

Part II – Performance Measures

Old Performance Measures						
Performance Measure		FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
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	11,553	7,900	7,294	2,878	-----
	target	New	Reduce by 10%	Reduce by 10%	Reduce by 10%	
2. Percent of Gross Collected Revenue not submitted voluntarily and on time	actual	3.88%	4.13%	3.75%	3.87%	-----
	target	Less than 5.0%	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	N/A	88%	87%	93%	-----
	target	New	90%	90%	90%	
Promote Efficiency						
4. Percent increase in transactions per Revenue Operations employee over base year FY2014	actual	5.2%	5.9%	12.1%	20.5%	-----
	target	3.0%	4.6%	6.1%	7.7%	

New Performance Measures						
Performance Measure		FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Demonstrate Financial Stewardship						
1. Measure cost to collect \$1 of revenue.	actual	0.95 cents	0.97 cents	0.91 cents	0.95 cents	-----
	target	.95 cents	.94 cents	.93 cents	.92 cents	.91 cents
Drive Stakeholder Support						
2. Develop and measure elected officials' relationships ¹	actual				New	-----
	target		.	.	.	Annually by tax Year 2020
3. Develop and measure taxpayer relationships ¹	actual				New	-----
	target		.	.	.	Annually by tax Year 2020
4. Develop and measure professional relationships ¹	actual				New	-----
	target		.	.	.	Annually by tax Year 2020
Promote Efficiency						
5. Number of transactions per Revenue Operations employee	actual	31,050	31,248	33,083	35,545	-----
	target	30,400	30,860	31,320	31,790	32,270
Empower Great People						
6. Implement a "voice of the employee" survey	actual				New	-----
	target		.	.	.	90% response within 2 years
Secure Confidential Information						
7. Job specific security training	actual				New	-----
	target		.	.	.	2 new within 1 year

