

Comptroller of Maryland

MISSION

The Comptroller of Maryland provides executive leadership for Maryland's financial management services. The Comptroller is accountable for the fair and efficient collection of taxes, regulation of businesses, accurate forecasting and accounting of revenues and expenses, and the provision of technological services to State agencies.

VISION

The Comptroller of Maryland will achieve a favorable national reputation for fiscal management of the State by providing superior tax, regulatory, and technological services that promote the prosperity of the people and businesses of Maryland.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. Provide efficient, timely, and friendly service to Maryland taxpayers.

Obj. 1.1 Ensure that tax returns are processed promptly.

Obj. 1.2 Ensure that all taxpayer correspondence, emails, and phone calls receive a prompt response.

Obj. 1.3 Promptly authorize and process payments to vendors and State agencies while minimizing cost to taxpayers.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Percent of electronic returns filed during tax season that are processed within 4 days	95.5%	95.6%	99.7%	100.0%	91.0%	95.0%	95.0%
Percent of paper returns filed during tax season that are processed within 22 days	100%	100%	100%	100%	74%	95%	95%
Percent of paper correspondence that is responded to within 8 business days	70.7%	69.7%	93.5%	93.0%	95.0%	95.0%	95.0%
Percent of email transmission responded to within 2 business days	100%	100%	100%	100%	100%	100%	100%
Average number of seconds taxpayers are in hold queue before calls	126	108	120	183	218	220	220
Percent of payment requests processed within five days	99.9%	92.0%	82.0%	86.0%	90.0%	90.0%	90.0%
Total rebates received from State agencies using corporate charge cards (millions)	3.899	4.135	4.054	5.617	5.621	5.627	5.632

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Goal 2. Ensure taxpayer fairness through aggressive, equitable and compassionate enforcement of tax laws.

- Obj. 2.1 Maximize collection of delinquent taxes.
- Obj. 2.2 Encourage voluntary compliance and identify non-compliant taxpayers.
- Obj. 2.3 Identify unclaimed property and present it to the rightful owners.
- Obj. 2.4 Ensure compliance with cigarette, alcohol, and motor fuel laws through strict enforcement.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Dollars collected on unpaid income tax cases	264,231,066	308,021,554	300,729,047	320,139,024	337,662,727	363,000,000	363,000,000
Dollars collected on delinquent business tax cases	243,359,787	305,153,375	251,952,131	268,955,103	265,734,541	270,000,000	270,000,000
Dollars collected using the Data Warehouse and the Integrated Tax System	54,971,915	57,977,477	48,238,842	53,299,789	55,120,156	56,000,000	57,000,000
Number of businesses tax audits and investigations	1,474	1,514	1,283	1,153	1,102	1,200	1,300
Percent of business tax accounts audited or investigated	0.33%	0.35%	0.29%	0.26%	0.24%	0.25%	0.26%
Dollars of unclaimed property reported (millions)	132.9	126.7	159.9	150.4	175.8	165	165
Dollars of unclaimed property paid to its rightful owner (millions)	43.7	54.3	56.5	62	65.5	60	60
Percent of inspections to licensed cigarette retailers	53%	55%	55%	65%	54%	51%	50%
Percent of inspections to licensed alcohol retailers	34%	27%	23%	28%	27%	26%	25%
Percentage of motor fuel service stations sampled	91%	90%	100%	100%	81%	85%	85%
Percent of delinquent licenses compared to total licenses administered	6%	6%	6%	10%	9%	9%	9%

Goal 3. Provide mainframe services and technology management to support the Comptroller's Office and its customer agencies.

- Obj. 3.1 Ensure State agencies have reliable, timely access to the Annapolis Data Center mainframe services virtually 100 percent of the time.
- Obj. 3.2 Utilize new technologies, techniques, and products to improve efficiency and customer service at the Comptroller's Office.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Percent of hours the mainframe system was available	99.4%	99.9%	99.4%	99.7%	99.8%	98.0%	98.0%
Percent of transactions that process in three seconds or less	100.0%	99.9%	99.9%	100.0%	99.3%	98.0%	98.0%
Tax forms downloaded (millions)	8.37	5.56	13.29	13.82	20.15	20.5	20.5
Unclaimed property searches (millions)	2.65	2.58	0.8	1.68	0.73	0.7	0.7
Internet tax filings (millions)	0.93	1.24	1.32	1.46	1.52	1.6	1.7
Percent of surveyed customers who were satisfied or very satisfied with web based services	65.0%	65.0%	56.6%	79.6%	89.2%	90.0%	90.0%