

Department of Revenue

General Tax Administration

Performance Accountability Measures

Fiscal Year 2015-16 - data through June

Tax Processing		FY 2014-15 Standard	Actual Jul14-Jun15	FY 2015-16 Standard	Actual Jul15-Jun16
1	Average number of days from receipt of payment to deposit *	0.24	0.12	1 day	0.10
2	Total Collections Received (In Billions)	\$43.106b	\$44.447b	\$46.223b	\$45.690b
3	Percent of sales tax returns filed timely and accurately **	89.0%	89.1%	89.5%	89.5%
4	Percent of all tax returns filed timely and accurately **		New Measure FY 2015-16	85.0%	89.5%
5	Percent of taxpayer-claimed refunds processed within 90 days	90.0%	90.2%	90.0%	91.6%
6	Percent of revenue distributions made timely *	97.0%	99.4%	99.0%	100.0%
7	Number of tax returns processed	8,500,000	8,845,046	8,700,000	9,050,664
8	Number of distributions made	39,600	41,456	40,000	41,432
9	Number of refund claims processed	125,000	160,224	125,000	152,433
10	Median number of days to process a refund *		New Measure FY 2015-16	35 days	34 days
Compliance Determination		FY 2014-15 Standard	Actual Jul14-Jun15	FY 2015-16 Standard	Actual Jul15-Jun16
11	Percent of audits completed within 305 days from commencement	62.0%	75.3%	62.0%	81.5%
12	Number of audits completed	16,136	17,473	16,477	16,506
Receivables Management		FY 2014-15 Standard	Actual Jul14-Jun15	FY 2015-16 Standard	Actual Jul15-Jun16
13	Percent of billings resolved with payment	40.0%	46.2%	60.0%	72.6%
14	Number of billings resolved	1,200,000	1,454,779	1,200,000	760,077
Program Wide Measure		FY 2014-15 Standard	Actual Jul14-Jun15	FY 2015-16 Standard	Actual Jul15-Jun16
15	Cost Effectiveness	\$281.80	\$295.94	\$285.16	\$309.68

* Governor and Cabinet - Agency Performance Measures

** Governor and Cabinet - Data Exchange Requested