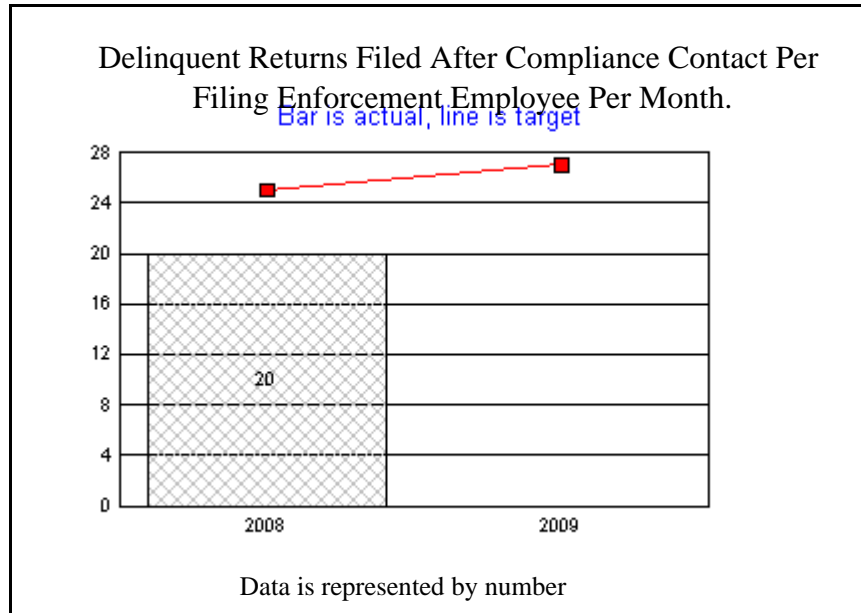


KPM #7	Delinquent Returns Filed After Compliance Contact Per Filing Enforcement Employee Per Month.	2001
Goal	Tax Administration: Provide excellent service, helping taxpayers meet their commitments with education, assistance and compliance.	
Oregon Context	This goal links to the department’s mission and Oregon benchmark 33.	
Data Source	Cost Allocation System (CAS) and Filing Enforcement Monthly Reports, based on productivity per position	
Owner	Marvin Rhodes, Personal Tax and Compliance Division Administrator	



1. OUR STRATEGY

Our strategy is to identify non-filing taxpayers and encourage them to file their own returns. If taxpayers voluntarily comply by filing their own returns, we believe there is a higher likelihood of their future tax compliance.

2. ABOUT THE TARGETS

The department is emphasizing voluntary filing of tax returns by taxpayers. As that effort increases, we will produce fewer assessments of tax due (as measured in KPM#5) and will encourage taxpayers to file after compliance contact with the department. Higher is better.

3. HOW WE ARE DOING

The 2008 target was 25; actual performance for 2008 was 20. The number is low because of the learning curve in implementing the NETS system, staff being used for high priority special projects, and difficulty in keeping positions filled.

4. HOW WE COMPARE

Comparable data is not available.

5. FACTORS AFFECTING RESULTS

The department has provided training for employees, emphasizing the need to contact taxpayers quickly and work toward voluntary compliance.

6. WHAT NEEDS TO BE DONE

The department recently developed an automated application that will help staff provide more accurate and complete information to assist taxpayers in completing their returns and help with the focus on voluntarily filed returns.

7. ABOUT THE DATA

The reporting cycle is Oregon fiscal year.