



**Presentation for the Administration and
Regulation Budget Subcommittee**

February 13, 2023
Kraig Paulsen, Director

About the Department

Mission

To serve Iowans and support State Government by collecting all taxes required by law, but no more.

Vision

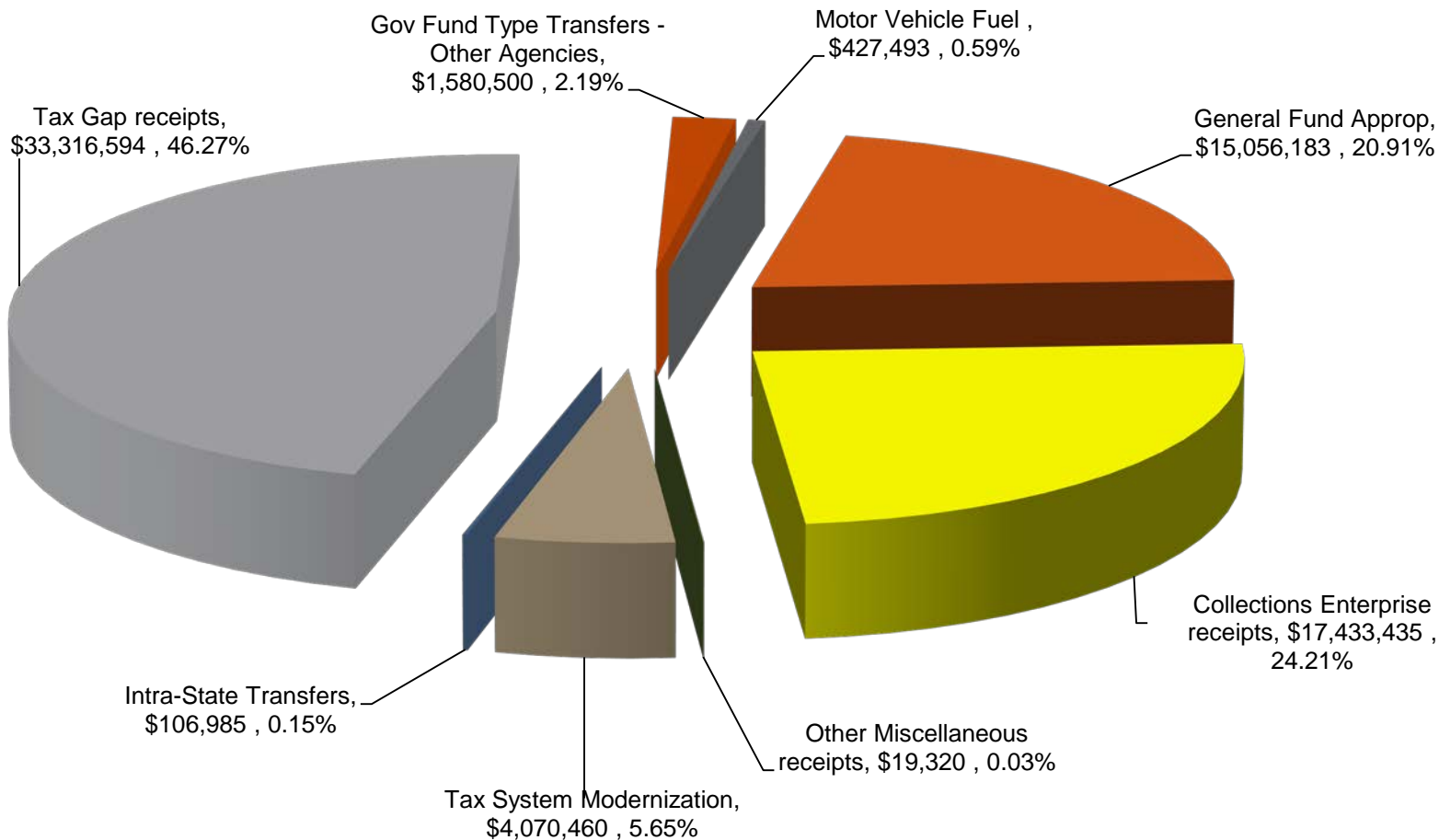
Iowa will be a state where it is easy to understand and comply with tax obligations for all Iowa tax filers.

FY24 Department of Revenue Goals

- Successful alignment of ABD/ILOT/IDR into one highly efficient department
- Continued successful deployment of IMPACT-incorporating individual income tax into system
- Maintain high customer service rates for all interactions with lowans and Iowa employers

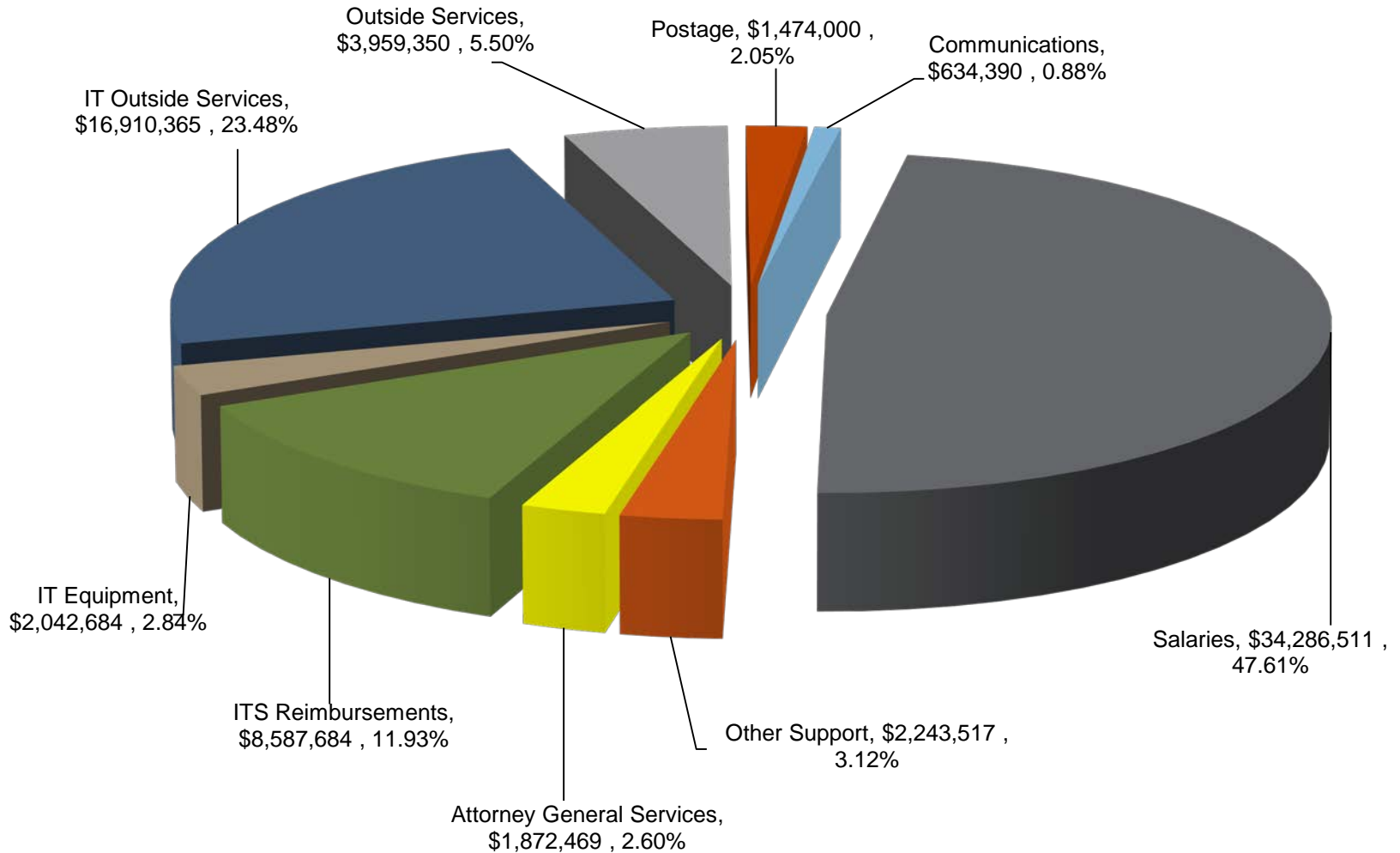
FY 2024 Revenue Sources

Total Revenue: \$72 M



FY 2024 Expenses

Total Expenses: \$72 M



IDR Call Center Stats

Year: 2022												
Week Start Date	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Total Calls Offered	38,396	35,416	32,011	38,070	21,262	16,875	21,680	18,905	12,751	16,102	12,600	12,621
Average Wait Time	25:30	23:03	14:42	30:54	7:17	6:32	16:48	10:52	5:26	10:33	5:11	3:26
Abandoned %	49%	44%	31%	53%	36%	17%	34%	24%	13%	23%	12%	10%
Average Call Time	7:10	7:08	7:05	7:56	7:01	7:06	6:59	7:04	6:17	6:35	7:20	7:26

Year: 2021												
Week Start Date	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Total Calls Offered	18,551	20,021	25,955	20,496	14,931	16,478	15,685	13,120	12,948	12,928	11,950	13,635
Average Wait Time	0:56	0:47	0:46	0:57	1:20	1:56	2:15	0:58	1:52	1:36	1:05	3:13
Abandoned %	3%	2%	2%	3%	4%	6%	7%	3%	6%	5%	3%	9%
Average Call Time	4:33	3:50	4:14	4:19	4:14	4:34	5:01	4:49	5:04	5:13	5:22	6:28

Year: 2020												
Week Start Date	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Total Calls Offered	22,572	20,193	22,220	16,912	10,728	10,543	12,858	10,257	12,192	11,133	10,733	11,722
Average Wait Time	1:04	0:50	1:29	0:42	1:20	0:31	0:58	0:44	0:35	0:27	0:29	0:26
Abandoned %	7%	5%	7%	3%	2%	3%	4%	4%	3%	2%	2%	2%
Average Call Time	5:13	4:17	4:14	4:50	4:14	4:34	5:07	5:50	5:23	5:35	4:29	4:20

IDR Processing and Refund Data

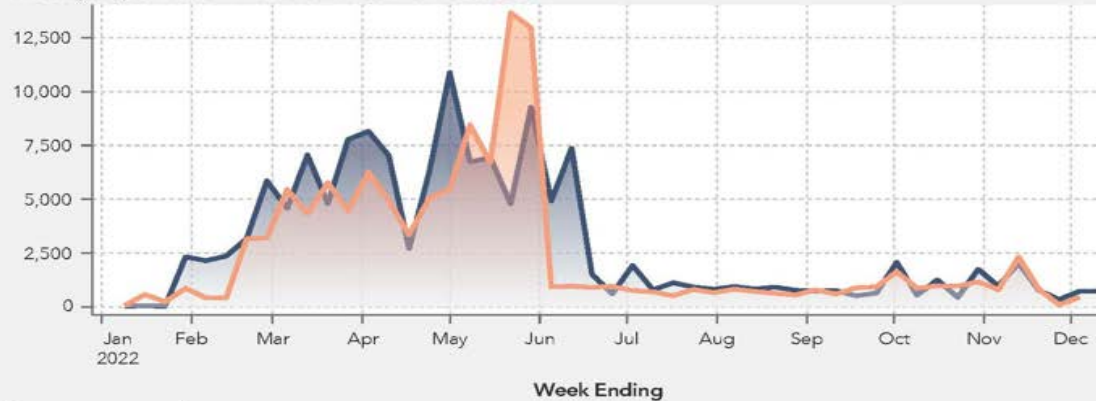
Individual Income Tax Return Processing as of 12/05/2022

Weekly Electronic Return Volume - Returns Processed



Processing Year
 ■ 2021 ■ 2022

Weekly Paper Return Volume - Returns Processed



Processing Year
 ■ 2021 ■ 2022

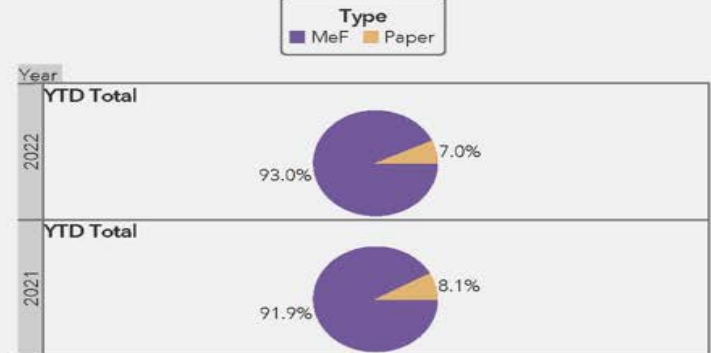
Average Days to Process Refunds: 27.8

Year-to-Date Processing Totals - Returns Processed

Year ▲	2021		2022	
Type ▲	YTD Total	Percent Change*	YTD Total	Percent Change*
MeF	1,589,424	1.97%	1,589,070	-0.02%
Paper Keyed	85,449	-10.71%	76,505	-10.47%
Paper with 2D Barcode	54,596	-15.64%	42,601	-21.97%
Total	1,729,469	0.60%	1,708,176	-1.23%

* Change in Volume from Previous Processing Year

E-File Percentage





Agencies Utilizing GovConnectIowa



- Iowa Department of Revenue
- Iowa Alcoholic Beverages Division
- Iowa Department of Inspections and Appeals
- Iowa Economic Development Authority
- Iowa Finance Authority
- Iowa Lottery Authority
- Iowa Utilities Board

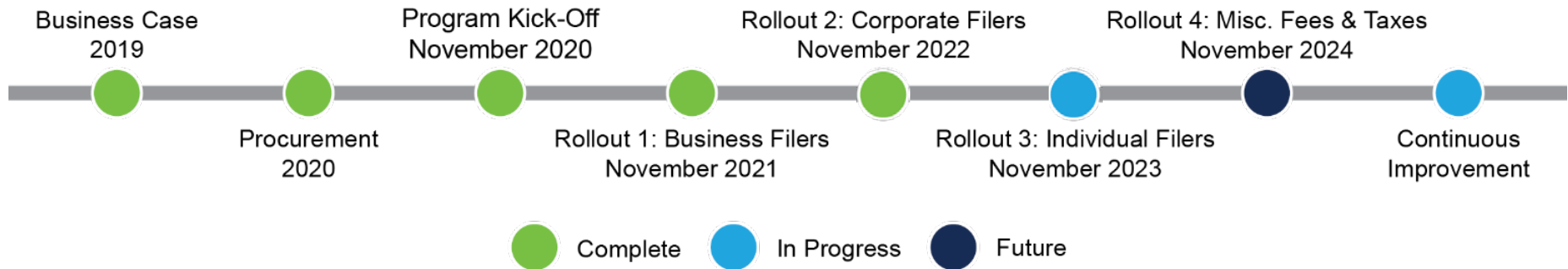
Tax Modernization

- Launched: November 15, 2021
- Name:  **IMPACT**
- Internal Active Users: 451 users from seven State of Iowa agencies
- Online Portal:  **GovConnectIowa**
- Customer Logons: 123,105 connected to 145,191 tax accounts
- New business registrations: 22,612
- Total Submissions: 2,759,853
 - Returns: 989,290 (Note: Some returns contain payments)
 - Payments: 840,752
 - Amount: \$9,471,588,405

Department Facts

- Process \$13.5 billion into various funds for state and local government operations
- Average daily deposit-\$51,000,000
- Process approximately 2.7 million tax returns per year

Tax Modernization Timeline



Tax Modernization Rollout Schedule

Rollout	Scope	Dates
1	Business Filers: Withholding Tax, State Sales Tax, Use Tax, Hotel/Motel Tax, Local Option Sales Tax, Automobile Rental Tax, Water Service Excise Tax, E911 Fees, Fuel Tax	Complete
2	Corporate Filers: Corporate Income Tax (S-Corp, C-Corp and Partnership), Franchise Tax, Tax Credits, associated distributions	Complete
3	Individual Filers: Individual Income Tax	Nov 2022 - Nov 2023
4	Property Tax & Miscellaneous Taxes Potentially to include migration of Alcohol to Impact as the system of record	Nov 2023 - Nov 2024

Iowa Department of
REVENUE

Thank You