

Department of Revenue Update: Compliance, Collections and Appeals

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Goals and Strategies for 2012-13

Mission: Administer the tax laws and collect the taxes due the state in an impartial, uniform, and efficient manner.

Tenets

- Easy to do business with
- Compassionate when called for
 - Firm but fair



- **Ensure Public Trust: Effective Governance**
- **Make it Easy to Comply with State Tax Laws**
- **Address Non-Compliance Effectively**
- **Make the Most of Our Processes**
- **Modernize our Technology to Support Agency Business Needs**
- **Develop our People and Organization**

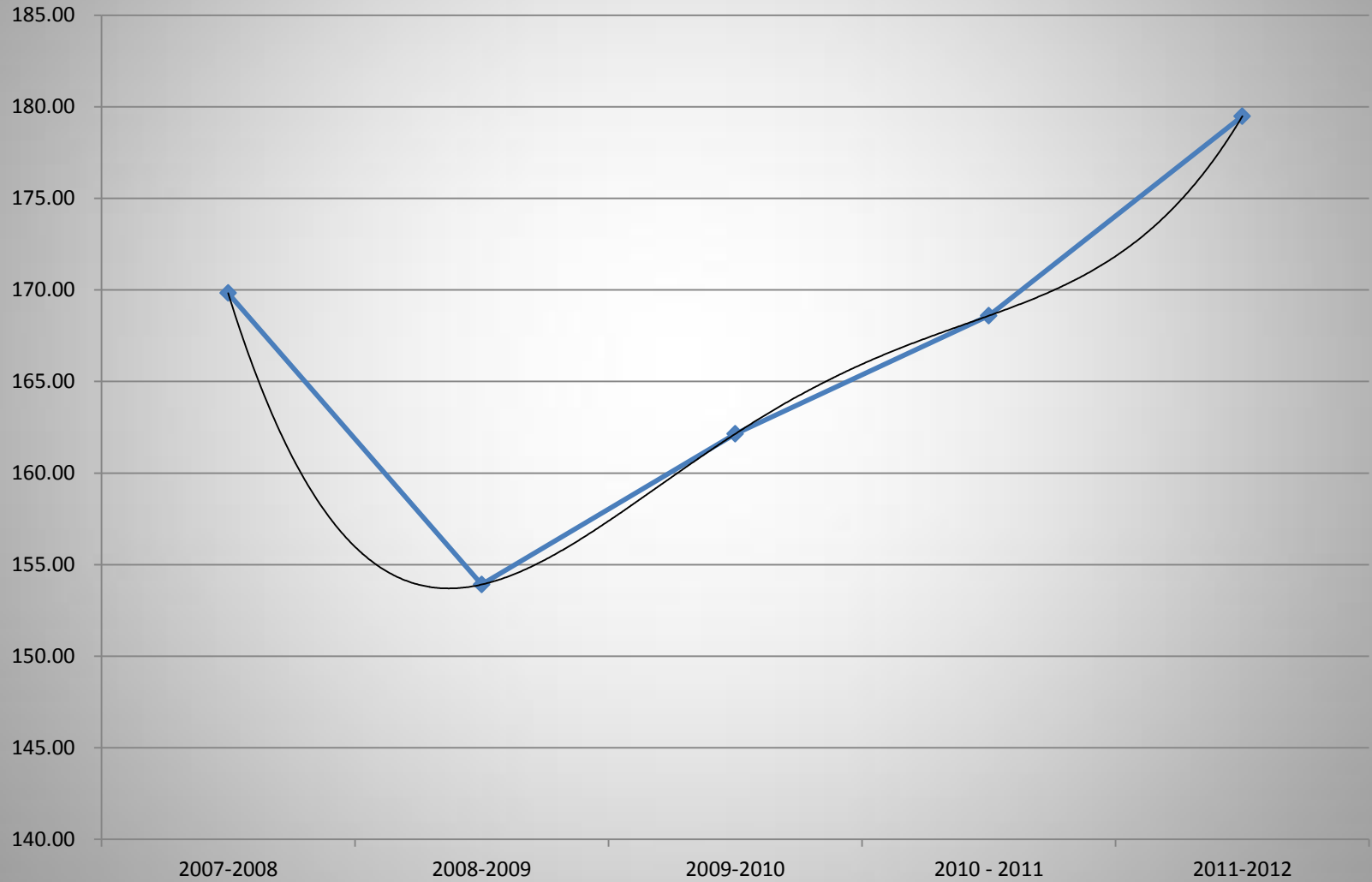


Year in Review - Highlights

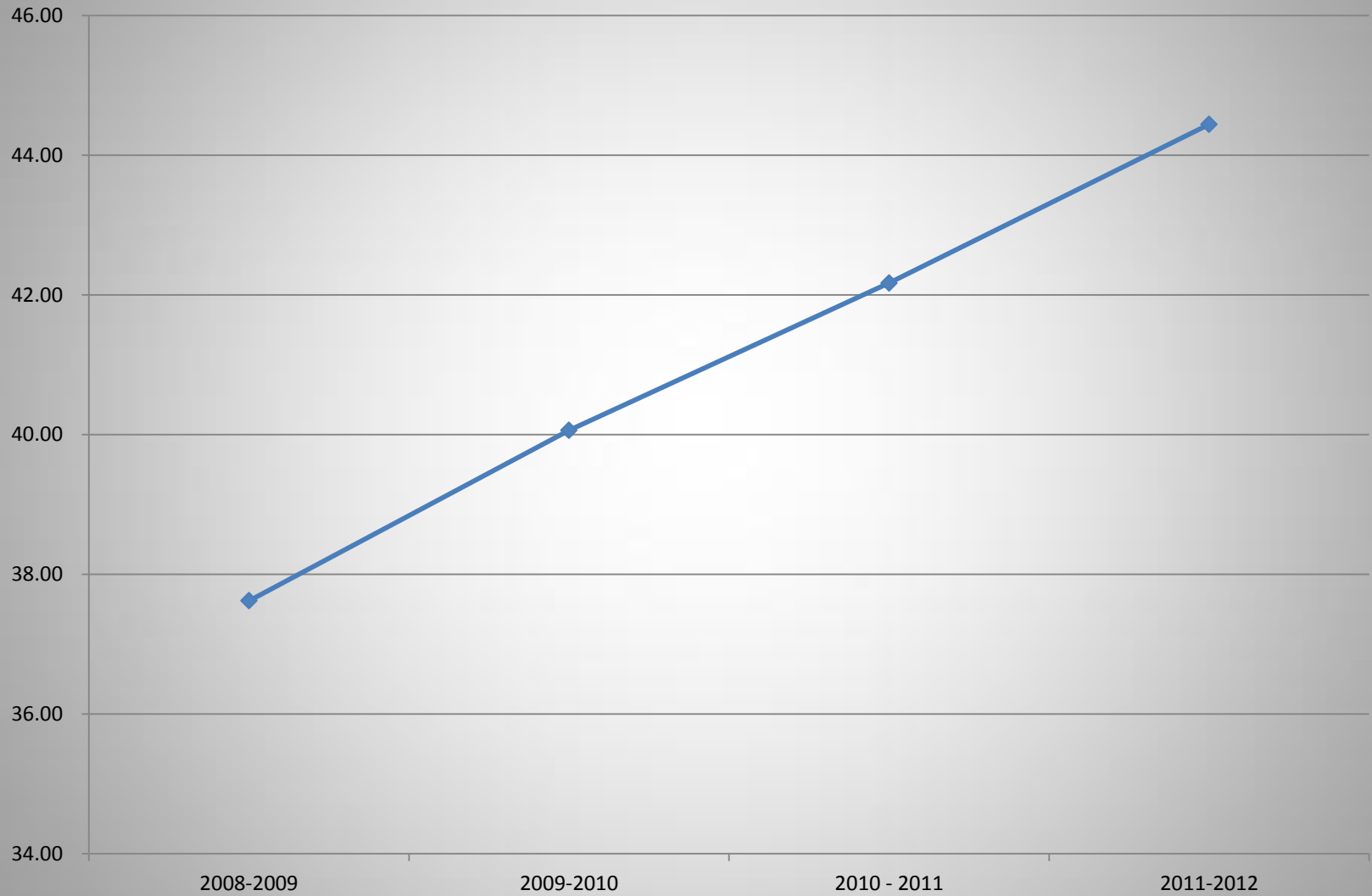
- \$165 Million in TIMS-related benefits
- Completed Release 3 of TIMS
- \$721 million in Non-Voluntary Collections
- Creation of the Business Advisory Committee
- Strong Performance in the Collection Fee Account
- Positive and Growing Taxpayer Outreach Efforts



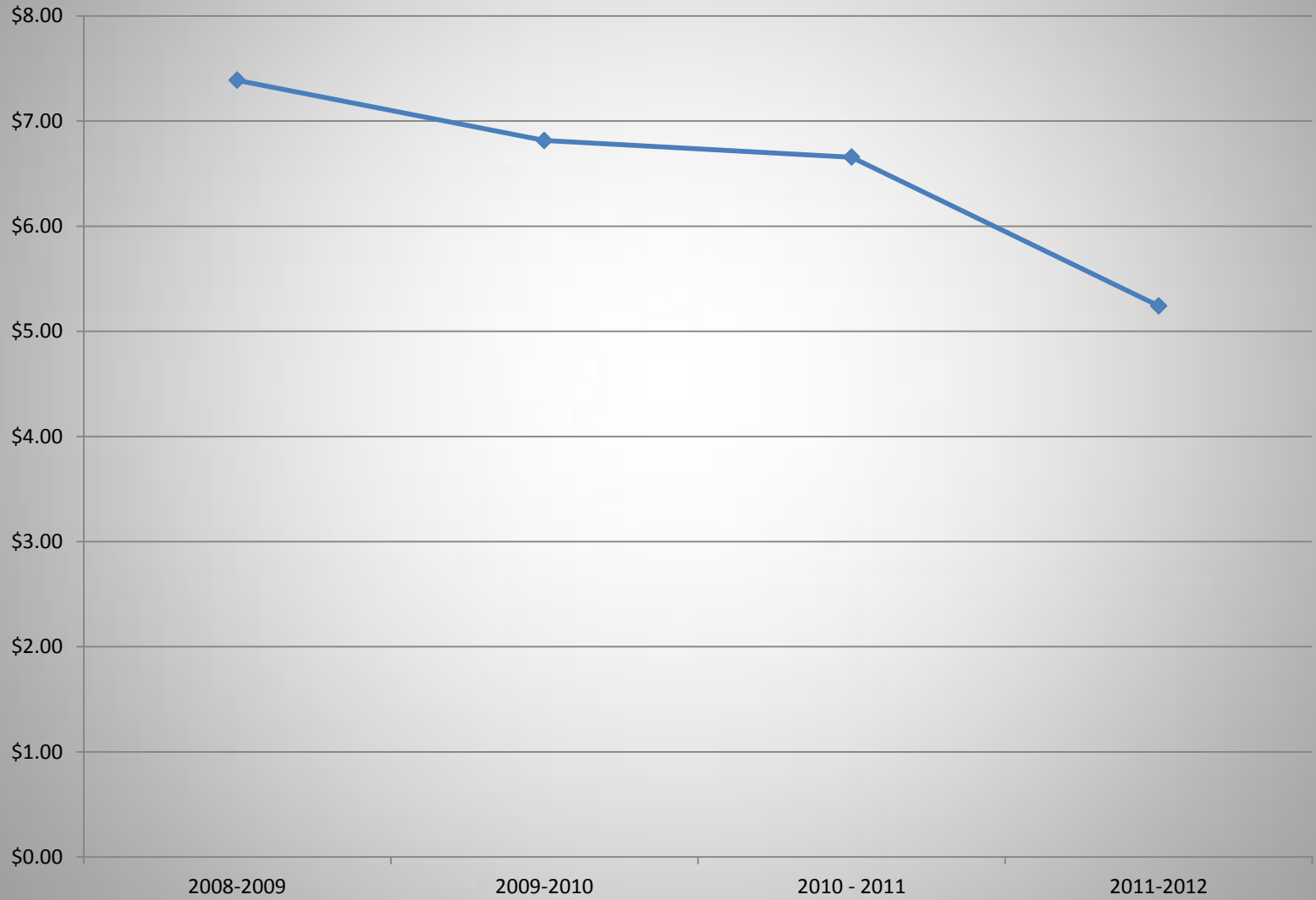
ROI = Total Agency Revenue Collected (as Net Revenue)/Total Agency Budget (as Authorized Budget)



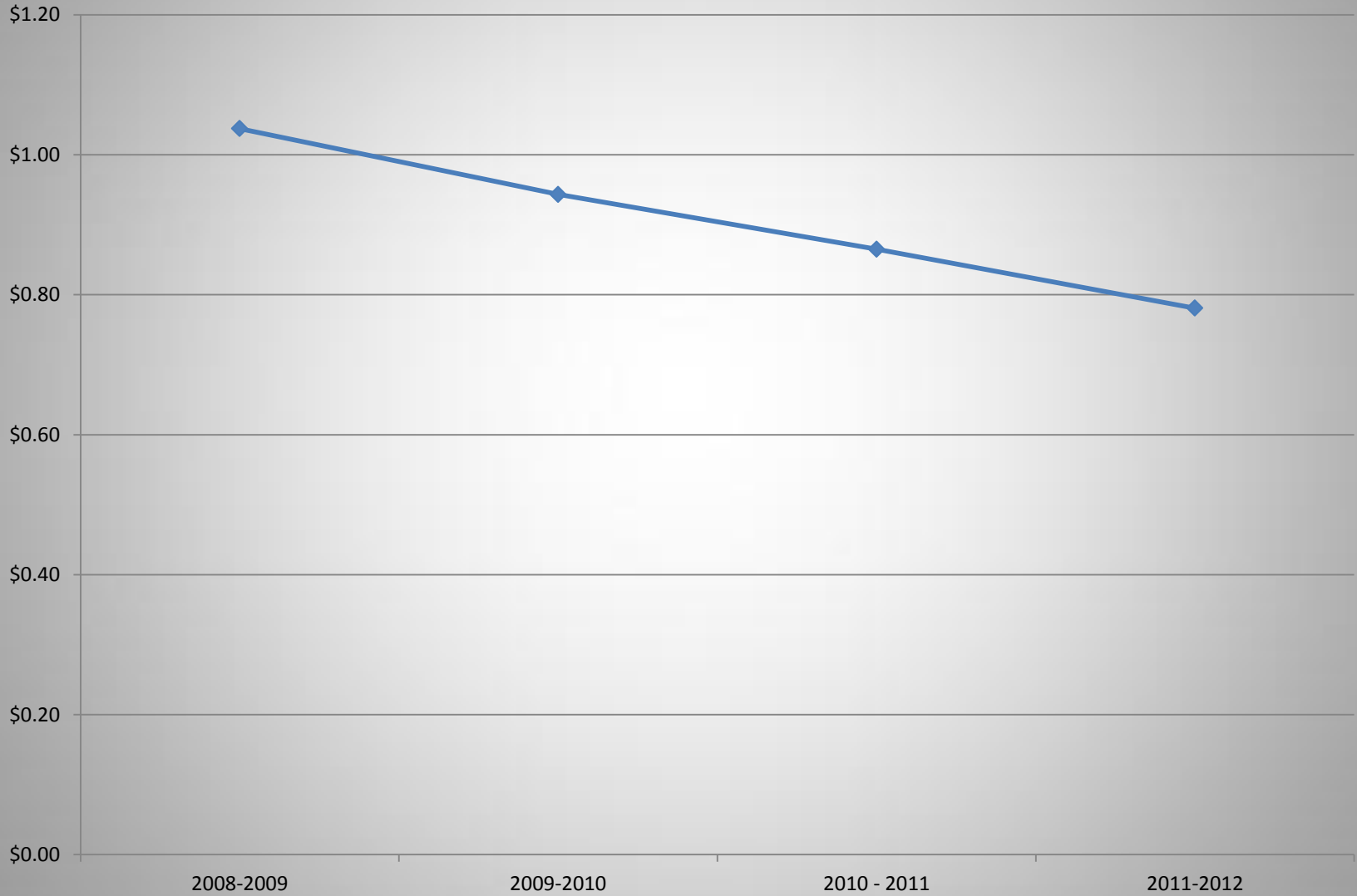
Collections ROI: Total Net Collections /Total Collection Salary



Cost Per Transaction ROI: Total TPA Salary/Total TPA Interactions



Cost Per Transaction ROI: Total DPPD Salary/Total Transactions (Electronic and Paper - Returns & Checks)



Tax Administration

Activities

August 2012

Requests for Review Outstanding	1178
Number of Requests Added	57
Number of Requests Resolved	189
Private Letter Ruling Request Outstanding	95
Private Letter Rulings Issued	18
Legislation Tracked	0
External Calls Received	839
Assistance to Other Divisions	76

Taxpayer Assistance

	Level 1 Aug 2012	Level 2 Aug 2012	Level 3 Aug 2012	Cumulative Jan - Aug 2012
Number of Calls	69,167	9,893	3,407	724, 975
Percentage of Calls Answered*	83.36%	83.73%	93.48%	84.00%
Wait Times*	5:11	7:12	1:04	5:62
Abandon Rate*	16.39%	14.95%	3.82%	14.76%

*Cumulative totals based on weighted average

Other Tax Administration Issues Update

- Improvements to DOR Voluntary Disclosure
- Improvements to Offer in Compromise Program
- Corporate Tax Rule
 - ❖ Franchise Tax Combination
- Matching Data Program
 - ❖ ABC licensee
 - ❖ Professionals
 - ❖ Other