

Stakeholder Involvement

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Today's Topics

- Vision and Mission Statements
- Customer service culture
- Negotiated administrative rules process
- Tax professionals outreach
- Business/Industry outreach
- Policymaker outreach
- Benefits of stakeholder involvement

Our Vision and Mission

Our Vision

The Tax Commission achieves voluntary compliance with Idaho's tax laws through innovative customer service, courteous professional conduct, effective education, and fairness in tax administration.

Our Mission

To administer the state's tax laws in a fair, timely, and cost-effective manner to benefit all Idaho citizens.

Customer Service Approach

Data-Informed Decision Making

- What are the issues?
- What do we need to address?
- What do we need to communicate?
- How do we communicate?

Customer Service Approach

New Taxpayer Resources Unit

- Outward-facing interaction
- Customer service initiative

Negotiated Administrative Rulemaking

- We create rules to help clarify the law
- Stakeholders are invited to attend our rules meetings (or send written comment)
- **Goal:** Seek consensus on the content of a rule

Tax Professionals

- **Before:** Adversarial relationship with tax professional community
- **Now:** A partnership to help taxpayers

Tax Professionals

- **We provide them with regional:**
 - Annual updates
 - Annual forums to discuss issues
- **They've helped us with:**
 - Creating better letters for taxpayers
 - Income tax refund messaging
 - Input on website improvements

Business/Industry Groups

- Our Speaker's Bureau provides **custom** presentations that **target industries** and tax topics:
 - Rotary/Kiwanis
 - Industry groups and conferences (e.g. contractors)
- We belong to certain groups or attend their meetings:
 - Chambers of Commerce
 - Associated Taxpayers of Idaho

Policymakers/Legislators

- We travel around the state each year to meet with policymakers before the legislative session begins
- Help them to draft tax bills
- Provide fiscal notes and statistics on tax bills
- Research how other states address issues
- Get to know policymakers

Benefits of Stakeholder Involvement

- Personal connection – They know us & they feel at ease calling us for help
- It creates trust in our agency and helps with taxpayer voluntary compliance
- When we need help, we know whom to contact
- Input helps us to communicate more effectively



Questions