



# 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

## New Members Join the Taxpayer Advocacy Panel

IR-2016-37, March 8, 2016

WASHINGTON — The Internal Revenue Service today announced it recommended and the Department of the Treasury has approved the selection of 32 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 41 returning members to round out the panel of 73 volunteers for 2016. The new members were selected from more than 1,000 interested individuals who applied during an open recruitment period last spring and the pool of alternate members who applied in prior years.

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 administrative and legislative recommendations to mitigate systemic 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, the 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 a variety of topics, with an emphasis on those involving the Wage & Investment and Small Business/Self-Employed 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 three-year appointments 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. In addition, there is one TAP member from abroad who represents the interests of taxpayers working, living, or doing business abroad or in a U.S. territory.

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

<u>Name</u>	<u>City</u>	<u>State/Territory</u>
Terrence Randolph	New Market	AL
Gary Hoff	Hot Springs Village	AR
Lorena Barham	New Haven	CT
Paul Kurth	Washington DC	DC

Chardea	Murray	Jacksonville	FL
Son	Luu	Tyrone	GA
Collette	Keeton	Ellenwood	GA
Ruth	Tsujimura	Honolulu	HI
Scott	Hall	Louisville	KY
Felicia	Horton	Lexington	KY
Jon	Lumbra	Holyoke	MA
Ellen	Bemis	Presque Isle	ME
Mary	Florence	Kansas City	MO
MiCoya	Hutchins	Nashua	NH
Kathy	Davis	Albuquerque	NM
Mary Ann	Callahan	New York	NY
Brooks	White	Brooklyn	NY
Louis	Vlahos	Port Washington	NY
Diana	Nelson	Mason	OH
Sheila	Olsen	Lawton	OK
Dara	Hackett	Philadelphia	PA
Omar	Jana	Caguas	PR
Susan	Wennermark	Providence	RI
Blake	Parke	Sioux Falls	SD
William	Mason	Knoxville	TN
Randy	Williams	Memphis	TN
Ashley	Hunter	Austin	TX
Rodney	Steman	Hurst	TX
David	Jones	Hickory Creek	TX
Kelly	Hanssen	Austin	TX
Holly	Hoffman	Amherst	WI
Timothy	Bolin	Cheyenne	WY

Taxpayers can contact the TAP representative for their geographic area by calling 888-912-1227 toll-free or via the Internet at <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 2017 may submit an application via the website [www.improveirs.org](http://www.improveirs.org) during the next open recruiting period, which will begin later in March 2016.