

Part I – Agency Profile

Agency Overview

EXPLANATION OF DIVISIONS IN AGENCY

1. **General Services Division** consists of: Commissioners, Legal, Tax Appeals, Human Resources, Management Services (Accounting, Procurement, Project Management, GenTax Development/Support), and Taxpayer Resources (consisting of Communications, Tax Research, and Taxpayer Services). This division provides for centralized management, internal policy development, taxpayer appeals, legal, personnel, fiscal, communication, and taxpayer outreach services.

16 percent, or 71.65 positions, have been authorized in these capacities.

General fund appropriation of \$12,3548,200 for this division in FY 2022.

2. **The Audit Division** operates from the administrative office in Boise and five field office locations (Lewiston, Coeur d'Alene, Twin Falls, Idaho Falls, and Pocatello). The division conducts audits on all tax types administered by the agency by authority of Idaho Code and the Multistate Tax Compact; conducts discovery and enforcement efforts directed at non-filers and oversees efforts to minimize identity theft and fraud issues.

33 percent, or 145.35 positions, have been authorized in these capacities.

General fund appropriation of \$8,821,700 for this division in FY 2022.

3. **The Collections Division** operates from the administrative office in Boise and both works from, and oversees, the five field office locations. The division is responsible for collecting delinquent taxes for all tax types. The division is also responsible for voluntary compliance and education of the Temporary Sellers Permit program. The employees also provide front-line taxpayer services at the counters and over the phone in the five field offices.

25 percent, or 112.00 positions, have been authorized in these capacities.

General fund appropriation of \$7,612,800 for this division in FY 2022.

4. **The Revenue Operations Division** maintains the taxpayer database, processes all tax returns and payments, initiates the deposit of money received and issues taxpayer refunds. The division: (a) registers permit holders for 17 tax types including sales, withholding, hotel/motel, motor fuels, beer, wine, cigarette and tobacco taxes; (b) ensures that all individuals and licensed businesses have access to proper tax forms for reporting; (c) processes revenue and refund documents submitted by taxpayers; and (d) maintains an imaging system used to streamline the processing and storing of tax documents. In the last fiscal year, almost \$5 billion in receipts were processed by the Commission; most from this division.

17 percent, or 74 positions, have been authorized in these capacities.

General fund appropriation of \$5,059,400 for this division in FY 2022.

5. **The Property Tax Division** provides oversight in the administration of the property tax system. The division is responsible for annually appraising all class three operating property, examining property tax levies of all taxing districts, training and assisting county elected officials, developing an assessor's manual to facilitate uniformity of appraisals, and administering the circuit breaker program. Property taxes generated \$2.035 billion of revenue to local government units in calendar 2019.

9 percent, or 40 positions, have been authorized in these capacities.

General fund appropriation of \$3,832,700 for this division in FY 2022.

6. **The Grant Administration Division** was established as the mechanism to administer CARES Act funding from the federal government. This division awarded grants to qualifying businesses who applied for the Rebound Small Business Grant and Return to Work Programs. This program expended \$56,837,700 in FY 2020 for the Rebound Small Business Program and provided aid to nearly 7,000 small businesses.

Summary:

Positions authorized by JFAC for FY 2022 is **443.0**

Total General Fund appropriation for FY 2022 is **\$37,874,800**

Core Functions/Idaho Code

Core Functions/Idaho Code	FY 2021 Expenditures	Percent of Total	FY 2022 Appropriation	FY 2023 Request
1. General Fund	\$34,743,600	95%	\$37,874,800	\$38,728,593
The General Fund consists of, "moneys received into the treasury and not specially appropriated to any other fund" (§67-1205). The fund sources are: 1) individual income tax, 2) corporate income tax, 3) sales tax, 4) cigarette tax, 5) beer tax, 6) wine tax, 7) liquor surcharge, 8) kilowatt hour tax, 9) mine license tax, 10) Treasurer's interest on investments of certain idle state funds, 11) court fees and fines, 12) insurance premium tax, 13) sale of alcoholic beverage licenses, 14) unclaimed property, 15) articles of incorporation and uniform commercial code filing fees, 16) estate and transfer tax, and 17) other miscellaneous sources from various agency receipts.				
2. Administration Services for Transportation	\$4,612,500	96%	\$5,060,400	\$5,012,100
The State Tax Commission retains funds from gasoline tax and special fuels tax receipts equal to the cost of collecting, administering, and enforcing the fuels tax requirements. However, the amount cannot exceed the amount authorized to be expended by the legislature (gasoline: §63-2402 and §63-2405; special fuels: §63-2416 - §63-2417). Spending from any fuels related Federal Grants are also included here.				
3. Multistate Tax Compact	\$2,804,300	96%	\$2,974,800	\$2,997,600
Moneys collected as direct result of audits conducted by the Multistate Tax Commission (on behalf of the state of Idaho) shall be paid by the State Tax Commission into the Multistate Tax Compact Fund. The Multistate Tax Compact was formed to determine the tax liability of multistate taxpayers, promote uniformity or compatibility in tax systems, and facilitate taxpayer convenience and compliance in the filing of tax returns and avoid double taxation across states §63-3709).				
4. Seminars and Publications Fund	\$182,200	80%	\$222,100	\$227,400
Fees to attend agency-provided property tax classes and related education purposes, sales of tax regulations and printed material, fees for copies, supplies, bad check charges, postage reimbursement, sales of maps, etc. Sales are primarily to the public.				
5. Administration and Accounting Fund	\$171,900	81%	\$215,200	\$216,800
The State Tax Commission is directed to retain funds for the Commission's cost of collecting and administering the moneys of certain trust funds. For the following trust funds the annual amount is three thousand dollars (\$3,000) or twenty percent (20%, whichever is less (§63-3067A&B(d)):				
<ol style="list-style-type: none"> 1. The Fish and Game Trust Fund (0051) 2. The Children's Trust Fund (0483) 3. Idaho Guard and Reserve Family Support Fund (0349) 4. American Red Cross (0630-02) 5. Special Olympics (0630-02) 6. Veterans Support Fund (0213) 7. Idaho Food Bank (0630-02) 				
On other taxes, the State Tax Commission is authorized to retain an amount of money equal to the cost of collecting and administering them. The amount retained cannot exceed the amount authorized to be expended by appropriation by the Legislature. Those taxes are:				
<ol style="list-style-type: none"> 1. Idaho Travel and Convention Tax (0212) (§67-4718) 2. Boise Auditorium District (0630) (§67-4917C) 3. Petroleum Clean Water Trust Fund (0130) (§41-4909) 4. Local Option Sales Tax (0630) (§63-2605) 5. 2% fee on Prepaid Wireless Services (§31-4809) 				
4. CARES Act Fund	\$52,766,900	42%	\$0	\$0

As part of the Governor's Initiative to stabilize the economy during the COVID-19 pandemic, the Idaho State Tax Commission administered the Rebound Small Business Grants in FY 2020 to provide relief to small businesses and employees. The revenues received to administer this program was received from the federal government and awarded to the Commission via the Coronavirus Financial Advisory Committee (CFAC). The agency was aware of the funding in late April 2020 after the Legislature adjourned and the funds were recognized as non-cognizable revenue in FY 2020 and FY 2021.

Total All Funds	\$95,281,400	56%	\$46,355,300	\$47,182,493
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Revenue and Expenditures

Revenue	FY 2018	FY 2019	FY 2020	FY 2021
General Fund (appropriation)	\$37,798,300	\$38,667,800	\$37,669,500	\$36,664,800
Multistate Tax Compact (appropriation)	2,660,500	2,408,900	\$2,830,200	\$2,919,600
Administration & Accounting	224,400	168,000	\$197,300	\$193,700
Admin Transportation + Fed	4,510,100	4,500,400	\$4,170,700	\$4,805,100
Seminars & Publications	210,300	219,800	\$218,200	\$157,900
CARES Act Fund	\$0	\$0	\$300,406,000	\$667,300
Total	\$45,381,200	\$45,964,900	\$345,491,900	\$45,408,400
Expenditures by fund	FY 2018	FY 2019	FY 2020	FY 2021
General Fund	\$35,821,400	\$37,677,900	\$37,280,600	\$34,743,600
Multistate Tax Compact	2,432,200	2,368,800	\$2,569,500	\$2,804,300
Administration & Accounting	212,200	92,000	\$118,400	\$171,900
Admin Transportation + Fed	4,509,400	4,102,800	\$4,185,400	\$4,612,500
Seminars & Publications	181,600	185,100	\$195,500	\$182,200
CARES Act Fund	\$0	\$0	\$56,837,700	\$52,766,900
Total	\$43,156,800	\$44,426,600	\$101,187,700	\$95,281,400
Expenditures by object	FY 2018	FY 2019	FY 2020	FY 2021
Personnel Costs	\$31,731,700	\$31,777,500	\$30,740,300	\$30,176,700
Operating Expenditures	\$10,739,200	\$11,237,900	\$13,264,600	\$12,235,100
Capital Outlay	\$685,900	\$1,411,200	\$524,200	\$176,300
Trustee/Benefit Payments	\$0	\$0	\$56,658,000	\$52,693,300
Total	\$43,156,800	\$44,426,600	\$101,187,700	\$95,281,400

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2018	FY 2019	FY 2020	FY 2021
Gross Receipts (millions)	\$4,732.80	\$4,670.36	\$4,990.55	\$6,128.46
% of Revenue Received Electronically	67.8%	69.3%	71.51%	74.92%
Income Tax Returns Filed Electronically	796,705	830,529	843,766	883,019
% of Electronically Filed Individual Income Tax returns	83.0%	84.0%	86.0%	87.0%
% of Electronically Filed Business Income Tax Returns	69.4%	73.1%	77.1%	79%
Transactions Processed	2,679,738	2,843,603	2,918,811	3,360,941
Sales Tax permits issued	6,622	8,247	8,374	12,641
Withholding accounts issued	8,731	9,604	9,822	11,391
Revenues from Audits (millions)	\$50.52	\$42.16	\$57.87	\$54.42
Revenues from Collections (millions)	\$126.88	\$138.69	\$145.16	\$181.65

Cases Managed and/or Key Services Provided	FY 2018	FY 2019	FY 2020	FY 2021
Collection cases closed in year	108,446	110,133	113,018	118,699
Number of Audits performed	22,089	19,532	20,209	16,280
STC Cost Per Tax Dollar Received	0.91 of one cent	0.95 of one cent	0.89 of one cent	.70 of one cent
% of current year refunds not processed within 60 day limit	3.2%	0.4%	3.1%	2.71%
Number of Fraud Refunds Stopped	151	72	360	320
Known Fraud Refunds Not Caught	1	0	4	12
% of confirmed fraudulent refund payments stopped by agency	99.3%	100.0%	98.89%	96.25%
Dollars of Fraud Refunds Stopped	\$172,461	\$49,516	\$51,382,913	\$3,417,911
Dollars of Known Fraud Refunds Not Stopped	\$1,142	\$0	\$5,422	\$1,194
Walk-in customers during tax drive	13,967	14,006	1,314	4,300
Calls from taxpayers during tax drive	39,708	39,140	44,588	51,160
Call center queue time during tax drive	208 seconds	301 seconds	380 seconds	528 seconds
Refund status inquiries on website (revised)	437,962	408,809	347,666	274,943

Licensing Freedom Act

Agencies who participate in licensure must report on the number of applicants denied licensure or license renewal and the number of disciplinary actions taken against license holders.

	FY 2018	FY 2019	FY 2020	FY 2021
FUELS – MOTOR FUEL DISTRIBUTOR				
Total Number of Licenses	-----	179	176	188
Number of New Applicants Denied Licensure	-----	0	0	0
Number of Applicants Refused Renewal of a License	-----	0	0	0
Number of Complaints Against Licensees	-----	0	0	0
Number of Final Disciplinary Actions Against Licensees	-----	0	0	0
FUELS – GASEOUS FUELS DISTRIBUTOR				
Total Number of Licenses	-----	10	10	10
Number of New Applicants Denied Licensure	-----	0	0	0
Number of Applicants Refused Renewal of a License	-----	0	0	0
Number of Complaints Against Licensees	-----	0	0	0
Number of Final Disciplinary Actions Against Licensees	-----	0	0	0
FUELS –LIMITED DISTRIBUTOR				
Total Number of Licenses	-----	8	8	6
Number of New Applicants Denied Licensure	-----	0	0	0
Number of Applicants Refused Renewal of a License	-----	0	0	0
Number of Complaints Against Licensees	-----	0	0	0
Number of Final Disciplinary Actions Against Licensees	-----	0	0	0

Part II – Performance Measures

Old Performance Measures						
Performance Measure		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Implement Methods of Providing Customer Service and Education to Enhance Voluntary Compliance with Idaho Tax Laws						
1. Actual number of ‘Where’s my refund?’ calls to TPS	actual	7,294	4,400	6,613	-----	-----
	target	Reduce by 10%	Reduce by 10%	Reduce by 10%	-----	-----
2. Percent of Gross Collected Revenue not submitted voluntarily and on time	actual	3.75%	3.87%	4.07%	-----	-----
	target	Less than 5.0%	Less than 5.0%	Less than 5.0%	-----	-----
Administer Tax Law and Develop Rules and Policies that Promote Fairness, Consistency, Compliance, Security, and Public Confidence						
3. Percentage of Appeals cases resolved within 2 years of filing	actual	87%	93%	97%	-----	-----
	target	90%	90%	90%	-----	-----
Promote Efficiency						
4. Percent increase in transactions per Revenue Operations employee over base year FY 2014	actual	12.1%	20.5%	20.6%	-----	-----
	target	6.1%	7.7%	9.4%	-----	-----
Demonstrate Financial Stewardship						
5. Measure cost to collect \$1 of revenue.	actual	0.91 of one cent	0.95 of one cent	0.89 of one cent	-----	-----
	target	-----	-----	.91 of one cent	-----	-----
Drive Stakeholder Support						
6. Develop and measure elected officials’ confidence in the Tax Commission	actual	-----	-----	37%	-----	-----
	target	-----	-----	-----	-----	-----
7. Develop and measure taxpayer confidence in the Tax Commission	actual	-----	-----	30%	-----	-----
	target	-----	-----	-----	-----	-----
8. Develop and measure tax-professional confidence in the Tax Commission	actual	-----	-----	52%	-----	-----
	target	-----	-----	-----	-----	-----
Promote Efficiency						
9. Number of transactions per Revenue Operations employee	actual	33,083	35,545	36,034	-----	-----
	target	31,320	31,790	32,270	-----	-----
Empower Great People						
10. Implement a “voice of the employee” survey (Goal changed – See #1 below)	actual	-----	-----	25%	-----	-----
	target	-----	-----	-----	-----	-----

New Performance Measures						
Performance Measure		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Be a Team of Great People						
1. Annual Gallup Survey of Employee Engagement	actual	-----	-----	25%	31%	
	target	-----	-----	-----	27%	34%
Deliver Professional Customer Service						
2. TAP Survey Response Score	actual	-----	-----	-----	90%	
	target	-----	-----	-----	70%	85%
Continuous Improvement						
3. Labor Hours Worked per Closed Audit	actual	-----	-----	14.98 hrs.	17.68	
	target	-----	-----	-----	14.50 hrs.	14.50 hrs.
4. Labor Hours Worked per Collection	actual	-----	-----	1.88 hrs.	1.40	
	target	-----	-----	-----	1.80 hrs.	1.80 hrs.

Performance Measure Explanatory Notes

Old Performance Measures 1-10 in Part II are no longer be tracked after FY 20. For metrics 6-8 and 10, no target was established as FY 20 data was an initial survey to establish a baseline for future targets.

Regarding the New Performance Measures, the annual Gallup survey in FY 20 reflects the number of actual engaged employees. The agency is targeting an 8% increase (25% to 27%) of engaged employees in FY 21 as management has deemed it a challenging but realistic target (112 engaged employees to 121 engaged employees).

Taxpayer Access Point (TAP) is a secure portal that allows taxpayers to electronically file returns, pay taxes, and review their account. The website will initiate a survey after a user has completed their business. The 70% target is based on industry standards for web-based satisfaction surveys. The survey began in December 2020.

For agency efficiency metrics, agency leadership reviewed the ability to close audits and collections based on personnel and technology tools. With some enhancements to business processes, leadership has evaluated the FY 21 target metrics to be challenging but realistic.

<p>For More Information Contact</p> <p>John Bernasconi, Chief of Operations Tax Commission, Idaho State 11321 W. Chinden Blvd, Bldg 2 PO Box 36 Boise, ID 83722 Phone: (208) 334-7560 E-mail: john.bernasconi@tax.idaho.gov</p>
