

Department of Revenue Services



At a Glance

KEVIN B. SULLIVAN, Commissioner

Joseph W. Mooney, Deputy Commissioner

Established – 1901

Statutory authority – CGS Sec. 12-1

**Central office – 25 Sigourney Street,
Hartford, CT 06106-5032**

Internet address - <http://www.ct.gov/drs>

Number of authorized positions – 670

Recurring operating expenses – \$67,231,335

Organizational structure – Four bureaus: General Counsel, Administration, Operations and Compliance

Mission

The mission of the Department of Revenue Services (DRS) is to instill public confidence in the integrity and fairness of state tax collection; achieve the highest level of voluntary taxpayer compliance; continuously improve agency performance; contribute to the fiscal and economic well being of the state; and provide a positive and professional workplace.

Statutory Responsibility

The Department administers state taxes and collects state revenue while safeguarding and protecting Connecticut taxpayer rights and privacy. The agency provides information, education and taxpayer assistance. When necessary, DRS may initiate actions to collect unpaid taxes, other civil and criminal enforcement and litigation. The Department also provides research and advice concerning state tax policy related to state fiscal and economic policies.

Public Service

Taxpayer services and public service in general are key to the Department's mission and the work of its employees. For DRS, being taxpayer friendly means accurate, efficient, timely, and respectful customer service.

- Our Taxpayer Service Center (TSC) offers a user-friendly, secure, and free automated system to register for business taxes, make payments and file returns for the vast majority of tax types. Taxpayers may also use this website resource to maintain their accounts as well as view previous filing and payment history directly.
- The Taxpayer Services Call Center is a one-stop shop for taxpayer inquiries, handling over 385,000 calls in FY2012.
- Taxpayers and tax practitioners may subscribe to the latest state tax information through e-alerts, with over 15,000 subscribers to date.
- Automated telephone responses enabled more than 100,000 taxpayers to check of the status of refunds.
- Taxpayer Services staff respond to thousands of email inquiries both through general email and secure personal mailboxes while the agency overall handles a very high volume of written inquiries from taxpayers and tax practitioners.
- In January, 2012, the Department opened regional walk-in taxpayer assistance offices located in Bridgeport, Norwich and Waterbury and maintained its Hartford walk-in office – all serving nearly 8,000 taxpayers in FY 12.
- During FY12, more than 755,000 frequently-asked questions were viewed on the DRS website, which is available to the public 24-hours-a-day.
- The agency website (www.ct.gov/DRS) provides on line access to DRS information and services as well as useful links -- receiving 3,433,504 visits in FY12 (a 68% increase over the previous fiscal year).
- During FY12, DRS added social media to its public outreach through Twitter and Facebook.
- The Commissioner and agency staff regularly make public presentations of interest to taxpayers and tax practitioners.

Improvements/Achievements 2011-12

At DRS, recent improvements and achievements include:

- Responding to 401,778 taxpayer inquiries, processing 4.3 million tax filings, collecting \$15.7 billion in revenue, and issuing 1.2 million refunds totaling \$1.1 billion – including

implementation of Connecticut's new Earned Income Tax Credit to assist lower income working families.

- Strengthening taxpayer security and “zero tolerance” practices to protect confidentiality and punish unauthorized browsing of taxpayer records.
- Implementing a significant number of legislative tax changes and providing informational outreach to taxpayers and tax practitioners.
- Continuing LEAN initiatives to reduce tax delinquency through a cross-agency project team and focusing resources to close over 1,300 outstanding accounts worth in excess of \$100 million. .
- More widely using the agency's Voluntary Disclosure Program to encourage taxpayer compliance, resulting collection of over \$7 million.
- Expanding cooperative offset programs with the IRS, other states and other state agencies -- resulting in nearly \$29 million in collected overdue taxes.
- Stepping up anti-fraud and other criminal enforcement with 240 arrests and \$2.6 million in recoveries.
- Reducing expenses and improving performance through increased use of technology and online services, including expanding the Department's virtual (electronic, paperless) audit process.
- Receiving a record 76% level of business tax registrations electronically and 78% of personal income tax returns electronically, increasing business e-filing and eliminating paper publications and payments – significantly reducing costs and increasing total electronic payments to \$11.4 billion.
- Transferring nearly \$71.2 million in tax collections to the new Municipal Revenue Sharing Account and \$6.8 million to the new Regional Performance Incentive Account to help cities and towns.
- Increasing collaboration with other state agencies, including partnering with the Department of Economic and Community Develop to better link tax policy and economic policy.

Strategic Planning/Business Planning

DRS has become a significantly leaner and flatter state agency while enhancing performance through cross-agency project management and LEAN initiatives that advance the agency's responsibility to add public value. Two key initiatives were launched in FY2012:

- “Bright Ideas” is successfully encouraging agency employee to recommend specific ways to reduce costs, increase efficiency and be more taxpayer friendly. A wide variety of suggestions have been received and implemented all across the agency.
- “Our Vision, Our Future” marks the first comprehensive strategic business planning since 1999 and the resulting launch of a major agency reorganization and ongoing cross-agency strategic initiatives to make DRS more efficient, effective, taxpayer-focused and policy-driven.

Affirmative Action, Diversity and Equity

DRS strives for a diverse and equitable workplace where employees can grow professionally. The Department’s Diversity and Opportunity Committee (DOC), with employee representatives from all parts of the agency, continues to be a catalyst for opportunity and inclusion. In FY2012, the Department’s efforts were reviewed, approved and commended by the state Commission on Human Rights and Opportunities.