# **Oklahoma Tax Commission**

Lead Administrator: Tony Mastin

Lead Financial Officer: Carol McCullar

| FY'15 Projected Division/Program Funding By Source |                |         |              |       |        |               |
|--|----------------|---------|--------------|-------|--------|---------------|
|  | Appropriations | Federal | Revolving    | Local | Other* | Total         |
| Headquarters/Administrati                          | \$2,561,000    | \$0     | \$273,000    | \$0   | \$0    | \$2,834,000   |
| Taxpayer Assistance                                | \$6,887,000    | \$0     | \$3,583,000  | \$0   | \$0    | \$10,470,000  |
| Ad Valorem   | \$2,787,000    | \$0     | \$4,108,000  | \$0   | \$0    | \$6,895,000   |
| Central Processing                                 | \$3,694,000    | \$0     | \$1,848,000  | \$0   | \$0    | \$5,542,000   |
| Tax Policy   | \$939,000      | \$0     | \$699,000    | \$0   | \$0    | \$1,638,000   |
| Management Services                                | \$4,627,000    | \$0     | \$903,000    | \$0   | \$0    | \$5,530,000   |
| Legal  | \$2,634,000    | \$0     | \$137,000    | \$0   | \$0    | \$2,771,000   |
| Compliance   | \$4,284,000    | \$0     | \$29,065,000 | \$0   | \$0    | \$33,349,000  |
| Motor Vehicle                                      | \$4,413,000    | \$0     | \$4,066,000  | \$0   | \$0    | \$8,479,000   |
| Film Rebate  | \$0            | \$0     | \$5,000,000  | \$0   | \$0    | \$5,000,000   |
| Data Processing                                    | \$11,317,000   | \$0     | \$15,141,000 | \$0   | \$0    | \$26,458,000  |
| Total  | \$44,143,000   | \$0     | \$64,823,000 | \$0   | \$0    | \$108,966,000 |
| Source of "Other" and % of "Other" total for each. |                |         |              |       |        |               |

| FY'14 Carryover by Funding Source |  |         |              |       |        |              |  |
|-----------------------------------|--|---------|--------------|-------|--------|--------------|--|
|                                   | Appropriations                                     | Federal | Revolving    | Local | Other* | Total        |  |
| FY'14 Carryover                   | \$0  | \$0     | \$19,903,496 | \$0   | \$0    | \$19,903,496 |  |
| *Source of "Other" and %          | Source of "Other" and % of "Other" total for each. |         |              |       |        |              |  |

# What Changes did the Agency Make between FY'14 and FY'15

# 1.) Are there any services no longer provided because of budget cuts?

The agency provides the primary revenue collection function for state government funding. All statutory tax and fee administration functions and services have been continued during the fiscal year. Savings from electronic filing initiatives have allowed the agency to absorb fixed cost increases during the year.

# 2.) What services are provided at a higher cost to the user?

All fees associated with tax administration are statutory. No statutory fee increaes have been enacted for Fiscal 2015.

# 3.) What services are still provided but with a slower response rate?

With declining resources some areas have experienced slower response times. Phone calls and inquiries from taxpayers have been delayed with lower staff available on the phone bank. Business refunds, registrations and oil and gas well registrations have also been delayed in some instances.

# 4.) Did the agency provide any pay raises that were not legislatively/statutorily required?

| FY'16 Requested Division/Program Funding By Source |                         |         |              |       |               |          |
|--|-------------------------|---------|--------------|-------|---------------|----------|
|  | Appropriations          | Federal | Revolving    | Other | Total         | % Change |
| Headquarters/Administrati                          | \$2,561,000             | \$0     | \$273,000    | \$0   | \$2,834,000   | 0.00%    |
| Taxpayer Assistance                                | \$6,887,000             | \$0     | \$3,583,000  | \$0   | \$10,470,000  | 0.00%    |
| Ad Valorem   | \$2,787,000             | \$0     | \$4,108,000  | \$0   | \$6,895,000   | 0.00%    |
| Central Processing                                 | \$3,694,000             | \$0     | \$1,848,000  | \$0   | \$5,542,000   | 0.00%    |
| Tax Policy   | \$939,000               | \$0     | \$699,000    | \$0   | \$1,638,000   | 0.00%    |
| Management Services                                | \$4,627,000             | \$0     | \$903,000    | \$0   | \$5,530,000   | 0.00%    |
| Legal  | \$2,634,000             | \$0     | \$137,000    | \$0   | \$2,771,000   | 0.00%    |
| Compliance   | \$4,284,000             | \$0     | \$29,065,000 | \$0   | \$33,349,000  | 0.00%    |
| Motor Vehicle                                      | \$4,413,000             | \$0     | \$4,066,000  | \$0   | \$8,479,000   | 0.00%    |
| Film Rebate  | \$0                     | \$0     | \$5,000,000  | \$0   | \$5,000,000   | 0.00%    |
| Data Processing                                    | \$11,317,000            | \$0     | \$15,141,000 |       | \$26,458,000  | 0.00%    |
| Total  | \$44,143,000            | \$0     | \$64,823,000 | \$0   | \$108,966,000 |          |
| *Source of "Other" and % of                        | "Other" total for each. |         |              |       |               |          |

| FY'16 Top Five Appropriation Funding Requests |           |  |  |  |  |
|---|-----------|--|--|--|--|
|   | \$ Amount |  |  |  |  |
| No New Funding Requests                       |           |  |  |  |  |
|   |           |  |  |  |  |
|   |           |  |  |  |  |
|   |           |  |  |  |  |
|   |           |  |  |  |  |

# How would the agency handle a 3% appropriation reduction in FY'16?

A 3% appropriation reduction totaling \$1,328,445 would require a reduction in contract labor for tax season peak processing. That would result in a shifting of full time divisional staff to the Central Processing section for opening and processing returns. This results in a delay in issuing permits for new businesses and other services provided to taxpayers.

# How would the agency handle a 5% appropriation reduction in FY'16?

A 5% appropriation reduction would result in the reduction of all contract personnel used to process payments and returns. This would require the use of approximately 120 FTE from other divisions to open and process incoming returns. Significant losses of state and local revenues would occur as a result. With compliance staff each collecting over \$300,000 per year in additional state revenues, the loss in revenues would exceed the budget cuts to the agency.

| Is the agency seeking any fee increases for FY'16? |  |           |  |  |  |
|--|--|-----------|--|--|--|
| No   |  | \$ Amount |  |  |  |
| Increase 1   |  | \$0       |  |  |  |
| Increase 2   |  | \$0       |  |  |  |
| Increase 3   |  | \$0       |  |  |  |

| What are the agency's top 2-3 capital or technology (one-time) requests, if applicable? |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|
| N/A   |  |  |  |  |  |  |  |
|   |  |  |  |  |  |  |  |

#### **Federal Government Impact**

# 1.) How much federal money received by the agency is tied to a mandate by the Federal Government?

No Federal funds are received by the agency. The agency is totally funded from state appropriations and fees associated with tax administration.

- 2.) Are any of those funds inadequate to pay for the federal mandate?
- 3.) What would the consequences be of ending all of the federal funded programs for your agency?
- 4.) How will your agency be affected by federal budget cuts in the coming fiscal year?
- 5.) Has the agency requested any additional federal earmarks or increases?

#### **Division and Program Descriptions**

#### **Central Processing**

This activity includes the receipt and processing of all tax documents and remittances. 3 million payments totaling \$11.2 billion are prepared for deposit with the State Treasurer and 1.7 million returns are processed annually.

# **Taxpayer Services**

This program includes the registration and licensing of business taxpayers, maintenance of taxpayer's accounts, including problem resolution, business refunds, processing, communication and taxpayer education.

# **Motor Vehicle**

This program includes the issuance of title and registration information for vehicles, boats and motors, truck registration and prorations and the administration of motor fuel tax laws.

#### Compliance

This program's primary functions are the collection of delinquent taxes and performing audits of the various tax types, including business and individual taxpayers. The program generates revenues for the state and assists in enhancing the compliance rate of taxpayers. Activities also include delinquency hearings, filing of liens and establishment of payout plans.

### Legal Services

This program provides legal services to the various divisions in the administration and collection of tax revenues. Activities include: litigation protests, collections, bankruptcy, statutory/legislative reviews, and the promulgation of rules.

# Ad Valorem Programs

Program activity includes the monitoring of locally assessed property and the valuation of centrally assessed property in Oklahoma for ad valorem taxation purposes. Ad Valorem exemptions are also audited and reviewed.

# Tax Policy and Research

This division is a centralized unit responsible for the development and review of tax policy and procedures, research, legal and administrative decisions and legislation. Revenue estimates are also provided for certification.

# Headquarters/Administration

This activity includes the Commissioners, administrative staff, law judges, the Executive Director's office and internal audit.

# **Support and Management Services**

This activity includes the Agency's accounting functions, personnel functions, employee training, printing, inventory management, mail out and computer services. Apportionment of revenues to state and local entities is a primary function.

|                        | FY'16 Budgeted FTE |            |              |              |                 |                 |
|------------------------|--------------------|------------|--------------|--------------|-----------------|-----------------|
|                        | Supervisors        | Classified | Unclassified | \$0 - \$35 K | \$35 K - \$70 K | \$70 K - \$\$\$ |
| Headquarters           | 0                  | 2          | 14           | 0            | 9               | 7               |
| Administration         | 4                  | 0          | 8            | 0            | 5               | 3               |
| Taxpayer Assistance    | 9                  | 74         | 10           | 61           | 21              | 2               |
| Communications         | 2                  | 2          | 9            | 1            | 9               | 1               |
| Account Maintenance    | 10                 | 53         | 10           | 45           | 16              | 2               |
| Ad Valorem             | 7                  | 22         | 8            | 9            | 19              | 2               |
| Central Processing     | 11                 | 46         | 10           | 45           | 9               | 2               |
| Tax Policy             | 3                  | 1          | 14           | 0            | 11              | 4               |
| Management Services    | 7                  | 21         | 15           | 16           | 17              | 3               |
| Human Resources        | 1                  | 1          | 6            | 0            | 6               | 1               |
| Information Technology | 9                  | 1          | 42           | 0            | 40              | 3               |
| Legal                  | 7                  | 15         | 22           | 13           | 19              | 5               |
| Compliance             | 32                 | 203        | 40           | 146          | 91              | 6               |
| Motor Vehicle          | 16                 | 74         | 7            | 54           | 25              | 2               |
|                        |                    |            |              | ]            |                 |                 |
| Total                  | 118                | 515        | 215          | 390          | 297             | 43              |

| FTE History            |               |      |      |      |      |  |
|------------------------|---------------|------|------|------|------|--|
|                        | 2015 Budgeted | 2014 | 2010 | 2009 | 2004 |  |
| Headquarters           | 16            | 16   | 17   | 17   | 17   |  |
| Administration         | 9             | 8    | 9    | 10   | 7    |  |
| Taxpayer Assistance    | 86            | 83   | 91   | 99   | 106  |  |
| Communications         | 10            | 10   | 11   | 11   | 9    |  |
| Account Maintenance    | 65            | 65   | 74   | 81   | 53   |  |
| Ad Valorem             | 29            | 30   | 34   | 34   | 30   |  |
| Central Processing     | 62            | 37   | 59   | 61   | 71   |  |
| Tax Policy             | 15            | 14   | 13   | 14   | 15   |  |
| Management Services    | 40            | 37   | 38   | 40   | 42   |  |
| Human Resources        | 6             | 7    | 9    | 11   | 10   |  |
| Information Technology | 42            | 64   | 102  | 107  | 104  |  |
| Legal                  | 34            | 34   | 28   | 32   | 33   |  |
| Compliance             | 248           | 241  | 259  | 281  | 295  |  |
| Motor Vehicle          | 80            | 80   | 92   | 99   | 145  |  |
| Total                  | 742           | 725  | 836  | 897  | 937  |  |

| Performance Measure Review               |           |           |         |         |            |
|--|-----------|-----------|---------|---------|------------|
|  | FY'13     | FY'12     | FY'11   | FY'10   | FY'09      |
| Central Processing                       |           |           |         |         |            |
| Avg. Days Process Non-Peak Refund        | 2         | 4         | 2       | 3       | $\epsilon$ |
| Avg. Days Process Non-Peak, Suspend      | 43        | 48        | 37      | 38      | 32         |
| Avg. Days for Peak Refund Processed      | 4         | 9         | 8       | 13      | 22         |
| Avg. Days for Peak Suspended Process     | 39        | 34        | 49      | 53      | 49         |
| Taxpayer Services                        |           |           |         |         |            |
| Internet Filing Participants             | 438,790   | 401,298   | 368,826 | 335,148 | 309,949    |
| Electronic Filing Participants           | 996,224   | 865,261   | 825,122 | 749,067 | 735,168    |
| Direct Deposits Participants             | 1,123,985 | 1,012,932 | 622,788 | 580,352 | 584,532    |
| % of Business E-Filing                   | 76.8%     | 62.7%     | N/A     | N/A     | N/A        |
| Compliance                               |           |           |         |         |            |
| Sales Tax Field Audits                   | 716       | 576       | 556     | 353     | 334        |
| Withholding Tax Field Audits             | 140       | 212       | 365     | 362     | 399        |
| Motor Vehicles                           |           |           |         |         |            |
| Additional & Delinquent Fees             | 75,584    | 78,639    | 76,068  | 88,343  | 89,013     |
| Total Registration Processed (in million | 3.9       | 2.9       | 2.9     | 2.8     | 2.9        |
| Vehicle Title Transactions (in millions) | 1.5       | 1.5       | 1.3     | 1.3     | 1.33       |

|  | Revolving Funds (200 Series Funds) |                            |                  |
|--|------------------------------------|----------------------------|------------------|
|  | FY'12-14 Avg. Revenues             | FY'12-14 Avg. Expenditures | June '14 Balance |
| Fund 200-Oklahoma Tax Commission Rev Fund Provides resources for general operations of the agency. | \$23,962,853                       | \$20,644,637               | \$2,627,651      |
| the agency.  |                                    |                            |                  |
| Fund 210-OTC & OMES Joint Computer Enhance   | ement                              |                            |                  |
| Joint effort between the Tax Commission and  | \$25,815,536                       | \$27,905,231               | \$10,436,332     |
| OMES for the acquisition of and Integrated Tax   | . , ,                              |                            | , , ,            |
| System.  |                                    |                            |                  |
| Fund 215-Okla Tax Comm Reimbursement Fund  |                                    |                            |                  |
| Funds received by the OTC for data processing  | \$10,968,203                       | \$9,300,614                | \$509,147        |
| services or equip rental and any misc funds  |                                    |                            |                  |
| received by the Commission   |                                    |                            |                  |
| Fund 220-License Plate Special Program   |                                    |                            |                  |
| Provides financial assistance to a state agency  | \$4,860                            | \$4,933                    | \$880            |
| chosen by the applicant for a special license plate.   |                                    |                            |                  |
| Fund 230-Used Tire Recycling Indemn Fund   |                                    |                            |                  |
| Funds the provisions of the Okla Used Tire   | \$8,877,558                        | \$7,197,599                | \$5,085,047      |
| Recycling Act.   |                                    |                            |                  |
| Fund 250-Ok Film Enhancement Fund  |                                    |                            |                  |
| Provides a rebate of a percentage of documented  | \$4,593,686                        | \$4,170,740                | \$1,268,838      |
| expenditures made in OK directly attributable to the   |                                    |                            |                  |
| production of a film, tv production or tv commercial   |                                    |                            |                  |
| Fund 285-Ad Valorem Reimbursement Fund   |                                    |                            |                  |
| Reimburses counties for loss of revenue due to   | \$33,314,265                       | \$48,654,590               | \$0              |
| exemptions of ad valorem taxes for new or expanded   |                                    |                            |                  |
| manufacturing or R&D facilities  |                                    |                            |                  |