



**Minutes of the Strategic Planning Committee Meeting
of the Multistate Tax Commission**

Thursday, November 21, 2024

8:00 a.m. Mountain Time

Santa Fe, New Mexico

I. Call to Order and Attendance

Keith Richardson, District of Columbia, Chair of the Strategic Planning Committee, called the meeting to order at 8:03 a.m. Mountain Time and took attendance. The following people were present:

Derrick Coleman	Alabama
Michael Williams	Alaska
Rebecca Turner	Amazon
Michael Bologna	Bloomberg Tax
Laurie McElhatton*, Katie Frank*	California
Brendon Reese	Colorado
Keith Richardson	District of Columbia
Michael Hale	Kansas
Paul Williams*	Law360
Miranda Scroggins, Mia Strong*	Louisiana
Cassandra Diemert*, Kristen Shogren*	Minnesota
Chris Barber, Holly Coon, Richard Cram, Lila Disque, Brian Hamer, Helen Hecht, Greg Matson, Jeff Silver, Jonathan White, Larry Shinder	Multistate Tax Commission
Stephanie Schardin Clarke, Donnita Wald	New Mexico
Matthew Danielson*	North Dakota
Katie Lolley, Joseph Royston	Oregon
Jane McCurdy*	Pennsylvania
Christie Comanita	Streamlined Sales Tax Governing Board
Lynna Paradiso*	Tennessee
Phillip Ashley, Ray Langenberg	Texas
Frank Hales	Utah
Bryan Kelly	Washington

* Present remotely

II. Initial Public Comment Period

There was no public comment

III. Approval of Minutes of the Strategic Planning Committee Meeting on Thursday, July 30, 2024

Mike Williams, Alaska, moved for approval of the minutes as written. The motion passed by voice vote.

IV. FY2025 Project Proposals

A. Review and Update of Engagement Performance Measures

Greg Matson, Executive Director of the MTC, proposed that the committee focus on updating engagement metrics. In 2011, the committee did a couple of initial projects with Elizabeth Harchenko, and out of that came the idea of recording performance measures to track success in engaging with the states. At this point it would be worth reconsidering what the committee would like to measure; how to do so; and what new goals to set. He proposed that if the committee would like to pursue this, they hold a teleconference later in January to flesh out the project.

In response to a question from Phillip Ashley, Texas, Mr. Matson clarified that this project would be looking at overall engagement. Holly Coon, MTC Audit Director, stated that the audit program maintains detailed metrics about its progress and success; she also maintains statistics about attendance and participation in the audit committee.

Mr. Richardson asked Mr. Matson to put together a written report describing each factor from the original engagement metrics; what concern at the time caused the committee to look at that factor; and how things have shifted over time. Mr. Ashley pointed out that whatever measures come out for review need to establish whether the MTC is meeting its goals (as opposed to just meeting attendance metrics).

B. Other (if any)

There were no other proposals.

V. Update on Training Activities

Lila Disque, MTC Deputy General Counsel, gave a report on the learning management system (LMS) and the goal of the MTC to conduct necessary training. She noted that it can be hard to challenging the needs of individual participants from states and to provide the level of training needed in person. So the MTC is working to put some basic training on the LMS so that state administrators who need that training can access it

when they need it. She noted that we are interested in whether states might have presentations or training that they might share or suggestions as to the training needs they have that the MTC might address. Michael Williams, Alaska, asked—how are fees for this training charged. Ms. Disque responded that it's typical to charge by the course. Mr. Willias also asked about the time for which the training is available. Lila responded that it is set for 90 days and this is partly due to the limits on the use of the LMS. She also answered some questions about how payment is taken and how the decision is made whether to charge for a course. Mr. Matson also noted that the Executive Committee has directed that the MTC charge for training to cover the costs. But there are times when information posted on the LMS will be free for various reasons. He also noted that—to some extent—this is also tied to whether the participants are given CLE/CPE credit. Stephanie Schardin Clarke, New Mexico, responded that she can see that training could be a bigger part of the mission and that maybe over time we can revisit the charges and how that is done. Ms. Disque agreed that MTC staff has been thinking about that and the payment structure can adapt as more content is added to the LMS.

VI. Other Business (if any)

There was no other business.

VII. Adjourn

Brendan Reese, Colorado, moved to adjourn. The meeting adjourned by unanimous consent at 8:36 a.m. Mountain Time.