

**Taxpayer Assistance Center Improvements Project Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
Wednesday, February 19, 2025**

Designated Federal Officer

- Susan Jimerson Designated Federal Officer

Attendance

- | | | |
|---------------------|-------------------|------------|
| • Jim Simpson | Phoenix, AZ | Chair |
| • Jackson Bauzon | Los Angeles, CA | Vice Chair |
| • Elizabeth Colvin | Austin, TX | Member |
| • Quan Doan | Spring Valley, CA | Member |
| • Mary Lawler | Dearborn, MI | Member |
| • John Rodgers | Anchorage, AK | Member |
| • Jennifer Reynolds | Tyler, TX | Member |
| • Joseph Tierney | Boston, MA | Member |

Member Absent

- | | | |
|-----------------|----------------|--------|
| • Mary Lawler | Dearborn, MI | Member |
| • LaRee Lowman | Homewood, IL | Member |
| • Alan Stancill | Starkville, MS | Member |

Staff

- | | |
|-------------------------|------------------------------|
| • Matthew O'Sullivan | TAP Program Analyst |
| • Jose Cintron Santiago | TAP Program Analyst |
| • Conchata Holloway | TAP Program Analyst |
| • Annie Gold | TAP Administrative Assistant |

Quorum

Quorum was not needed for today's administrative meeting.

Welcome and DFO Report

Susan Jimerson opened the meeting and welcomed all new and returning members to the call. She provided an introduction of her role as the DFO/Manager for the TAC committee along with the Staff who will be available for their support. A brief overview of the TAP process and the agenda was shared.

Introductions

Matthew O'Sullivan provided information on his role as the Analyst overseeing the TAC committee along with a brief introduction. Each Staff member was allowed the opportunity to introduce themselves to the committee. Members were also given the opportunity to introduce themselves.

- Communication is very important
- Communication is done primarily through the use of email. Members were asked to copy in the Subject line the project related work messages and send a copy to TaxpayerAdvocacyPanel@irs.gov
- Communicating is provided through documents stored on www.TAPSpace.org
- MS-Teams is another avenue for communicating. O'Sullivan is available for assistance
- Rosters with contact information will be provided to each member
- Meetings start on time and end on time
- Each team will have virtual meetings to discuss and work on their assigned projects. If there should be any issues, members were asked to contact O'Sullivan directly
- Members were asked to save all scheduled meeting dates and times to their calendars. Calendar invites will be sent to each member prior to the actual meeting
- For record keeping purposes, members were asked to keep track of all time spent doing TAP work. The total number of hours will determine which President Volunteer Service Award (Gold, Silver or Bronze) members would receive at the end of their third-year term
- The anticipated dates for the Face-to-Face meeting are April 21, 2025, through April 25, 2025. Additional information will be shared
- Quorum is set at fifty percent plus one. TAC will need six members to be present to approve documents and move forward. Documents and projects will be discussed without quorum
- Email etiquette is important. Member were asked to try and tailor messages to the specific email
- Decisions are made on consensus
- Members were encouraged to be respectful when speaking. Each member will be allowed the opportunity to speak
- Members were encouraged to always participate

Election of Chair and Vice Chair

O'Sullivan provided information on the duties and responsibilities for leadership roles. Volunteers were asked for each position:

- Jim Simpson volunteered for the TAC Chair position and shared his experience as the Vice Chair for TAC
- Quan Doan volunteered for the TAC Vice Chair position and shared his experience

With no other volunteers, congratulations to Simpson, TAC Chair and Doan, TAC Vice Chair

Meeting dates and times

- TAC full committee will meet on the second Wednesday of each month, beginning at 1:00PM, EST

- Subcommittee 1 will meet on the first Wednesday of each month, beginning at 2:00PM, EST. **Members assigned: Jackson Bauzon, Mary Lawler, LaRee Lowman, Quan Doan, Jennifer Reynolds**
- Subcommittee 2 will meet on the first Thursday of each month, beginning at 3:00PM, EST. **Members assigned: Elizabeth Colvin, John Rodgers, Jim Simpson, Alan Stancill, Joseph Tierney**
- Doan will cover the Outreach committee
- The Screening Committee, Quality Review (QR) and Internal Communications (ICC) team will be assigned during the next meeting

Minutes Review

TAC November 12, 2024, Minutes were reviewed for accuracy or grammatical errors. Approval will be done during the next full committee meeting.

Project Proposals assignment

- Issue 77892, F8821 assigned to Subcommittee 1
- Issue 77943, VITA Project review assigned to Subcommittee 2
- Issue 77881, IRS Tax Account Transcripts assigned to Subcommittee 2

Action Items

O'Sullivan stated he will complete the following action items:

- Forward copy of the committees meeting dates and times to each member
- Send a copy of the calendar invites for the upcoming meeting on March 12, 2025, to each member
- Send reminder the approval of the November 12, 2024, TAC Minutes will be up for approval during the next full committee meeting
- Send the Screening report to members
- Encourage members to reach out to O'Sullivan with questions

Roundtable

O'Sullivan expressed thank you to the new members and the returning members. He is looking forward the working with everyone.

Jimerson expressed appreciation to everyone for being on the call. Information from this meeting will be shared with members. Members were encouraged to reach out to Jimerson with any concerns or questions.

Closing

Jimerson officially closed the meeting, at 4:24PM, EST.

**Next Meeting: Wednesday, March 12, 2025
1:00PM EST, 2:00PM CST, 10:00AM MST, 09:00AM PST**

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