

Department of Revenue Services



At a Glance

KEVIN B. SULLIVAN, Commissioner

Joseph W. Mooney, Deputy Commissioner

Established – 1901

Statutory authority – C.G.S. 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 – \$63,665,034

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 244,178 calls in FY2013.
- Taxpayers and tax practitioners may subscribe to the latest state tax information through e-alerts, with over 15,053 subscribers to date.
- Automated telephone responses enabled more than 157,378 taxpayers to check of the status of refunds.
- Taxpayer Services staff responded 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.
- The department's regional walk-in taxpayer assistance offices located in Bridgeport, Norwich Waterbury and Hartford served nearly 12,223 taxpayers in FY 13.
- During FY13, more than 615,905 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 3,132,446 visits in FY13.
- Using social media for public outreach, the agency has 282 Twitter followers and 148 Facebook likes with an average weekly reach of 416 users.
- The Commissioner and agency staff regularly make public presentations of interest to taxpayers, civic and business organizations, and tax practitioners.

Improvements/Achievements 2012-2013

At DRS, recent improvements and achievements include:

- Concluding an agreement with Amazon.com and its affiliated businesses to provide on-line retail sales tax collection, invest at least \$50 million in a Connecticut fulfillment center and create at least 300 new jobs.
- Responding to 413,779 taxpayer inquiries, processing 3.8 million tax filings, collecting \$16.3 billion in revenue, and issuing 1.2 million refunds totaling \$1.2.
- 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.
- Implementing an innovative Accounts Receivable scoring program. The new program increased collections by 30% and assists early intervention with delinquent taxpayers.
- Collecting more than \$6 million through the agency’s Voluntary Disclosure.
- Closing 1,347 appeals valued at more than \$95 million.
- Continuing the cooperative offset programs with the IRS, other states, and other state agencies resulted in nearly \$11 million in collected overdue taxes.
- Introducing new anti-fraud measures prevented more than \$11.2 million in improper refunds from being issued and other criminal enforcement activity resulted in 205 arrests and more than \$ 1.5 million in recoveries.
- Receiving a 75% of business tax registrations electronically and 81% 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 \$11.8 billion.
- Transferring nearly \$97.1 million in tax collections to the Municipal Revenue Sharing Account and \$9.6 million to the new Regional Performance Incentive Account to help cities and towns.
- Using LEAN principles, department employees stripped-down and re-created the registration process reducing the time to register new taxpayers by more than a week.
- The Governor’s Business Tax Policy Review Task Force, a partnership between DRS and the Department of Economic and Community Develop, release its report with recommendations on ways to improve the state’s business and tax environment.

Strategic Planning/Business Planning

DRS continues to become a leaner and flatter state agency while enhancing performance through strategic projects, cross-agency project management and LEAN initiatives that advance the agency's responsibility to add public value. Some of the projects completed in FY2013 include:

- Expanding the Modernized e-File project to include Partnership and Corporation returns that can be electronically filed through the federal/state portal. This resulted in the electronic filing of 22,000 Partnership returns and 100 Corporation returns.
- Researching a new filing and payment processing system to take the place of the International Fuel Tax Agreement at the end of 2014. The project determined that joining a consortium would save the state \$600,000 by not purchasing an independent system and would still give the department access to state-of-the-art technology.
- Implementation of a training program to help employees better serve their customers and perform at the highest level of their ability. This supports the agency vision of creating a learning culture where learning and the sharing of knowledge is valued.
- Institutionalizing a process for soliciting, reviewing, and handing off Legislative suggestions.

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 FY2013, the Department's efforts were reviewed, approved and commended by the state Commission on Human Rights and Opportunities.