

Indiana Department of Revenue

State Budget Committee
December 13, 2010



Agenda

- Customer Service
- Operating Efficiencies
- Compliance



Customer Service

- **Combination of more efficient self-serve opportunities, staff performance & problem monitoring:**
 - Enhanced Basic Technology
 - Automation
 - Training
 - Customer-service steering committee



Customer Contact

Customer Contact Channels

Web	350,000
IVR	438,000
Phone	448,000
Correspondence/email	75,000
Walk-in	15,000
Average Annual Contacts	1,326,000



Operational Efficiencies

- **Striving to work smarter, faster and better to deliver results/solutions more timely and more cost effectively:**
 - Paper filing
 - Electronic filing
 - Public/practitioner education



Key Operational Statistics

- Individual Returns – Filing Type

	PAPER	ELECTRONIC	TOTAL
2009	940,000	2,090,000	3,030,000
2008	1,150,000	2,001,000	3,151,000
2007	1,305,000	1,897,000	3,202,000
2006	1,545,000	1,553,000	3,098,000
2005	1,655,000	1,425,000	3,080,000



Key Operational Statistics

- Individual Returns – Refunds

Number of returns	2010	2009	2008	2007
Checks	894,000	1,027,000	1,104,000	1,186,000
Direct Deposit	1,189,000	1,150,000	1,067,000	948,000
Total Dollars	\$642,400,000	\$690,000,000	\$581,100,000	\$531,100,000
Average Refund	\$308.40	\$316.93	\$267.63	\$248.89



Key Operational Statistics

- Individual Returns – Preparer/Filing Method (by filing period)

	2010	2009	2008
Practitioner			
Electronic	1,345,000	1,338,000	1,326,000
Paper	304,000	433,000	520,000
Total	1,649,000	1,771,000	1,846,000
Taxpayer			
Electronic	744,000	663,000	571,000
Paper	625,000	717,000	785,000
Total	1,369,000	1,380,000	1,356,000
Total			
Electronic	2,089,000	2,001,000	1,897,000
Paper	929,000	1,150,000	1,305,000
Total	3,018,000	3,151,000	3,202,000



Key Operational Statistics

- Practitioner Filings:

# of Returns	# of Practitioners		Filed		
			Total	Electronic	Paper
>100	2,686		1.3 mil	1.2 million	162,000
51 – 100	1,112		81,000	55,000	27,000
11 – 50	5,123		93,000	45,000	48,000
1-10	47,503		93,000	26,000	66,000



Key Operational Statistics

- Business Returns:

Sales Tax	170,000
Withholding Tax	200,000
Return Type	
FIT	600
Corp	38,000
Partner	60,000
S-Corp	100,000



Compliance

AUDIT

- **Auditors**

- Out of state 20
- In state 121
- Total 141

- **Assessment**

- 2005 \$96 million
- 2010 \$186 million



Compliance

AUDIT

- **Desktop Audit**

2008* 1 employee \$1.1 million

2010 5 employees \$16 million

**initiated*

- **Special Tax** 22 employees
424 required audits



Compliance

COLLECTIONS

- **Staffing**

Phone	29
Field	17
Bankruptcy	11
Agency	<u>21</u>
	78

- **Performance (Collections)***

	2008	2009	2010 (10 months)
Staff	\$47.3	\$81.7	\$74.7
External	<u>47.8</u>	<u>45.0</u>	<u>60.0</u>
	\$95.1	\$126.7	\$134.7

*In millions



Indiana Department of Revenue

Legislative Overview

