



*Presentation to the
Performance-Based Budget Board*

PBB Agency Highlights

Department of Revenue (DOR)

January 10, 2023

 Independent Fiscal Office

Department of Revenue (DOR)

DOR Actual Spend and FTEs (FY 21-22)

Activities	Expenditures		FTEs	
	Amount	Share	Number	Share
Lottery	\$668.5	55%	259	16%
PTRR	230.1	19	90	6
Tax Administration	192.3	16	478	29
Enforcement	73.9	6	690	42
Administration	<u>45.1</u>	<u>4</u>	<u>111</u>	<u>7</u>
Total	1,210.0	100	1,628	100

Note: Includes all expenditures in \$ millions. PTRR is property tax and rent rebate.

DOR General Fund Appropriations (FY 22-23)

Appropriations	Tax Admin.	Enforce-ment	Lottery	PTRR	Admin.	Total
General Government Operations	\$46.2	\$42.1	--	--	\$54.6	\$143.0
Distribution of Public Utility Realty Tax	33.3	--	--	--	--	33.3
Commissions-Inheritance & RTT (EA)	15.8	--	--	--	--	15.8
Technology & Process Modernization	<u>4.8</u>	<u>--</u>	<u>--</u>	<u>--</u>	<u>--</u>	<u>4.8</u>
Total	100.1	42.1	--	--	54.6	196.8

Note: Amounts in \$ millions. RTT is Retail Transfer Taxes.

DOR Metric Highlights

From 2019 through 2022, DOR implemented Pennsylvania Tax Hub (PATH)

- Integrates all taxes in a single tax system
- Objectives: Increased system functionality and efficiencies; reduced error rates
- Ability to file Property Tax and Rent Rebate (PTRR) claims electronically began for claim year 2020 (estimated 17% electronic filing in claim year 2021)

Customer Experience Center (CEC) is primary call center

- Avg. CEC call wait time was 13 minutes in FY 21-22
- CEC call accept rate (% calls not dropped) was 67% in FY 21-22
- Overall positive customer experience rating was 84% in FY 21-22 | includes call center, online, website, etc.

DOR Metric Highlights (Continued)

Lottery benefits older Pennsylvanians

- Goal = maximize net profits | \$1.2b in FY 21-22
- By statute, Lottery also intercepts winnings to collect fines and restitution, delinquent DOR taxes and back child support payments | \$1.1m in FY 21-22

PTRR program provides tax and rent rebates to lower-income, older residents or residents age 18+ with disabilities

- \$213 million for claim year 2020 (distributed in 2021)
- \$351 million estimated for claim year 2021 (includes \$140 million from federal ARPA dollars)