

**Oklahoma Tax Commission**

AGENCY MISSION STATEMENT:

The mission of the Oklahoma Tax Commission is to serve the people of Oklahoma by promoting tax compliance through quality service and fair administration. The mission statement was adopted in 1995 as part of a process improvement study of the agency.

LEAD ADMINISTRATOR:

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GOVERNANCE:

The Tax Commission consists of three persons appointed by the Governor by and with the consent of the State Senate. The Commission members serve six-year overlapping terms. The three-member Commission is a full-time policy making and judicial body ultimately responsible for the administration of the tax laws of the State. The Commission employs an Executive Director who is responsible for the administration of the day to day operations of the agency. The members of the Commission are Tom Kemp, Chairman, Jerry Johnson, Vice Chairman, and Dawn Cash, Secretary-Member.

GOVERNANCE ACCOUNTABILITY:

Copies of the minutes for Commission/Board meetings for calendar year 2012 have been provided in electronic format. Since the Commission is a full-time body the same time and leave policies apply as all other employees in the agency

MODERNIZATION EFFORTS:

The agency has undertaken and implemented several modernization efforts since July 1, 2010. In January 2011, the agency began development of an integrated tax system which will provide taxpayers with on-line account availability to view their account information and help the agency in its account management, compliance and collection efforts. Phase I of the project was implemented in October 2011 with Phase II recently implemented in November 2012. In December 2010, the agency implemented enhancements to its on-line business tax filing system known as "QuickTax" providing taxpayers access to the system 24 hours per day. It allows taxpayers to submit, view and amend business tax forms and make on-line payments for a variety of business taxes including sales and use tax, withholding, prepaid wireless and mixed beverage. QuickTax has been well received by Oklahoma taxpayers who enjoy the ease and convenience the system provides. The agency continues to increase the number of counties participating in the on-line tax warrants initiative which reduces the cost of postage and paper in addition to more quickly protecting the State's interest. In coordination with Ok.Gov, the state's web portal provider, electronic payment and reporting of gross production taxes is being developed. A second

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phase of that modernization effort is also underway to provide electronic refund and well information on-line.

Technology enhancements and electronic filing are the key to saving costs within the agency. The handling of paper returns is labor intensive and more error prone. Consequently, our investments and efforts have been targeted in this area.

The agency has taken steps to cut costs by eliminating mailing paper returns to those who file electronically. Electronic filing is continually encouraged in all publications and form instructions. During the 2012 tax filing season, 283,946 debit cards were issued instead of paper checks for refunds and as an alternative to direct deposit. This initiative is expected to save approximately \$500,000 per year in postage and paper costs.

#### CORE MISSION:

With the agency's core mission associated with tax administration all services provided are statutory and necessary for the collection of state revenues for the funding of essential state services. The collection of taxes for funding local governments and schools is also a part of the agency's statutory responsibilities.

#### PRIVATE ALTERNATIVES:

The Tax Commission has, throughout the past several years partnered with private industry for bank lockbox payment processing, tax debt collection services, revenue enhancement projects involving computer matching, development and implementation of an integrated tax system, and utilization of temporary personnel for tax season processing. Private industry can provide better technology and services at a lower cost than in-house resources in these areas.