the responsibilities of the members of the different sub committees.

Review of IRS Responses

Rosalind discussed the responses from IRS received by the Committee:

- Issue 40588 PSA on Improveirs.org on toll-free lines

Susan explained the processing of referrals sent by TAP to the IRS and the review of IRS responses by the Committee. In this case, the IRS did not accept the TAS recommendation. The Committee determined that this matter needed further review before responding to the IRS. Sub Committee 1 will take up this issue at their next meeting.

- Issue #40707 – High Cost for International TPs to call IRS
- Issue #40124 – TP Contact Information if Disconnected from CSR

The Committee determined that both issues above need to be further reviewed before determining an appropriate response to IRS.

W&I 2020 Project

2020 Project Committee Work Issue 42046 – Wait Times to Speak to a CSR

Rosalind then addressed the Project previously assigned to the Committee by IRS.

Tamikio Bohler indicated that the Project has been pulled by IRS. At present, with the TAC offices closed and many more people calling IRS due to the Corona Virus it is not feasible to currently assess the effectiveness of the current toll-free system.

Andrea Price suggested that the Committee review the currently available information to come up with questions to refer to IRS. This will allow the Committee to determine an appropriate course of action. Andrea also discussed the selection of the new National Taxpayer Advocate.

Meeting Assessment/Closing

Susan closed the meeting.

Next Meeting: April 8, 2020

These minutes have been approved and certified by the committee chairperson.