PERFORMANCE INDICATOR DOCUMENTATION

Program: Tax Collection

Activity: Taxpayer Assistance

Objective: Provide efficient delivery of information and quality service options for taxpayers to comply with state tax laws by increasing the number of taxpayer correspondence responded to within 30 days to 95% from 90% by June 30, 2022.

Indicator Name: Percentage of taxpayer correspondence responded to by the Collections Division and the Business Tax Enforcement Division within 30 days

Indicator LaPAS PI Code: 23676

1. Type and Level: What is the type of the indicator? Efficiency
What is the level at which the indicator will be reported? Key

2. Rationale, Relevance, Reliability: Why was this indicator chosen? ow is it a relevant and meaningful measure of performance for this objective? Is the performance measure reliable? How does it tell your performance story?
This indicator is a measure of the efficient delivery and customer service provided.
The measure is reliable.

3. Use: How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for outcome based budgeting purposes?
This indicator will be used to gauge the success of the agency and help determine if additional resources are required to ensure the agency is responding appropriately to the taxpayers of the state. By tracking this indicator, the program will indirectly increase voluntary compliance. This will be used for internal purposes but also may be impacted by budget reductions.

4. Clarity: Does the indicator name clearly identify what is being measured? Yes. Does the indicator name contain jargon, technical terms, acronyms or initializations, or unclear language? No. If so, clarify or define them.

5. Data Source, Collection and Reporting: What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (Monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)
The source of this information is a system database. This information is usually quoted and reported externally, if asked, on a fiscal year basis. The frequency and timing of the collection and reporting is consistent.

6. Calculation Methodology: How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?
The methodology is a standard calculation. The assigned date is divided by the closed date.

7. Scope: Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?) Aggregated.

8. Caveats: Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? No. Is the indicator a proxy or surrogate? Does the source of the data have a bias? No. Is there a caveat or qualifier about which data users and evaluators should be aware? No. If so, explain.

9. Accuracy, Maintenance, Support: Have the indicator and subsequent performance data been audited by the Office of the Legislative Auditor? Yes. If so, what was the result? No findings.
If not, what evidence is available to support the accuracy of the data? The GENTAX system reports, electronic or manual databases, worksheets and correspondence from the responsible person are evidence that the data is accurate.
How will the reported data be maintained to ensure that it is verifiable in the future?
The records are retained in electronic files or hard copies of the data reports are stored in the responsible person's division. Worksheets and correspondence from the responsible person are stored in the Budget and Financial Services division.

10. Responsible Person: Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).
Reco Knowles, Revenue Tax Director
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225/219-2582
Fax: 225/231-6228

PERFORMANCE INDICATOR DOCUMENTATION

Program: Tax Collection

Activity: Taxpayer Assistance

Objective: Improve the number of incoming phone calls answered from 90% to 92% by June 30, 2022.

Indicator Name: Call Center Phone calls answered

Indicator LaPAS PI Code: 25177

1. Type and Level: What is the type of the indicator? Output
What is the level at which the indicator will be reported? Key

2. Rationale, Relevance, Reliability: Why was this indicator chosen? How is it a relevant and meaningful measure of performance for this objective? Is the performance measure reliable? How does it tell your performance story?
This indicator is a measure of the efficient delivery and customer service provided.
The measure is reliable.

3. Use: How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for outcome based budgeting purposes?

This indicator will be used to gauge the success of the agency and help determine if additional resources are required to ensure the agency is responding appropriately to the taxpayers of the state. By tracking this indicator, the program will indirectly increase voluntary compliance. This will be used for internal purposes but also may be impacted by budget reductions.

4. Clarity: Does the indicator name clearly identify what is being measured? Yes. Does the indicator name contain jargon, technical terms, acronyms or initializations, or unclear language? No. If so, clarify or define them.

5. Data Source, Collection and Reporting: What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (Monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)
Our Automatic Call Distributor (ACD) switch tracks all calls that enter it. The ACD is able to tell us if the call was answered or abandoned. We are contracted through OTS to use AT&T's CosmoCom ACD switch. The reports can be run for any date range; weekly, monthly and longer if necessary.
The frequency and timing of the collection and reporting is consistent.

6. Calculation Methodology: How is the indicator calculated? Is this a standard calculation? (For

example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?
The methodology is a standard calculation. The calculation divides the total calls answered by the total calls offered to get our Answer percentage.

7. Scope: Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?) Aggregated.

8. Caveats: Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? No. Is the indicator a proxy or surrogate? Does the source of the data have a bias? No. Is there a caveat or qualifier about which data users and evaluators should be aware? No. If so, explain.

9. Accuracy, Maintenance, Support: Have the indicator and subsequent performance data been audited by the Office of the Legislative Auditor? No. If so, what was the result?
If not, what evidence is available to support the accuracy of the data? The GENTAX system reports, electronic or manual databases, worksheets and correspondence from the responsible person are evidence that the data is accurate.
How will the reported data be maintained to ensure that it is verifiable in the future?
The records are retained in electronic files or hard copies of the data reports are stored in the responsible person's division. Worksheets and correspondence from the responsible person are stored in the Budget and Financial Services division.

10. Responsible Person: Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).
Jason Clarke, Revenue Tax Director
Jason.Clarke@LA.GOV
225/219-2346

PERFORMANCE INDICATOR DOCUMENTATION

Program: Tax Collection

Activity: Tax Compliance

Objective: Increase individual tax refunds issued within 90 days by 10% from 85% to 95% and business income tax refunds issued within 90 days by 15% from 60%to 75% by June 30, 2022.

Indicator Name: Percentage of individual income refunds issued within 90 days; and, percentage of business tax refunds issued within 90 days

Indicator LaPAS PI Code: 25178 and 25179

1. Type and Level: What is the type of the indicator? Efficiency
What is the level at which the indicator will be reported? Key

2. Rationale, Relevance, Reliability: Why was this indicator chosen? How is it a relevant and meaningful measure of performance for this objective? Is the performance measure reliable? How does it tell your performance story?
This indicator is a measure of the efficient delivery and customer service provided.
The measure is reliable.

3. Use: How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for outcome based budgeting purposes?

This indicator will be used to gauge the success of the agency and help determine if additional resources are required to ensure the agency is responding appropriately to the taxpayers of the state. By tracking this indicator, the program will indirectly increase voluntary compliance. This will be used for internal purposes but also may be impacted by budget reductions.

4. Clarity: Does the indicator name clearly identify what is being measured? Yes. Does the indicator name contain jargon, technical terms, acronyms or initializations, or unclear language? No. If so, clarify or define them.

5. Data Source, Collection and Reporting: What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (Monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

The source of this information is a report that pulls information from the GENTAX database. This information can be pulled at anytime for any specific period of time. It is most efficient and effective to do this quarterly and yearly. It is more relevant to compare this type of information to the same timeframe in prior periods. This information is usually quoted and reported externally, if asked, on a fiscal year basis. The frequency and timing of the collection and reporting is consistent.

6. Calculation Methodology: How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

period, the number of days between the refund issue date and the date for the source of the refund is calculated. The number of refunds issued in less than 90 days is divided by the total number of refunds issued during the reporting period to calculate the percentage issued within 90 days.

7. Scope: Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?) Aggregated.

8. Caveats: Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? No. Is the indicator a proxy or surrogate? Does the source of the data have a bias? No. Is there a caveat or qualifier about which data users and evaluators should be aware? No. If so, explain.

9. Accuracy, Maintenance, Support: Have the indicator and subsequent performance data been audited by the Office of the Legislative Auditor? No. If so, what was the result?
If not, what evidence is available to support the accuracy of the data? The GENTAX system reports, electronic or manual databases, worksheets and correspondence from the responsible person are evidence that the data is accurate.
How will the reported data be maintained to ensure that it is verifiable in the future?
The records are retained in electronic files or hard copies of the data reports are stored in the responsible person's division. Worksheets and correspondence from the responsible person are stored in the Budget and Financial Services division.

10. Responsible Person: Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).
Dawn Bankston, Revenue Tax Director
Dawn.Bankston@LA.GOV
225/219-2270

PERFORMANCE INDICATOR DOCUMENTATION

Program: Tax Collection

Activity: Revenue Collection & Distribution

Objective: Improve average return processing time from 4 to 3 days by June 30, 2022.

Indicator Name: Average return processing time in days

Indicator LaPAS PI Code: 25165

1. Type and Level: What is the type of the indicator? Outcome
What is the level at which the indicator will be reported? Key

2. Rationale, Relevance, Reliability: Why was this indicator chosen? How is it a relevant and meaningful measure of performance for this objective? Is the performance measure reliable? How does it tell your performance story?
This indicator is a measure of the efficient delivery and customer service provided.
Measure is reliable.

3. Use: How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for outcome based budgeting purposes?
This indicator will be used to gauge the success of the agency and help determine if additional resources are required to ensure the agency is responding appropriately to the taxpayers of the state. By tracking this indicator, the program will indirectly increase voluntary compliance. This will be used for internal purposes but also may be impacted by budget reductions.

4. Clarity: Does the indicator name clearly identify what is being measured? Yes. Does the indicator name contain jargon, technical terms, acronyms or initializations, or unclear language? No. If so, clarify or define them.

5. Data Source, Collection and Reporting: What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (Monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)
The source of this information is a report that pulls information from the GENTAX database. This information can be pulled at anytime for any specific period of time. It is most efficient and effective to do this quarterly and yearly. It is more relevant to compare this type of information to the same timeframe in prior periods. This information is usually quoted and reported externally, if asked, on a fiscal year basis. The frequency and timing of the collection and reporting is consistent.

6. Calculation Methodology: How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?
The report measures the average time that it takes to process a return through the processing system until the data is exported to the GENTAX system. The trigger dates are the mail date the document was received and the export date of the data. The number of days from mail date to output date determines the processing time.

7. Scope: Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?) Aggregated.

8. Caveats: Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? No. Is the indicator a proxy or surrogate? Does the source of the data have a bias? No. Is there a caveat or qualifier about which data users and evaluators should be aware? No. If so, explain.

9. Accuracy, Maintenance, Support: Have the indicator and subsequent performance data been audited by the Office of the Legislative Auditor? No. If so, what was the result?
If not, what evidence is available to support the accuracy of the data? The GENTAX system reports, electronic or manual databases, worksheets and correspondence from the responsible person are evidence that the data is accurate.
How will the reported data be maintained to ensure that it is verifiable in the future?
The records are retained in electronic files or hard copies of the data reports are stored in the responsible person's division. Worksheets and correspondence from the responsible person are stored in the Budget and Financial Services division.

10. Responsible Person: Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).
Tim Peak, Revenue Tax Director
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Fax: 225/219-2348

PERFORMANCE INDICATOR DOCUMENTATION

Program: Tax Collection

Activity: Revenue Collection & Distribution

Objective: Improve average remittance processing time from 3.59 to 2.5 days by June 30, 2022 (measured from receipt to processing).

Indicator Name: Average remittance processing time in days

Indicator LaPAS PI Code: 25166

1. Type and Level: What is the type of the indicator? Outcome
What is the level at which the indicator will be reported? Key

2. Rationale, Relevance, Reliability: Why was this indicator chosen? How is it a relevant and meaningful measure of performance for this objective? Is the performance measure reliable? How does it tell your performance story?
This indicator is a measure of the efficient delivery and customer service provided.
The measure is reliable.

3. Use: How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for outcome based budgeting purposes?
This indicator will be used to gauge the success of the agency and help determine if additional resources are required to ensure the agency is responding appropriately to the taxpayers of the state. By tracking this indicator, the program will indirectly increase voluntary compliance. This will be used for internal purposes but also may be impacted by budget reductions.

4. Clarity: Does the indicator name clearly identify what is being measured? Yes. Does the indicator name contain jargon, technical terms, acronyms or initializations, or unclear language? No. If so, clarify or define them.

5. Data Source, Collection and Reporting: What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (Monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

The source of this information is a report that pulls information from the GENTAX database. This information can be pulled at anytime for any specific period of time. It is most efficient and effective to do this quarterly and yearly. It is more relevant to compare this type of information to the same timeframe in prior periods. This information is usually quoted and reported externally, if asked, on a fiscal year basis. The frequency and timing of the collection and reporting is consistent.

6. Calculation Methodology: How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?
The report measures the average time that it takes to process a payment through the processing system until the data is exported to the GENTAX system. The trigger dates are the mail date the document was received and the deposit date of the funds. The number of days from mail date to deposit date determines the average deposit times. The calculation method is consistent and standard.

7. Scope: Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?) Aggregated.

8. Caveats: Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? No. Is the indicator a proxy or surrogate? Does the source of the data have a bias? No. Is there a caveat or qualifier about which data users and evaluators should be aware? No. If so, explain.

9. Accuracy, Maintenance, Support: Have the indicator and subsequent performance data been audited by the Office of the Legislative Auditor? No. If so, what was the result?
If not, what evidence is available to support the accuracy of the data? The GENTAX system reports, electronic or manual databases, worksheets and correspondence from the responsible person are evidence that the data is accurate.
How will the reported data be maintained to ensure that it is verifiable in the future?
The records are retained in electronic files or hard copies of the data reports are stored in the responsible person's division. Worksheets and correspondence from the responsible person are stored in the Budget and Financial Services division.

10. Responsible Person: Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).
Tim Peak, Revenue Tax Director
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PERFORMANCE INDICATOR DOCUMENTATION

Program: Tax Collection

Activity: Revenue Collection & Distribution

Objective: Improve percentage of funds deposited within 24 hours of receipt from 90% to 95% by June 30, 2022 (measured from receipt to processing).

Indicator Name: Percentage of funds deposited within 24 hours from receipt

Indicator LaPAS PI Code: 3474

1. Type and Level: What is the type of the indicator? Outcome
What is the level at which the indicator will be reported? Key

2. Rationale, Relevance, Reliability: Why was this indicator chosen? How is it a relevant and meaningful measure of performance for this objective? Is the performance measure reliable? How does it tell your performance story?
This indicator is a measure of efficient delivery. The measure is reliable.

3. Use: How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for outcome based budgeting purposes?
This indicator will be used to gauge the success of the agency and help determine if additional resources are required to ensure the agency is responding appropriately to the taxpayers of the state. By tracking this indicator, the program will indirectly increase voluntary compliance. This will be used for internal purposes but also may be impacted by budget reductions.

4. Clarity: Does the indicator name clearly identify what is being measured? Yes. Does the indicator name contain jargon, technical terms, acronyms or initializations, or unclear language? No. If so, clarify or define them.

5. Data Source, Collection and Reporting: What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (Monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)
The source of this information is a report that pulls information from the GENTAX database. This information can be pulled at anytime for any specific period of time. It is most efficient and effective to do this quarterly and yearly. It is more relevant to compare this type of information to the same timeframe in prior periods. This information is usually quoted and reported externally, if asked, on a fiscal year basis. The frequency and timing of the collection and reporting is consistent.

6. Calculation Methodology: How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or method used to calculate the indicator. If a nonstandard method is used, explain why. If

this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?
The report measures the percentage of funds that are deposited within 24 hours of receipt. The trigger dates are the received and the deposit date of the funds. The report measures the percentage of funds, by tax type, that are deposited within 24 hours and the percent that are deposited >24 hours. The calculation method is consistent and standard

7. Scope: Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?) Aggregated.

8. Caveats: Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? No. Is the indicator a proxy or surrogate? Does the source of the data have a bias? No. Is there a caveat or qualifier about which data users and evaluators should be aware? No. If so, explain.

9. Accuracy, Maintenance, Support: Have the indicator and subsequent performance data been audited by the Office of the Legislative Auditor? Yes. If so, what was the result? No findings.
If not, what evidence is available to support the accuracy of the data? The GENTAX system reports, electronic or manual databases, worksheets and correspondence from the responsible person are evidence that the data is accurate.
How will the reported data be maintained to ensure that it is verifiable in the future?
The records are retained in electronic files or hard copies of the data reports are stored in the responsible person's division. Worksheets and correspondence from the responsible person are stored in the Budget and Financial Services division.

10. Responsible Person: Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).
Tim Peak, Revenue Tax Director
Tim.Peak@LA.GOV
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Fax: 225/219-2348

PERFORMANCE INDICATOR DOCUMENTATION

Program: Tax Collection

Activity: Tax Compliance

Objective: Reduce the percentage of “no change” tax audits to 15% by June 30, 2022 (on audits not mandated by rule or statute).

Indicator Name: Percent of no-change sales tax audits

Indicator LaPAS PI Code: NEW

1. Type and Level: What is the type of the indicator? Outcome
What is the level at which the indicator will be reported? Key

2. Rationale, Relevance, Reliability: Why was this indicator chosen? How is it a relevant and meaningful measure of performance for this objective? Is the performance measure reliable? How does it tell your performance story?
This indicator is a measure of efficient delivery and collections. The measure is reliable.

3. Use: How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for outcome based budgeting purposes?
This indicator will be used to gauge the success of the agency and help determine if additional resources are required to ensure the agency is responding appropriately to the taxpayers of the state. By tracking this indicator, the program will indirectly increase voluntary compliance. This will be used for internal purposes but also may be impacted by budget reductions.

4. Clarity: Does the indicator name clearly identify what is being measured? Yes. Does the indicator name contain jargon, technical terms, acronyms or initializations, or unclear language? If so, clarify or define them.
"No Change" means the auditor did not make any adjustments to the reported figures provided by the taxpayer on their returns.

5. Data Source, Collection and Reporting: What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (Monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)
The source is from manual tracking of audits performed and from the GENTAX database from which reports are generated monthly. This information is usually quoted and reported externally and is reported on a quarterly basis. The frequency and timing of the collection and reporting is consistent.

6. Calculation Methodology: How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?
Division Directors and their staff manually track the number of no-change audits that are performed and compare this to the total number of audits performed per the monthly and year-to-date GENTAX reports.

7. Scope: Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?) Aggregated.

8. Caveats: Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? No. Is the indicator a proxy or surrogate? Does the source of the data have a bias? No. Is there a caveat or qualifier about which data users and evaluators should be aware? No. If so, explain.

9. Accuracy, Maintenance, Support: Have the indicator and subsequent performance data been audited by the Office of the Legislative Auditor? No. If so, what was the result?
If not, what evidence is available to support the accuracy of the data? The GENTAX system reports, electronic or manual databases, worksheets and correspondence from the responsible person are evidence that the data is accurate.
How will the reported data be maintained to ensure that it is verifiable in the future?
The records are retained in electronic files or hard copies of the data reports are stored in the responsible person's division. Worksheets and correspondence from the responsible person are stored in the Budget and Financial Services division.

10. Responsible Person: Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).
Raymond Frost, Assistant Secretary
Jay.Frost@LA.GOV
225/219-2733
Fax: 225/219-2159

PERFORMANCE INDICATOR DOCUMENTATION

Program: Tax Collection

Activity: Tax Compliance

Objective: Increase the percentage of individual income tax returns audited by 10% by June 30, 2022.

Indicator Name: Percent of income tax returns audited

Indicator LaPAS PI Code: New

1. Type and Level: What is the type of the indicator? Outcome
What is the level at which the indicator will be reported? Key

2. Rationale, Relevance, Reliability: Why was this indicator chosen? How is it a relevant and meaningful measure of performance for this objective? Is the performance measure reliable? How does it tell your performance story?
This indicator is a measure of the efficient delivery and collections. The measure is reliable.

3. Use: How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for outcome based budgeting purposes?
This indicator will be used to gauge the success of the agency and help determine if additional resources are required to ensure the agency is responding appropriately to the taxpayers of the state. By tracking this indicator, the program will indirectly increase voluntary compliance. This will be used for internal purposes but also may be impacted by budget reductions.

4. Clarity: Does the indicator name clearly identify what is being measured? Yes. Does the indicator name contain jargon, technical terms, acronyms or initializations, or unclear language? No. If so, clarify or define them.

5. Data Source, Collection and Reporting: What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (Monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)
The source is the GENTAX database from which reports are generated monthly and internal Cognos reports.

6. Calculation Methodology: How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or method used to calculate the indicator. If a nonstandard method is used, explain why. If

this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?
The calculation methodology is a standard calculation. The number of individual tax returns audited is divided by the total number of registered individual income tax accounts.

7. Scope: Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?) Aggregated.

8. Caveats: Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? No. Is the indicator a proxy or surrogate? Does the source of the data have a bias? No. Is there a caveat or qualifier about which data users and evaluators should be aware? No. If so, explain.

9. Accuracy, Maintenance, Support: Have the indicator and subsequent performance data been audited by the Office of the Legislative Auditor? No. If so, what was the result?
If not, what evidence is available to support the accuracy of the data? The GENTAX system reports, electronic or manual databases, worksheets and correspondence from the responsible person are evidence that the data is accurate.
How will the reported data be maintained to ensure that it is verifiable in the future?
The records are retained in electronic files or hard copies of the data reports are stored in the responsible person's division. Worksheets and correspondence from the responsible person are stored in the Budget and Financial Services division.

10. Responsible Person: Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).
Raymond Frost, Assistant Secretary
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225/219-2733
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PERFORMANCE INDICATOR DOCUMENTATION

Program: Tax Collection

Activity: Enforcement

Objective: Increase the amount of intercepted fraudulent refunds from $13.5 million to $20 million by June 30, 2022.

Indicator Name: Amount of intercepted fraudulent refunds in millions

Indicator LaPAS PI Code: 25174

1. Type and Level: What is the type of the indicator? Outcome
What is the level at which the indicator will be reported? Key

2. Rationale, Relevance, Reliability: Why was this indicator chosen? How is it a relevant and meaningful measure of performance for this objective? Is the performance measure reliable? How does it tell your performance story?
This indicator is a measure of the efficient delivery and collections. The measure is reliable.

3. Use: How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for outcome based budgeting purposes?
This indicator will be used to gauge the success of the agency and help determine if additional resources are required to ensure the agency is responding appropriately to the taxpayers of the state. By tracking this indicator, the program will indirectly increase voluntary compliance. This will be used for internal purposes but also may be impacted by budget reductions.

4. Clarity: Does the indicator name clearly identify what is being measured? Yes. Does the indicator name contain jargon, technical terms, acronyms or initializations, or unclear language? No. If so, clarify or define them.

5. Data Source, Collection and Reporting: What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (Monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)
An internal log is used to track intercepted fraudulent refunds at this time; however, this may change in the future if we are able to partially or fully automate tracking.

6. Calculation Methodology: How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

The Criminal Investigations Division (CID) tracks the Number of Refund Requests Received, the Value of Refund Requests Received, the Number of Suspected Fraud Reviews Conducted, and the Number and Value of Blocks Placed on the LDR's integrated tax system referred to as DELTA (It is a FAST Enterprises creation that is commonly known as GENTAX and stands for "Defining Excellence in Louisiana Tax Administration"). The CID used historical data and its experience in reviewing refunds for potential fraud to arrive at the $20 million amount.

Historical Data is as follows:

a. 2009/2010 – $1,906,674.15
b. 2010/2011 – $2,324,564.50
c. 2011/2012 – $3,378,335.00
d. 2012/2013 – $3,547,701.00
e. 2013/2014 – $8,020,882.60
f. 2014/2015 – $9,187,902.00
g. 2015/2016 – $13,694,395.00 (if aberrated numbers were included the amount would be $7,639,591,220.00).

The aberrated numbers consist of the following three fraudulent refund requests:

i. $7,624,672,067.00
ii. $646,730.00
iii. $578,028.00

In the past, the CID has had to rely mostly on manual processes to assist it in performing these reviews. Three years ago, the Department added LexisNexis Identity Verification System to assist in verifying that the returns received by the Department were sent by the taxpayer. However, that technology had a high false positive rate, which required taxpayers to send in documentation that proved who they were. This resulted in a need for additional human resources to review the information sent by those taxpayers. In an effort to eliminate most of these false positives the LDR stopped using the old LexisNexis system and replaced it by incorporating the Fraud Manager into the LDR's integrated tax system and adding the DEX Fraud Service. This has resulted in new analytic capabilities and the utilization of LDR data in combination with public records and a variety of other external data sets. It also allows for the creation of a series of analytic models and processes that are based on results from other states and LDR and are used to generate a series of fraud scores. LDR uses these scores as part of its fraud processing. It is believed that the utilization of these new resources will help enable the CID to increase Intercepted Fraudulent Refunds from $13.5 million to $20 million by June 30, 2022.

7. Scope: Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?) Aggregated.

8. Caveats: Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? No. Is the indicator a proxy or surrogate? Does the source of the data have a bias? No. Is there a caveat or qualifier about which data users and evaluators should be aware? No. If so, explain.

9. Accuracy, Maintenance, Support: Have the indicator and subsequent performance data been audited by the Office of the Legislative Auditor? No. If so, what was the result?

If not, what evidence is available to support the accuracy of the data? The GENTAX system reports, electronic or manual databases, worksheets and correspondence from the responsible person are evidence that the data is accurate.
How will the reported data be maintained to ensure that it is verifiable in the future?
The records are retained in electronic files or hard copies of the data reports are stored in the responsible person's division. Worksheets and correspondence from the responsible person are stored in the Budget and Financial Services division.

10. Responsible Person: Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).
Barry Kelly, Revenue Tax Director
Barry.Kelly@LA.GOV
225/219-2280

PERFORMANCE INDICATOR DOCUMENTATION

Program: Tax Collection

Activity: Enforcement

Objective: Increase the number of criminal investigations concluded each year from 1,100 to 1,400 by June 30, 2022.

Indicator Name: Number of concluded investigations

Indicator LaPAS PI Code: NEW

1. Type and Level: What is the type of the indicator? Outcome
What is the level at which the indicator will be reported? Key

2. Rationale, Relevance, Reliability: Why was this indicator chosen? How is it a relevant and meaningful measure of performance for this objective? Is the performance measure reliable? How does it tell your performance story?
This indicator is a measure of the efficient delivery and collections. The measure is reliable.

3. Use: How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for outcome based budgeting purposes?
This indicator will be used to gauge the success of the agency and help determine if additional resources are required to ensure the agency is responding appropriately to the taxpayers of the state. By tracking this indicator, the program will indirectly increase voluntary compliance. This will be used for internal purposes but also may be impacted by budget reductions.

4. Clarity: Does the indicator name clearly identify what is being measured? Yes. Does the indicator name contain jargon, technical terms, acronyms or initializations, or unclear language? No. If so, clarify or define them.

5. Data Source, Collection and Reporting: What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (Monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)
The source of the data used to determine the number of investigations concluded each year is the CID database. The CID receives approximately 800 to 1,400 tips concerning potential fraud each year. Most of those tips come from the public; however, some come from other LDR divisions (1,257 during the 2015/2016 Fiscal Year).

6. Calculation Methodology: How is the indicator calculated? Is this a standard calculation? (For

example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?
The number of investigations concluded coincides with the number of Criminal Investigations Division (CID) Files closed.

7. Scope: Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?) Aggregated.

8. Caveats: Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? No. Is the indicator a proxy or surrogate? Does the source of the data have a bias? No. Is there a caveat or qualifier about which data users and evaluators should be aware? No. If so, explain.

9. Accuracy, Maintenance, Support: Have the indicator and subsequent performance data been audited by the Office of the Legislative Auditor? No. If so, what was the result?
If not, what evidence is available to support the accuracy of the data? The GENTAX system reports, electronic or manual databases, worksheets and correspondence from the responsible person are evidence that the data is accurate.
How will the reported data be maintained to ensure that it is verifiable in the future?
The records are retained in electronic files or hard copies of the data reports are stored in the responsible person's division. Worksheets and correspondence from the responsible person are stored in the Budget and Financial Services division.

10. Responsible Person: Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).
Barry Kelly, Revenue Tax Director
Barry.Kelly@LA.GOV
225/219-2280

PERFORMANCE INDICATOR DOCUMENTATION

Program: Tax Collection

Activity: Enforcement

Objective: Increase the number of participating agencies from 23% to 75% by FYE 2022.

Indicator Name: Percentage increase in the number of participating agencies using the Office of Debt Recovery for collection efforts

Indicator LaPAS PI Code: NEW

1. Type and Level: What is the type of the indicator? Outcome
What is the level at which the indicator will be reported? Key

2. Rationale, Relevance, Reliability: Why was this indicator chosen? How is it a relevant and meaningful measure of performance for this objective? Is the performance measure reliable? How does it tell your performance story?
This indicator is a measure of the efficient delivery and collections. The measure is reliable.

3. Use: How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for outcome based budgeting purposes?
This indicator will be used to gauge the success of the agency and help determine if additional resources are required to ensure the agency is responding appropriately to the taxpayers of the state. By tracking this indicator, the program will indirectly increase voluntary compliance. This will be used for internal purposes but also may be impacted by budget reductions.

4. Clarity: Does the indicator name clearly identify what is being measured? Yes. Does the indicator name contain jargon, technical terms, acronyms or initializations, or unclear language? No. If so, clarify or define them.

5. Data Source, Collection and Reporting: What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (Monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)
A database is manually kept with information about agencies that report to Office of Statewide Reporting & Accounting Policy (OSRAP). Currently Office of Debt Recovery (ODR) has 16 agencies signed up out of 70 agencies. The frequency and timing of the collection and reporting is consistent.

6. Calculation Methodology: How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? Yes. If not, why not?
The calculation methodology is standard. A participation rate is calculated using the number of agencies

that have signed divided by the number of OSRAP agencies.

7. Scope: Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?) Aggregated.

8. Caveats: Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? No. Is the indicator a proxy or surrogate? Does the source of the data have a bias? No. Is there a caveat or qualifier about which data users and evaluators should be aware? No. If so, explain.

9. Accuracy, Maintenance, Support: Have the indicator and subsequent performance data been audited by the Office of the Legislative Auditor? No. If so, what was the result?
If not, what evidence is available to support the accuracy of the data? The GENTAX system reports, electronic or manual databases, worksheets and correspondence from the responsible person are evidence that the data is accurate.
How will the reported data be maintained to ensure that it is verifiable in the future?
The records are retained in electronic files or hard copies of the data reports are stored in the responsible person's division. Worksheets and correspondence from the responsible person are stored in the Budget and Financial Services division.

10. Responsible Person: Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).
Burton Meche, Revenue Tax Director
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225/219-2060

PERFORMANCE INDICATOR DOCUMENTATION

Program: Tax Collection

Activity: Enforcement

Objective: Implement 100% of authorized collection tools by June 30, 2022.

Indicator Name: Increase in the number of authorized collection tools used

Indicator LaPAS PI Code: NEW

1. Type and Level: What is the type of the indicator? Outcome
What is the level at which the indicator will be reported? Key

2. Rationale, Relevance, Reliability: Why was this indicator chosen? How is it a relevant and meaningful measure of performance for this objective? Is the performance measure reliable? How does it tell your performance story?
This indicator is a measure of increasing utilization of authorized tools for efficient collection. The measure is reliable.

3. Use: How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for outcome based budgeting purposes?
This indicator will be used to gauge the success of the agency and help determine if additional resources are required to ensure the agency is responding appropriately to the taxpayers of the state. By tracking this indicator, the program will indirectly increase voluntary compliance. This will be used for internal purposes but also may be impacted by budget reductions.

4. Clarity: Does the indicator name clearly identify what is being measured? Yes. Does the indicator name contain jargon, technical terms, acronyms or initializations, or unclear language? No. If so, clarify or define them.

5. Data Source, Collection and Reporting: What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (Monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)
There are a finite number of tools that can be utilized for collection practices. Reporting is quarterly. The frequency and timing of the collection and reporting is consistent.

6. Calculation Methodology: How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the

formula or method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? Yes. If not, why not?
For this calculation there is a finite number of tools that can be utilized for collection practices identified by the CGI report 2013. There is a total of 23 tools that will be utilized. We will hit the goal when we have all 23 tools implemented.

7. Scope: Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?) Aggregated.

8. Caveats: Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? No. Is the indicator a proxy or surrogate? Does the source of the data have a bias? No. Is there a caveat or qualifier about which data users and evaluators should be aware? No. If so, explain.

9. Accuracy, Maintenance, Support: Have the indicator and subsequent performance data been audited by the Office of the Legislative Auditor? No. If so, what was the result?
If not, what evidence is available to support the accuracy of the data? The GENTAX system reports, electronic or manual databases, worksheets and correspondence from the responsible person are evidence that the data is accurate.
How will the reported data be maintained to ensure that it is verifiable in the future?
The records are retained in electronic files or hard copies of the data reports are stored in the responsible person's division. Worksheets and correspondence from the responsible person are stored in the Budget and Financial Services division.

10. Responsible Person: Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).
Burton Meche, Revenue Tax Director
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225/219-2060

PERFORMANCE INDICATOR DOCUMENTATION

Program: Alcohol & Tobacco Control

Activity: Enforcement

Objective: Ensure that all agents and staff apply the current policies, procedures and regulations consistently throughout the agency in all areas of enforcement. This will reduce complaints against permit holder by 10% by June 30, 2022.

Indicator Name: Permit holder complaints

Indicator LaPAS PI Code: NEW

1. Type and Level: What is the type of the indicator? Outcome
What is the level at which the indicator will be reported? Key

2. Rationale, Relevance, Reliability: Why was this indicator chosen? How is it a relevant and meaningful measure of performance for this objective? Is the performance measure reliable? How does it tell your performance story?
This indicator is a measure of the effective and efficient regulation, enforcement, and customer service. The measure is reliable.

3. Use: How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for outcome based budgeting purposes?
This indicator will be used to gauge the success of the agency and help determine if additional resources are required to ensure the agency is responding appropriately to the taxpayers of the state. By tracking this indicator, the program will indirectly increase voluntary compliance. This will be used for internal purposes but also may be impacted by budget reductions.

4. Clarity: Does the indicator name clearly identify what is being measured? Yes. Does the indicator name contain jargon, technical terms, acronyms or initializations, or unclear language? No. If so, clarify or define them.

5. Data Source, Collection and Reporting: What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (Monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)
The number of complaints will be tracked manually and can be reported on a monthly and quarterly basis.

6. Calculation Methodology: How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?
The calculation methodology is a standard calculation. A count of complaints will be recorded.

7. Scope: Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?) Aggregated.

8. Caveats: Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? No. Is the indicator a proxy or surrogate? Does the source of the data have a bias? No. Is there a caveat or qualifier about which data users and evaluators should be aware? No. If so, explain.

9. Accuracy, Maintenance, Support: Have the indicator and subsequent performance data been audited by the Office of the Legislative Auditor? No. If so, what was the result?
If not, what evidence is available to support the accuracy of the data? The GENTAX system reports, electronic or manual databases, worksheets and correspondence from the responsible person are evidence that the data is accurate.
How will the reported data be maintained to ensure that it is verifiable in the future?
The records are retained in electronic files or hard copies of the data reports are stored in the responsible person's division. Worksheets and correspondence from the responsible person are stored in the Budget and Financial Services division.

10. Responsible Person: Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).
Juana Lombard, Commissioner
Juana.Lombard2@ATC.LA.Gov
225/925-7293

PERFORMANCE INDICATOR DOCUMENTATION

Program: Alcohol & Tobacco Control

Activity: Certification & Licensing

Objective: Decrease average time required for applicants to receive alcohol and tobacco permits from 10 days to less than 7 days

Indicator Name: Time to issue and renew permits in days

Indicator LaPAS PI Code: NEW

1. Type and Level: What is the type of the indicator? Efficiency
What is the level at which the indicator will be reported? Key

2. Rationale, Relevance, Reliability: Why was this indicator chosen? How is it a relevant and meaningful measure of performance for this objective? Is the performance measure reliable? How does it tell your performance story?
This indicator is a measure of the effective and efficient regulation, enforcement, and customer service. The measure is reliable.

3. Use: How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for outcome based budgeting purposes?
This indicator will be used to gauge the success of the agency and help determine if additional resources are required to ensure the agency is responding appropriately to the taxpayers of the state. By tracking this indicator, the program will indirectly increase voluntary compliance. This will be used for internal purposes but also may be impacted by budget reductions.

4. Clarity: Does the indicator name clearly identify what is being measured? Yes. Does the indicator name contain jargon, technical terms, acronyms or initializations, or unclear language? No. If so, clarify or define them.

5. Data Source, Collection and Reporting: What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (Monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)
The source is an internal database. This information is usually quoted and reported externally, if asked, on a fiscal year basis. The frequency and timing of the collection and reporting is consistent.

6. Calculation Methodology: How is the indicator calculated? Is this a standard calculation? (For

example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?
The methodology is a standard calculation. The time to issue a permit is the average time it takes from the time a completed application is received to the time the permit is issued.

7. Scope: Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?) Aggregated.

8. Caveats: Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? No. Is the indicator a proxy or surrogate? Does the source of the data have a bias? No. Is there a caveat or qualifier about which data users and evaluators should be aware? No. If so, explain.

9. Accuracy, Maintenance, Support: Have the indicator and subsequent performance data been audited by the Office of the Legislative Auditor? No. If so, what was the result?
If not, what evidence is available to support the accuracy of the data? The GENTAX system reports, electronic or manual databases, worksheets and correspondence from the responsible person are evidence that the data is accurate.
How will the reported data be maintained to ensure that it is verifiable in the future?
The records are retained in electronic files or hard copies of the data reports are stored in the responsible person's division. Worksheets and correspondence from the responsible person are stored in the Budget and Financial Services division.

10. Responsible Person: Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).
Juana Lombard, Commissioner
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225/925-7293

PERFORMANCE INDICATOR DOCUMENTATION

Program: Alcohol & Tobacco Control

Activity: Enforcement

Objective: Increase the number of full inspections of permitted locations to 14,500 per year and increase the number of compliance checks to 9,500 in order to reduce sale of alcohol and tobacco products (including vapor products) to underage individuals.

Indicator Name: Total number of compliance checks
Indicator LaPAS PI Code: 6858

Indicator Name: Total number of full inspections
Indicator LaPAS PI Code: New

1. Type and Level: What is the type of the indicator? Efficiency
What is the level at which the indicator will be reported? Key

2. Rationale, Relevance, Reliability: Why was this indicator chosen? How is it a relevant and meaningful measure of performance for this objective? Is the performance measure reliable? How does it tell your performance story?
This indicator is a measure of the effective and efficient regulation, enforcement, and customer service. The measure is reliable.

3. Use: How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for outcome based budgeting purposes?
This indicator will be used to gauge the success of the agency and help determine if additional resources are required to ensure the agency is responding appropriately to the taxpayers of the state. By tracking this indicator, the program will indirectly increase voluntary compliance. This will be used for internal purposes but also may be impacted by budget reductions.

4. Clarity: Does the indicator name clearly identify what is being measured? Yes. Does the indicator name contain jargon, technical terms, acronyms or initializations, or unclear language? No. If so, clarify or define them.

5. Data Source, Collection and Reporting: What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (Monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

The source is from an internal reporting system from field uploads. This information can be pulled daily. It is reported quarterly. The frequency and timing of the collection and reporting is consistent.

6. Calculation Methodology: How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?
The methodology is a standard calculation. The calculation is based on how many completed compliance check and full inspection uploads are submitted.

7. Scope: Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?) Aggregated.

8. Caveats: Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? No. Is the indicator a proxy or surrogate? Does the source of the data have a bias? No. Is there a caveat or qualifier about which data users and evaluators should be aware? No. If so, explain.

9. Accuracy, Maintenance, Support: Have the indicator and subsequent performance data been audited by the Office of the Legislative Auditor? No. If so, what was the result?
If not, what evidence is available to support the accuracy of the data? The GENTAX system reports, electronic or manual databases, worksheets and correspondence from the responsible person are evidence that the data is accurate.
How will the reported data be maintained to ensure that it is verifiable in the future?
The records are retained in electronic files or hard copies of the data reports are stored in the responsible person's division. Worksheets and correspondence from the responsible person are stored in the Budget and Financial Services division.

10. Responsible Person: Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).
Juana Lombard, Commissioner
Juana.Lombard2@ATC.LA.Gov
225/925-7293

PERFORMANCE INDICATOR DOCUMENTATION

Program: Charitable Gaming

Activity: Auditing/Enforcement

Objective: To conduct 85 Audits per year through June 2022 and maintain a level of at least 85% without major audit findings.

Indicator Name: Percent of accounts without findings

Indicator LaPAS PI Code: NEW

1. Type and Level: What is the type of the indicator? Outcome
What is the level at which the indicator will be reported? Key

2. Rationale, Relevance, Reliability: Why was this indicator chosen? How is it a relevant and meaningful measure of performance for this objective? Is the performance measure reliable? How does it tell your performance story?
This indicator is a measure of the efficient and effective administration of gaming laws to decrease potential for fraud. The measure is reliable.

3. Use: How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for outcome based budgeting purposes?
This indicator will be used to gauge the success of the agency and help determine if additional resources are required to ensure the agency is responding appropriately to the taxpayers of the state. By tracking this indicator, the program will indirectly increase voluntary compliance. This will be used for internal purposes but also may be impacted by budget reductions.

4. Clarity: Does the indicator name clearly identify what is being measured? Yes. Does the indicator name contain jargon, technical terms, acronyms or initializations, or unclear language? No. If so, clarify or define them.

5. Data Source, Collection and Reporting: What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (Monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)
The source of data is the Office of Charitable Gaming's database (BLAIR - Bingo, Licensing, Accounting, Inventory Reporting System) along with a internal log maintained by the Audit Supervisor. It keeps track of the number of audits performed and the amount of fines attached to each audit. The frequency and timing of the collection and reporting is consistent.

6. Calculation Methodology: How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or method used to calculate the indicator. If a nonstandard method is used, explain why. If

this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

The calculation methodology is a standard calculation. Major audit findings is defined as any findings with a penalty that exceeds $500. The calculation is the number of audits without major findings divided by the total number of audits performed.

7. Scope: Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?) Aggregated.

8. Caveats: Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? No. Is the indicator a proxy or surrogate? Does the source of the data have a bias? No. Is there a caveat or qualifier about which data users and evaluators should be aware? No. If so, explain.

9. Accuracy, Maintenance, Support: Have the indicator and subsequent performance data been audited by the Office of the Legislative Auditor? No. If so, what was the result?
If not, what evidence is available to support the accuracy of the data? The BLAIR system reports, electronic or manual databases, worksheets and correspondence from the responsible person are evidence that the data is accurate.
How will the reported data be maintained to ensure that it is verifiable in the future?
The records are retained in electronic files or hard copies of the data reports are stored in the responsible person's division. Worksheets and correspondence from the responsible person are stored in the Budget and Financial Services division.

10. Responsible Person: Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).
Michael Legendre, Revenue Tax Director
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225/925-1835
Fax: 225/925-7069

PERFORMANCE INDICATOR DOCUMENTATION

Program: Charitable Gaming

Activity: Auditing/Enforcement

Objective: To conduct 350 inspections per year through June 30, 2022 and maintain a level of at least 98% of inspections without major findings.

Indicator Name: Percent of accounts without findings

Indicator LaPAS PI Code: 23683

1. Type and Level: What is the type of the indicator? Outcome
What is the level at which the indicator will be reported? Key

2. Rationale, Relevance, Reliability: Why was this indicator chosen? How is it a relevant and meaningful measure of performance for this objective? Is the performance measure reliable? How does it tell your performance story?
This indicator is a measure of the efficient and effective administration of gaming laws to decrease potential for fraud. The measure is reliable.

3. Use: How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for outcome based budgeting purposes?
This indicator will be used to gauge the success of the agency and help determine if additional resources are required to ensure the agency is responding appropriately to the taxpayers of the state. By tracking this indicator, the program will indirectly increase voluntary compliance. This will be used for internal purposes but also may be impacted by budget reductions.

4. Clarity: Does the indicator name clearly identify what is being measured? Yes. Does the indicator name contain jargon, technical terms, acronyms or initializations, or unclear language? No. If so, clarify or define them.

5. Data Source, Collection and Reporting: What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (Monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)
The source of data is the Office of Charitable Gaming's database (BLAIR - Bingo, Licensing, Accounting, Inventory Reporting System) along with a internal log maintained by the Audit Supervisor. It keeps track of the number of inspections performed and the amount of fines attached to each inspection. The frequency and timing of the collection and reporting is consistent.

6. Calculation Methodology: How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or method used to calculate the indicator. If a nonstandard method is used, explain why. If

this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

The calculation methodology is a standard calculation. Major inspection findings is defined as any findings with a penalty that exceeds $500. The calculation is the number of inspections without major findings divided by the total number of inspections performed.

7. Scope: Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?) Aggregated.

8. Caveats: Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? No. Is the indicator a proxy or surrogate? Does the source of the data have a bias? No. Is there a caveat or qualifier about which data users and evaluators should be aware? No. If so, explain.

9. Accuracy, Maintenance, Support: Have the indicator and subsequent performance data been audited by the Office of the Legislative Auditor? No. If so, what was the result?
If not, what evidence is available to support the accuracy of the data? The BLAIR system reports, electronic or manual databases, worksheets and correspondence from the responsible person are evidence that the data is accurate.
How will the reported data be maintained to ensure that it is verifiable in the future?
The records are retained in electronic files or hard copies of the data reports are stored in the responsible person's division. Worksheets and correspondence from the responsible person are stored in the Budget and Financial Services division.

10. Responsible Person: Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).
Michael Legendre, Revenue Tax Director
Michael.Legendre@LA.GOV
225/925-1835
Fax: 225/925-7069

PERFORMANCE INDICATOR DOCUMENTATION

Program: Charitable Gaming

Activity: Enforcement

Objective: Maintain a percentage of licensees involved in charitable gaming activities without administrative actions at least 94%.

Indicator Name: Maintain 94% of licensees without administrative actions.

Indicator LaPAS PI Code: NEW

1. Type and Level: What is the type of the indicator? Outcome
What is the level at which the indicator will be reported? Key

2. Rationale, Relevance, Reliability: Why was this indicator chosen? How is it a relevant and meaningful measure of performance for this objective? Is the performance measure reliable? How does it tell your performance story?
This indicator is a measure of the efficient and effective administration of gaming laws to decrease potential for fraud. The measure is reliable.

3. Use: How will the indicator be used in management decision making and other agency processe Will the indicator be used only for internal management purposes or will it also surface for outcor budgeting purposes?
This indicator will be used to gauge the success of the agency and help determine if additional resources are required to ensure the agency is responding appropriately to the taxpayers of the state. By tracking this indicator, the program will indirectly increase voluntary compliance. This will be used for internal purposes but also may be impacted by budget reductions.

4. Clarity: Does the indicator name clearly identify what is being measured? Yes. Does the indicatc contain jargon, technical terms, acronyms or initializations, or unclear language? No. If so, clarify c them.

5. Data Source, Collection and Reporting: What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (Monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or oth basis? Is frequency and timing of collection and reporting consistent?)

The source of data is the Office of Charitable Gaming's database (BLAIR - Bingo, Licensing, Accounting, Inventory Reporting System). It keeps track of the number of administrative actions issued and any financial fines issued with those actions. The frequency and timing of the collection and reporting is consistent.

6. Calculation Methodology: How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. Th rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide formula or method used to calculate the indicator. If a nonstandard method is used, explain why. this indicator is used by more than one agency or program, is the method of calculation consisten not, why not?

The calculation methodology is a standard calculation. Administrative actions is defined as any monetary actions (other than audit and inspections) taken by the Office. The calculation is the number of licensees without any monetary administrative actions divided by the total number of licenses issued.

7. Scope: Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part c larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?) Aggregated.

8. Caveats: Does the indicator have limitations or weaknesses (e.g., limited geographical coverage of precision or timeliness, or high cost to collect or analyze)? No. Is the indicator a proxy or surrog Does the source of the data have a bias? No. Is there a caveat or qualifier about which data users evaluators should be aware? No. If so, explain.

9. Accuracy, Maintenance, Support: Have the indicator and subsequent performance data been audited by the Office of the Legislative Auditor? No. If so, what was the result?

If not, what evidence is available to support the accuracy of the data? The BLAIR system reports, electronic or manual databases, worksheets and correspondence from the responsible person are evidence that the data is accurate.

How will the reported data be maintained to ensure that it is verifiable in the future?

The records are retained in electronic files or hard copies of the data reports are stored in the responsible person's division. Worksheets and correspondence from the responsible person are stored in the Budget and Financial Services division.

10. Responsible Person: Who is responsible for data collection, analysis, and quality? How can tha person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Michael Legendre, Revenue Tax Director
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