

Performance Measures
June 2005

| Processing (TSRD) | May-05 | | June-05 | | Performance Trend | | |
|---|---------------------------------------|-------------------------------|-------------------------------|--------------------------------------|-------------------------------|---|-------------------------------|
| | Inventory | Average Age | Inventory | Average Age | | | |
| Protests | | | | | | | |
| Personal Income Tax | 12,183 | 71 days | 17,920 | 61 Days | ↑ | | |
| Corporation Tax | 2,728 | 17 days | 2,365 | 15 Days | ↑ | | |
| Sales Tax | 9,670 | 49 days | 9,056 | 30 Days | ↑ | | |
| Withholding Tax | 7,169 | 64 days | 8,411 | 61 Days | ↑ | | |
| Exceptions | | | | | | | |
| Personal Income Tax | 51,735 | 42 days | 48,083 | 58 Days | ↓ | | |
| Corporation Tax | 18,939 | N/A | 11,625 | N/A | N/A | | |
| Sales Tax | 19,605 | 46 days | 19,554 | 49 Days | ↓ | | |
| Withholding Tax | 23,854 | N/A | 16,962 | N/A | N/A | | |
| Taxpayer Inquiries | June-04 | | | June-05 | | Effects on Service Level – Avg. # Attempts | |
| | # of Callers | Avg. # of Attempts | Avg. Wait Time | # of Callers | Avg. # of Attempts | | Avg. Wait Time |
| Personal Income Tax Inquiries | 87,059 | 1.08 | 1:36 | 69,349 | 1.06 | :41 | ↑ |
| Business Tax General Inquiries | 45,335 | 1.04 | 1:24 | 44,484 | 1.04 | 1:09 | ↔ |
| Registrations Timely Issued | June-04 | | | June-05 | | Effects on Service Level | |
| | Volume | Service Level | | Volume | Service Level | | |
| | 8,047 | 100% | | 8,645 | 100% | | ↔ |
| PIT Returns Processed w/o Staff Intervention | January 1, 2004- June 30, 2004 | | | January 1, 2005-June 30, 2005 | | Effects on Service Level | |
| | Volume | Service Level | | Volume | Service Level | | |
| Paper | 6,648,252 | 94.4% | | 5,938,338 | 96.8% | | ↑ |
| e-file | 2,472,472 | 96.4% | | 3,048,410 | 99.2% | | ↑ |

| Collections (TCD) | April 1, 2004-June 30, 2004 | April 1, 2005-June 30, 2005 | Performance Trend |
|--|-----------------------------|-----------------------------|----------------------|
| Tax Collections | | | |
| # of Contacts <u>1/</u> | 230,987 | 394,677 | ↑ |
| # of Warrants Filed | 62,816 | 68,784 | ↑ |
| # of Other Enforcement Action <u>2/</u> | 60,520 | 57,475 | ↓ |
| Total Collections | \$314,413,628 | \$285,367,000 | ↓ |
| Child Support Collections | | | |
| # of Contacts <u>1/</u> | 11,054 | 11,823 | ↑ |
| # of Warrants Filed | 21,830 | 22,509 | ↑ |
| # of Other Enforcement Action <u>2/</u> | 18,563 | 13,729 | ↓ |
| Total Collections | \$14,785,437 | \$13,696,559 | ↓ |
| <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
June 2005

| Audit | April 1, 2004-June 30, 2004 | April 1, 2005-June 30, 2005 | Performance Trend |
|-----------------------------------|------------------------------------|------------------------------------|--------------------------|
| <i>Desk Audit</i> | | | |
| Desk Reviews Completed | 135,608 | 144,712 | ↑ |
| Audit Revenue Collected | \$82,716,000 | \$114,319,000 | ↑ |
| Revenue Collected per Case | \$610 | \$790 | ↑ |
| <i>Field Audit</i> | | | |
| <i>Corporation Tax</i> | | | |
| Audits Completed | 702 | 682 | ↓ |
| Audits Revenue Collected | \$340,696,000 | \$523,149,000 | ↑ |
| Revenue Collected per Case | \$485,322 | \$767,081 | ↑ |
| <i>Income Tax</i> | | | |
| Audits Completed | 1,244 | 1,089 | ↓ |
| Audit Revenue Collected | \$56,111,000 | \$47,795,000 | ↓ |
| Revenue Collected per Case | \$45,105 | \$43,889 | ↓ |
| <i>Sales Tax</i> | | | |
| Audits Completed | 2,204 | 1,954 | ↓ |
| Audit Revenue Collected | \$156,771,000 | \$161,016,000 | ↑ |
| Revenue Collected per Case | \$71,130 | \$82,403 | ↑ |
| <i>TTTB Tax</i> | | | |
| Audits Completed | 234 | 193 | ↓ |
| Audit Revenue Collected | \$19,789,000 | \$14,498,000 | ↓ |
| Revenue Collected per Case | \$84,568 | \$75,119 | ↓ |
| Total Audits Completed | 139,992 | 148,630 | ↑ |
| Total Revenue | \$656,083,000 | \$860,777,000 | ↑ |
| Revenue Collected per Case | \$4,687 | \$5,791 | ↑ |