



7:00 A.M.

7:17 a.m. - Buddy Barry and Bob Davidson pick up six tubs, each containing over 200 pieces of mail, at the Annapolis Post Office - the first of several pick-ups during the course of the day.

7:20 a.m. - Eliza Forrester and Marvin Murray shred 32 cubic feet of confidential state income tax material, including materials with taxpayer names and addresses on them.

7:32 a.m. - Greg Brooks takes samples of fuel from an oil tanker newly arrived in the port of Baltimore. The samples will be tested to ensure they meet Maryland quality standards.

7:55 a.m. - Louis Hall turns the key, opening up the Cumberland field office, the most far flung of the Comptroller's 18 branches.

8:00 A.M.

8:09 a.m. - Denise McNamara calculates local government shares of beer tax revenue from wholesalers' tax reports.

8:36 a.m. - Arnold Holz, director of the General Accounting Division, contacts Deloitte and Touche, the state's independent auditors, to review the status of their audit of fiscal year 1991 financial activities.

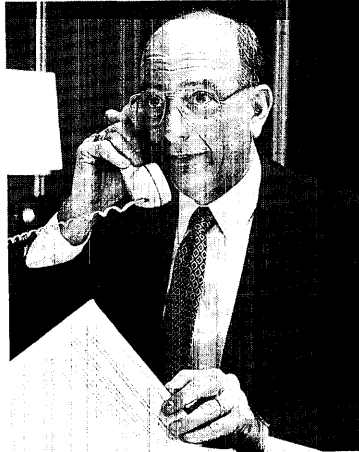
8:45 a.m. - Eula Webb processes exception time reports in preparation for running the state payroll. The Comptroller's Office produces more than 90,000 checks every two weeks for state and University of Maryland employees.

9:00 A.M.

9:00 a.m. - Christy Minor logs in some of the fiscal year 1991 closing forms submitted by 300 state agencies covering the 2,000 accounts that need to be reconciled.

9:07 a.m. - George Spriggs, director of the Income Tax Division, meets with legislative auditors to answer questions raised as part of the biennial audit of the division.

9:46 a.m. - Janet Mann logs in five checks totaling \$45,570 in payment of estate taxes.



Arnold Holz, director of the General Accounting Division, keeps tabs on progress of the state's independent outside auditors.

10:00 A.M.

10:02 a.m. - Carol Suarez helps her fourth walk-in seeking assistance with the Combined Registration Application at the Taxpayer Registration Assistance Center in Baltimore.

10:09 a.m. - Gary White answers a question about estimated income taxes for a taxpayer at the Waldorf office.

10:15 a.m. - Debbie Gilmer requests a salary lien on a delinquent taxpayer to protect the interest of the state in the case.

10:31 a.m. - Marty Sine confiscates an unregistered fuel transport truck in Garrett County.

10:40 a.m. - Ruth Surgeon picks up 180 pieces of certified mail at the Annapolis Post Office. The Income Tax Division receives about 65,000 pieces of certified mail each year.

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Maintaining local service for the taxpaying public is a primary responsibility of branch office personnel like Gary White (left), who assists a taxpayer.