

**PERFORMANCE BASED BUDGET
FISCAL YEAR TO DATE THROUGH APRIL 2007**

MANAGEMENT, ADMINISTRATION, AND COUNSEL

Performance Goal	Status
Achieve 100% participation in the Leadership Training Program. This program is designed for mid- and high-level departmental managers to enhance skills and plan for succession and knowledge transfer in the face of heavy attrition and rapid technological changes.	For the first eleven months of the Leadership Academy year, which runs from June 1, 2006 through May 31, 2007, 85% of the managers and leaders participated in the Leadership Academy Program.
Respond to 95% of Disclosure and Government Exchange requests for information within targeted deadlines.	Requests for information were answered 98% of the time within targeted deadlines.
Process 99% of travel vouchers within two weeks of receipt.	During April, 100% of travel vouchers were processed within two weeks.
Process 98% of accounts payable invoices within 30 days of merchandise invoice receipt date.	Accounts payable invoices were processed within 30 days 99.7% of the time in April.
Identify method of procurement for 98% of requisitions within two weeks of Budget Unit approval.	A method of procurement was identified within two weeks of Budget Unit approval 96% of the time.
Submit 85% of responses for internal and external requests for legal advice and guidance to Deputy Commissioner and Counsel within 60 days.	Internal and external requests for legal advice were forwarded to the Deputy Commissioner and Counsel within 60 days 33.3% of the time.
Prepare tax-related budget bills and amendments accurately and on time.	Tax-related budget bills and amendments were prepared accurately and timely 100% of the time in April.
Resolve 95% of legislatively referred constituent problems within 15 days.	Legislatively referred constituent problems were resolved within 15 days 84.1% of the time.

AUDIT, COLLECTION, AND ENFORCEMENT

Performance Goal	Status
Collect 100% of the Audit Plan collection target.	Audit collected 76% of the fiscal year-to-date Audit Plan collection target during April.
Complete 100% of planned desk audits.	Through April 2007, 41% of planned fiscal year-to-date desk audits were completed.
Complete 100% of planned corporation tax and income tax field audits.	Audit completed 81% of planned fiscal year-to-date corporation and income tax field audits during April.
Complete 100% of planned sales tax field audits.	Through April 2007, 68% of planned fiscal year-to-date sales tax field audits were completed.
Complete 100% of planned transaction and transfer tax field audits.	Audit completed 56% of planned fiscal year-to-date transaction and transfer tax field audits through April.
Open 100% of planned multi-tax audits.	Through April 2007, 50% of planned fiscal year-to-date multi-tax audits were opened.
Meet or exceed Collection Plan target in total cash collections.	The fiscal year-to-date target for total cash collections was exceeded by 1.4%.
Increase the collections recovery rate by 3% over a 5-year period from 2006-07 baseline levels. The recovery rate is the percentage of average inventory collected on an annual basis.	The 12-month rolling recovery rate for April collections was 26.14%, compared to the 24.34% baseline level for the same period last year.
Tax Collections Operations: <ul style="list-style-type: none"> • Complete 100% of case contacts as projected in the Tax Collections Plan (Call Center and district office incoming and outgoing telephone contacts and public counter). • File 100% of warrants as projected in the Tax Collections Plan. • Complete 100% of other enforcement actions (levies served, income executions, and business seizures) as projected in the Tax Collection Plan. 	<ul style="list-style-type: none"> • In April, Collections and Civil Enforcement completed 114.3% of its fiscal year-to-date case contact target. • Tax Collections Operations filed 74.4% of the fiscal year-to-date warrant target. • For other enforcement activities, 238.8% of the fiscal year-to-date target was met.
Child Support Enforcement Operations: <ul style="list-style-type: none"> • File 100% of warrants as projected in the Child Support Operations Plan. • Complete 100% of other enforcement actions (levies served, income executions, and business seizures) as projected in the Child Support Operations Plan. 	<ul style="list-style-type: none"> • Child Support Enforcement Operations filed 146.2% of the fiscal year-to-date warrant target during April. • For other enforcement activities, 125.4% of the fiscal year-to-date target was met.
Achieve an average quality score of more than 90% in annual Call Center Quality Review, an annual customer service/quality review of recorded calls.	The 2007-08 annual Call Center Quality Review has not been started.

CONCILIATION AND MEDIATION

Performance Goal	Status
Acknowledge 95% of: <ul style="list-style-type: none">• accepted cases within 14 days• rejected cases within 14 days• dismissed cases within 22 days	In the Bureau of Conciliation and Mediation (BCMS) during April: <ul style="list-style-type: none">• accepted cases were acknowledged within 14 days 99.6% of the time• rejected cases were acknowledged within 14 days 100% of the time• dismissed cases were acknowledged within 22 days 100% of the time
Schedule 90% of cases for conference within 180 days.	BCMS scheduled 99.6% of cases for conference within 180 days during April.
Issue 85% of decisions within three months of conference date.	Decisions were issued within three months of the conference date 76.9% of the time in April.

TECHNOLOGY AND INFORMATION SERVICES

Performance Goal	Status
<p>Continue the development, construction, and implementation of the e-MPIRE integrated tax system, thereby allowing complete migration off the existing, antiquated UNISYS platform.</p>	<p>Release 3 Great progress has been made with critical Stage 4 deliverables but two core functions (On Line (O/L) adjustment and the Business Rule management tool (RAM)) are about three weeks behind schedule. Estimated Tax, Payment Source File (PSF) payments and returns were successfully processed by the Stage 4 code.</p> <p>Stage 5 is progressing with over 50% of all deliverables started and in progress.</p> <p>The IBM Monitor v6.02 was installed in the AIX environment for User Testing (UT). The DTF team continues to work on both platforms (AIX and Windows) until the team is satisfied that the AIX installation is stable.</p> <p>Detailed plans for Integration Testing and Performance Testing were developed in March 2007. The DTF team is working with IBM to have off-site performance testing executed within the IBM labs to identify any soft spots in a number of the more critical components and 'touch points' (i.e., where subsystems integrate).</p> <p>Test Manager, the automated testing tool, is being finalized. Training is on schedule to begin using this tool in mid-April.</p> <p>Business Rule review and approval by the Core Team continues to be on schedule. All user testers were trained on Business Rule test condition development, which began in April. Actual entry of the rules into RAM were delayed as indicated above.</p> <p>Resources The Release 3 Core Team is being transitioned to their secondary responsibilities in user testing and training. COGNOS continues to be a difficult skill set to acquire and retain. Overall, we have made good progress in meeting our staffing needs.</p> <p>Release 4 A small team was identified to begin the analysis of the Release 4 requirements for Taxpayer Information (TI) in April.</p>
<p>Ensure access to major online systems during 99% of normal work hours.</p>	<p>In April, major online systems were available 99% of the time during normal work hours.</p>
<p>Ensure availability of network resources during 99% of normal work hours.</p>	<p>In April, network resources were available 99% of the time during normal work hours.</p>
<p>Complete and/or advance the portfolio of discrete technology projects within 10% of its final schedule baseline and 10% of its final non-personal service budget.</p>	<p>During the first month of the new fiscal year 2007-08, two projects were completed. Both projects finished within 10% of the final schedule baseline. One project did not have any non-personal service (NPS) costs associated with it. The other project finished within 10% of the final budgeted NPS cost.</p>

TAX POLICY, REVENUE ACCOUNTING, AND TAXPAYER GUIDANCE

Performance Goal	Status
Issue all tax forms and instructions on time with 100% accuracy.	During April, all tax forms and instructions were issued timely 100% of the time.
Issue taxpayer guidance on Tax Law and Department policy changes (publications, regulations, notices, TSB-Ms and NYT-Gs) at least 30 days prior to effective date, if applicable, or within six weeks of the Department becoming aware of need.	Publications issued for taxpayer guidance on Tax Law changes were issued timely 100% of the time this month.
Issue advisory opinions within 90 days of receiving a completed petition.	Advisory opinions were not issued within 90 days of receiving a completed petition during April.
Prepare 100% of fiscal notes within four weeks of request.	Fiscal notes were prepared 96% of the time within four weeks of receiving a request during April.
Continue a multi-year phased program of forms and instructions redesign and simplification.	During April, there were no forms or instructions redesign projects.

CENTRALIZED OPERATIONS SUPPORT

Performance Goal	Status
One hundred percent (100%) of under-utilized or overlapping telecommunication services will have orders written for disconnection within two weeks of identification.	Under-utilized or overlapping telecommunication services had orders written for disconnection within two weeks of identification 100% of the time during April.
One hundred percent (100%) of new service requests will have division level executive management sign-off prior to processing.	During April, new service requests had division level executive management sign-off 100% of the time prior to processing.
Achieve a 5% savings in department telecommunication costs by 3/31/2009, assuming agency-wide implementation of Voice over IP (VoIP) is in place.	The agency has not converted to Voice over IP (VoIP) at this time.
Prior to processing, provide a cost analysis to the Office of Budget and Management Analysis and executive management for 100% of any unscheduled print and mail workload (where Tax is asked to absorb related charges) and receive their approval.	The Operations Support Bureau will continue to provide costing projections to the Office of Budget and Management Analysis (OBMA) and executive management for unscheduled print/mail workloads where applicable. Once approval is received, the requested action is provided.
Mail 100% of all timely received documents by requested deadlines.	For April, documents were mailed within requested deadlines 99.7% of the time.
Maintain 100% error free inventory control of seized alcohol and tobacco products.	Inventory control of seized alcohol and tobacco products was error free 100% of the time during April.

TREASURY MANAGEMENT

Performance Goal	Status
Prepare 99% of monthly reconciliations within 30 days of bank statement receipt.	During April, Treasury prepared reconciliations within 30 days 98.3% of the time.
Mail 100% of general checking account checks on time.	General checking account checks were mailed on time 100% of the time in April.
Issue 100% of vendor checks requested by paper warrants within two days.	Treasury issued vendor checks requested by paper warrants within two days 100% of the time.
Issue 100% of vendor checks requested electronically the same day.	Vendor checks were issued electronically and on time 100% of the time.
Issue 99% of personal income tax replacement checks within a week of receiving affidavit.	Personal income tax replacement checks were issued within one week of receiving affidavits 99.0% of the time.
Complete 99% of daily trades by 1 PM.	Daily trades were completed by 1 P.M. 98.9% of the time.
Deposit and report 99.9% of checks received within 24 hours.	Treasury deposited and reported checks within 24 hours 100% of the time.
Input 100% of investment information correctly into EVARE (Portfolio Management & Investment Accounting System).	The percentage of investment trade information that was posted correctly to EVARE during April was 98.9%.

REVENUE PROCESSING AND RECONCILIATION

Performance Goal	Status
<p>Process approximately 24 million returns (including 8 million coupon returns) and more than \$93 billion in state and local tax payments on time with 100% accuracy.</p>	<p>More than \$11 billion in state and local tax payments and 4,352,091 returns were processed on time with 100% accuracy from April 1 through April 30.</p>
<p>Reduce exception rates for the four major tax types (income, corporate, sales and withholding) through systems improvements and enhanced taxpayer guidance and assistance provided through written material, telephone support, and the Internet.</p>	<p>For April 1 through April 30, the exception rate for the four major tax types was 2.73%. This was a decrease of .95% compared to the same period last year.</p>
<p>Increase personal income tax electronic return filing (including extensions) 20%.</p>	<p>During April 2007, personal income tax electronic filing increased 15.67% over the same period last year.</p>
<p>Increase electronic funds payments received for personal income tax (including return, estimated tax and extension payments) by 100%.</p>	<p>The number of personal income tax electronic payments during April 2007 increased 15.8% over the same period last year.</p>
<p>Receive 10% of corporation tax receipts via electronic funds payments.</p>	<p>One percent (1%) of corporation tax payments were received via electronic funds payments during April.</p>
<p>Send 100% of timely filed personal income tax refund requests to the Office of the State Comptroller no later than 10 days before the interest free period ends.</p>	<p>During April, personal income tax refund requests were sent timely to the Office of the State Comptroller 100% of the time.</p>
<p>Deposit 99.5% of tax receipts within one day of receipt.</p>	<p>Tax receipts were deposited 100% of the time within one day of receipt during April.</p>
<p>Maintain average age of protest inventories at or below target levels:</p> <ul style="list-style-type: none"> • Personal Income Tax - 60 days • Corporation Tax - 60 days • Sales Tax - 60 days • Withholding Tax - 60 days 	<p>The average age of protest inventories for the month of April is outlined below:</p> <ul style="list-style-type: none"> • Personal Income Tax - 31 days • Corporation Tax - 93 days • Sales Tax - 22 days • Withholding Tax - 43 days
<p>Maintain average age of exception inventories at or below target levels:</p> <ul style="list-style-type: none"> • Personal Income Tax - 45 days • Corporation Tax - 60 days • Sales Tax - 60 days • Withholding Tax - 60 days 	<p>The average age of exception inventories for the month of April is outlined below:</p> <ul style="list-style-type: none"> • Personal Income Tax - 12 days • Corporation Tax - 70 days • Sales Tax - 24 days • Withholding Tax - 45 days
<p>Answer 85% of personal income tax information telephone inquiries within an average of 5 minutes and limit the average number of call attempts to 1.5 attempts or less.</p>	<p>During April 2007, 79% of personal income tax information telephone inquiries were answered within 5 minutes. The average number of call attempts was 1.37.</p>

Answer 85% of business tax information telephone inquiries within an average of 2 minutes, and limit the average number of call attempts to 1.1 attempts or less.	During April 2007, 90% of the business tax information telephone inquiries were answered within 2 minutes. The average number of call attempts was 1.16.
Achieve an average quality score of more than 90% on the annual Call Center Quality Review, an annual customer service/quality review of recorded calls.	Planning for the annual review of the Taxpayer Contact Center (TCC) began in April. Calibration sessions to assist with the review of the calls were held with Taxpayer Contact Center management.
Resolve 90% of written inquiries (including protests) within 90 days.	The percentage of written inquiries resolved within 90 days during April for business tax was 74% and 88% for personal income tax.
Process sales tax registrations within 5 days of receipt.	On average, sales tax registrations were processed within two days of receipt during April.
Assist taxpayers in legally dissolving or reinstating corporations within 15 days of receipt.	Taxpayers were assisted in dissolving or reinstating corporations in an average of 11 days during April.
Process cigarette retail license applications and renewals within 10 days.	Cigarette retail license applications and renewals were processed on average within 3 days during April.
Convert 90% of the "no tax due" sales tax tele-filers to web filers by the end of 2007-08.	Generally, sales tax tele-filers file annually in March.
Receive 25% of the wage reporting records via e-file by the end of 2007-08.	E-file for wage reporting is not yet operational.
Reduce the average number of repeat calls from taxpayers inquiring about the status of their refunds by 10%.	The average number of repeat calls from taxpayers inquiring about the status of their refunds was reduced by 12.09% in April, over the same period last year.
Reduce the number of taxpayers who call regarding their refund by 5%.	The number of taxpayers who called regarding their refund increased by 3.46% during April, over the same period last year.