

Performance Measures  
August 2005

| Processing<br>(TSRD)                                    | July-05                         |                    | August-05      |                                 | Performance<br>Trend |                |   |
|---|---------------------------------|--------------------|----------------|---------------------------------|----------------------|----------------|---|
|   | Inventory                       | Average Age        | Inventory      | Average Age                     |                      |                |   |
| <b>Protests</b>   |                                 |                    |                |                                 |                      |                |   |
| Personal Income Tax                                     | 21,578                          | 62 Days            | 23,797         | 27 Days                         | ↑                    |                |   |
| Corporation Tax   | 2,610                           | 19 Days            | 2,038          | 15 Days                         | ↑                    |                |   |
| Sales Tax   | 7,301                           | 28 Days            | 6,717          | 17 Days                         | ↑                    |                |   |
| Withholding Tax   | 7,419                           | 68 Days            | 6,447          | 47 Days                         | ↑                    |                |   |
| <b>Exceptions</b>                                       |                                 |                    |                |                                 |                      |                |   |
| Personal Income Tax                                     | 25,639                          | 49 Days            | 9,156          | 30 Days                         | ↑                    |                |   |
| Corporation Tax   | 4,448                           | N/A                | 3,552          | N/A                             | N/A                  |                |   |
| Sales Tax   | 15,216                          | 32 Days            | 5,837          | 22 Days                         | ↑                    |                |   |
| Withholding Tax   | 13,038                          | N/A                | 24,568         | N/A                             | N/A                  |                |   |
| <b>Taxpayer Inquiries</b>                               | August-04                       |                    |                | August-05                       |                      |                | Effects on<br>Service Level<br>– Avg. #<br>Attempts |
|   | # of Callers                    | Avg. # of Attempts | Avg. Wait Time | # of Callers                    | Avg. # of Attempts   | Avg. Wait Time |   |
| Personal Income Tax Inquiries                           | 43,381                          | 1.06               | 0:34           | 46,139                          | 1.05                 | 0:55           | ↑   |
| Business Tax General Inquiries                          | 24,903                          | 1.04               | 0:40           | 36,548                          | 1.04                 | 0:48           | ↔   |
| <b>Registrations Timely Issued</b>                      | August-04                       |                    |                | August-05                       |                      |                | Effects on<br>Service Level                         |
|   | Volume                          | Service Level      |                | Volume                          | Service Level        |                |   |
|   | 6,256                           | 98%                |                | 7,384                           | 100%                 |                | ↑   |
| <b>PIT Returns Processed<br/>w/o Staff Intervention</b> | January 1, 2004-August 31, 2004 |                    |                | January 1, 2005-August 31, 2005 |                      |                | Effects on<br>Service Level                         |
|   | Volume                          | Service Level      |                | Volume                          | Service Level        |                |   |
| Paper   | 6,465,520                       | 94.3%              |                | 6,235,970                       | 96.5%                |                | ↑   |
| e-file  | 2,483,540                       | 96.4%              |                | 3,077,750                       | 99.1%                |                | ↑   |

| Collections (TCD)   | April 1, 2004- August 31, 2004 | April 1, 2005-August 31, 2005 | Performance<br>Trend |
|---|--------------------------------|-------------------------------|----------------------|
| <b>Tax Collections</b>  |                                |                               |                      |
| # of Contacts <u>1/</u>   | 434,502                        | 651,578                       | ↑                    |
| # of Warrants Filed   | 90,635                         | 102,638                       | ↑                    |
| # of Other Enforcement Action <u>2/</u>   | 89,952                         | 104,434                       | ↑                    |
| Total Collections   | \$518,916,407                  | \$491,124,975                 | ↓                    |
| <b>Child Support Collections</b>  |                                |                               |                      |
| # of Contacts <u>1/</u>   | 18,033                         | 20,302                        | ↑                    |
| # of Warrants Filed   | 35,497                         | 33,588                        | ↓                    |
| # of Other Enforcement Action <u>2/</u>   | 26,610                         | 24,967                        | ↓                    |
| Total Collections   | \$25,628,737                   | \$23,667,453                  | ↓                    |
| <u>1/</u> Phone contacts (incoming and outgoing in the TCD Call Center) + public counter and phone contacts (incoming and outgoing) in TCD District Offices sections. |                                |                               |                      |
| <u>2/</u> Levies served + income executions issued + business seizures conducted.   |                                |                               |                      |

Performance Measures  
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| <b>Audit</b>                      | <b>April 1, 2004-August 31, 2004</b> | <b>April 1, 2005-August 31, 2005</b> | <b>Performance Trend</b> |
|-----------------------------------|--------------------------------------|--------------------------------------|--------------------------|
| <b><i>Desk Audit</i></b>          |                                      |                                      |                          |
| Desk Reviews Completed            | 216,947                              | 207,615                              | ↓                        |
| Audit Revenue Collected           | \$176,360,000                        | \$158,016,000                        | ↓                        |
| Revenue Collected per Case        | \$813                                | \$761                                | ↓                        |
| <b><i>Field Audit</i></b>         |                                      |                                      |                          |
| <b><i>Corporation Tax</i></b>     |                                      |                                      |                          |
| Audits Completed                  | 1,128                                | 1,148                                | ↑                        |
| Audits Revenue Collected          | \$445,304,000                        | \$672,344,000                        | ↑                        |
| Revenue Collected per Case        | \$394,773                            | \$585,666                            | ↑                        |
| <b><i>Income Tax</i></b>          |                                      |                                      |                          |
| Audits Completed                  | 2,056                                | 1,747                                | ↓                        |
| Audit Revenue Collected           | \$84,753,000                         | \$75,859,000                         | ↓                        |
| Revenue Collected per Case        | \$41,222                             | \$43,422                             | ↑                        |
| <b><i>Sales Tax</i></b>           |                                      |                                      |                          |
| Audits Completed                  | 3,549                                | 3,078                                | ↓                        |
| Audit Revenue Collected           | \$225,623,000                        | \$236,455,000                        | ↑                        |
| Revenue Collected per Case        | \$63,574                             | \$76,821                             | ↑                        |
| <b><i>TTTB Tax</i></b>            |                                      |                                      |                          |
| Audits Completed                  | 430                                  | 346                                  | ↓                        |
| Audit Revenue Collected           | \$27,415,000                         | \$21,372,000                         | ↓                        |
| Revenue Collected per Case        | \$63,756                             | \$61,769                             | ↓                        |
| <b>Total Audits Completed</b>     | 224,110                              | 213,934                              | ↓                        |
| <b>Total Revenue</b>              | \$959,455,000                        | \$1,164,046,000                      | ↑                        |
| <b>Revenue Collected per Case</b> | \$4,281                              | \$5,441                              | ↑                        |