

# IRS News Release

---

Media Relations Office

Washington, D.C.

Media Contact: 202.317.4000

[www.IRS.gov/newsroom](http://www.IRS.gov/newsroom)

Public Contact: 800.829.1040

---

## Taxpayer Advocacy Panel Members Selected

IR-2014-13, Feb. 12, 2014

WASHINGTON — The Internal Revenue Service recommended and the Department of Treasury approved the selection of 27 new members to serve on the nationwide Taxpayer Advocacy Panel (TAP). The TAP is a federal advisory committee charged with providing taxpayer suggestions to improve IRS customer service.

The new TAP members will join 46 returning members to round out the panel of 73 volunteers for 2014. The new members were selected from more than 400 interested individuals from across the country who applied during an open recruitment period last spring or the pool of alternate members who applied in prior years.

"TAP member volunteers are counted on to recognize important taxpayer issues and bring them to our attention," said IRS Commissioner John Koskinen. "Their work and advice help the IRS serve the nation's taxpayers."

The TAP listens to taxpayers, identifies issues and makes suggestions for improving IRS service and customer satisfaction. Oversight and program support for the TAP are provided by the Taxpayer Advocate Service, an independent organization within the IRS that helps resolve taxpayer problems and makes recommendations to avoid future problems.

"To meet the needs of the taxpaying public, it is critical that the IRS listen to taxpayers to hear what their needs and preferences are," said Nina E. Olson, National Taxpayer Advocate. "The citizen volunteers who serve on the TAP are, first and foremost, taxpayers who bring a taxpayer perspective to bear in advising on the IRS's taxpayer service activities."

TAP members work with IRS executives on priority topics, primarily those involving the Wage & Investment and Small Business/Self-Employed operating divisions. Members also serve as a conduit for bringing grassroots concerns raised by the taxpaying public to the attention of the IRS.

TAP members are U.S. citizens who volunteer to serve a three-year appointment and are expected to devote 200 to 300 hours per year to panel activities. TAP members are demographically and geographically diverse, providing balanced representation from all 50 states, the District of Columbia and Puerto Rico.

Taxpayers can contact the TAP representative for their geographic area by calling 888-912-1227 (a toll-free call) or via the Internet at [www.improveirs.org](http://www.improveirs.org). Taxpayers can also send written correspondence to the TAP at the following address:

Taxpayer Advocacy Panel (TAP)  
TA: TAP, Room 1509  
1111 Constitution Avenue, NW  
Washington, D.C. 20224

Individuals interested in volunteering to serve on the TAP for 2015 may submit an application via the website [www.improveirs.org](http://www.improveirs.org) during the next open recruiting period, which will begin in March 2014.

A list of the new TAP members by location is included below.

Last name	First Name	City	State
Goia	Daniela	Garden Grove	CA
Jeppson	Catherine	Northridge	CA
O'Laughlin	Jeanie	Los Angeles	CA
Webber	Stephen	Glendale	CA
Halleman	Dan	Thornton	CO
Kautzman	Mary	Windermere	FL
Cooney	Gretchen	Holstein	IA
VanSingel	Andrew	Brookfield	IL
Thies	David	Alton	IL
Jones	Gina	Delhi	LA

Tucker	Hyacinth	Bowie	MD
Chaney	Elizabeth	Lansing	MI
Robinette	L. Keith	Ozark	MO
Fulton	Jamelda	Greenville	MS
Allen	Stephen	Matthews	NC
Trottier	Angie	Mandan	ND
Moore	Page	Omaha	NE
Aguirre	Juan	Cleveland Heights	OH
Kindred	Samuel	Westerville	OH
Mathews	Jeanne	South Park	PA
Patel	Mahendra	Mechanicsburg	PA
Mendez	Giovanni	San Juan	PR
Paquette	Roger	Cumberland	RI
Mayer	Lonnie	Tripp	SD
Vetter	William	Cypress	TX
Murphy-Adams	Elizabeth	Tacoma	WA

Slough

John

Martinsburg

WV