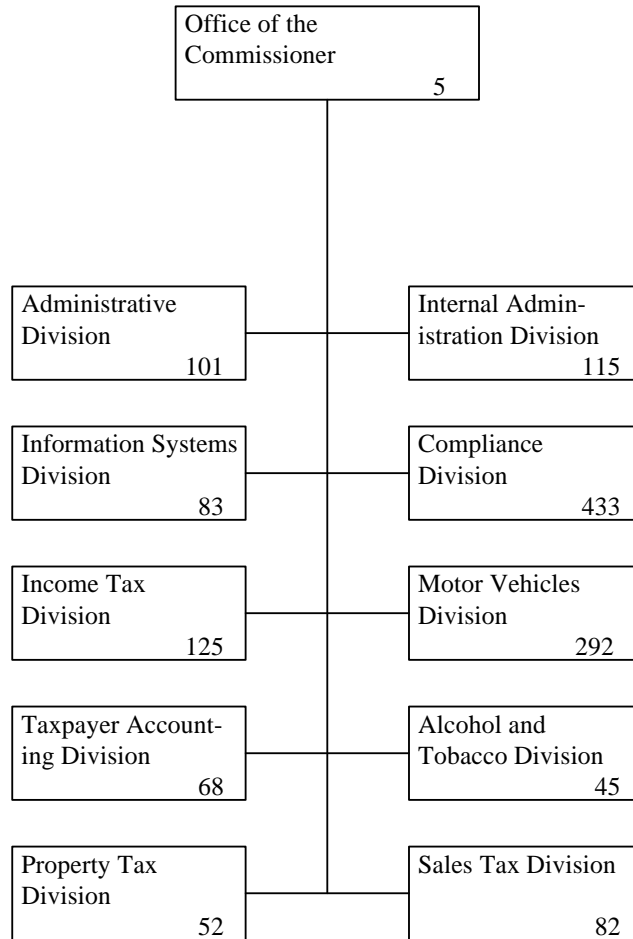


# DEPARTMENT OF REVENUE

Total Budgeted Positions -- 1,401



## DEPARTMENT OF REVENUE -- Financial Summary

### Expenditures, Current Budget and Agency Requests

| Budget Classes/Fund Sources            | FY 1999<br>Expenditures | FY 2000<br>Expenditures | FY 2001<br>Current Budget | FY 2002 Agency Requests |                      |                      |
|--|-------------------------|-------------------------|---------------------------|-------------------------|----------------------|----------------------|
|  |                         |                         |                           | Adjusted<br>Base        | Enhancements         | Totals               |
| Personal Services                      | 64,883,545              | 68,290,179              | 66,737,605                | 67,246,407              | 579,881              | 67,826,288           |
| Regular Operating Expenses             | 5,452,769               | 6,191,513               | 5,192,424                 | 5,192,424               | 1,350,499            | 6,542,923            |
| Travel                                 | 1,095,834               | 1,148,925               | 1,170,983                 | 1,170,983               | 18,675               | 1,189,658            |
| Motor Vehicle Purchases                | 208,839                 | 192,610                 | 293,267                   | 293,267                 | 81,976               | 375,243              |
| Equipment                              | 312,688                 | 377,242                 | 312,814                   | 312,814                 | 28,930               | 341,744              |
| Real Estate Rentals                    | 2,895,137               | 2,973,621               | 2,914,564                 | 2,914,564               | 83,190               | 2,997,754            |
| Per Diem, Fees & Contracts             | 3,561,342               | 4,000,057               | 1,201,600                 | 1,201,600               | 842,730              | 2,044,330            |
| Computer Charges                       | 14,238,604              | 16,480,534              | 11,256,572                | 11,256,572              | 86,340               | 11,342,912           |
| Telecommunications                     | 2,924,122               | 3,287,307               | 3,172,830                 | 3,172,830               | 1,268                | 3,174,098            |
| Postage                                | 3,691,746               | 4,134,163               | 3,486,810                 | 3,486,810               |                      | 3,486,810            |
| Motor Vehicle Tag Purchases            | 2,404,350               | 2,932,713               | 2,404,350                 | 2,404,350               |                      | 2,404,350            |
| County Tax Officials                   | 3,422,794               | 3,422,745               | 4,272,795                 | 4,272,795               |                      | 4,272,795            |
| Investment for Modernization           | 4,797,059               | 9,451,281               | 4,902,668                 | 4,902,668               |                      | 4,902,668            |
| Property Tax Program                   |                         | 76,140,516              | 166,000,000               |                         | 166,000,000          | 166,000,000          |
| Year 2000 Project                      | 42,080,858              | 29,178,372              |                           |                         |                      |                      |
| <b>Total Funds</b>                     | <b>\$151,969,687</b>    | <b>\$228,201,778</b>    | <b>\$273,319,282</b>      | <b>\$107,828,084</b>    | <b>\$169,073,489</b> | <b>\$276,901,573</b> |
| Less Federal & Other Funds:            |                         |                         |                           |                         |                      |                      |
| Federal Funds                          | 111,271                 | 233,901                 |                           |                         |                      |                      |
| Other Funds                            | 36,363,908              | 43,284,219              | 1,533,455                 | 1,533,455               |                      | 1,533,455            |
| Indirect DOAS Funding                  | 3,845,000               | 3,844,980               | 3,845,000                 | 3,845,000               |                      | 3,845,000            |
| <b>Total Federal &amp; Other Funds</b> | <b>\$40,320,179</b>     | <b>\$47,363,100</b>     | <b>\$5,378,455</b>        | <b>\$5,378,455</b>      |                      | <b>\$5,378,455</b>   |
| <b>TOTAL STATE FUNDS</b>               | <b>\$111,649,508</b>    | <b>\$180,838,678</b>    | <b>\$267,940,827</b>      | <b>\$102,449,629</b>    | <b>\$169,073,489</b> | <b>\$271,523,118</b> |
| Positions                              | 1,411                   | 1,414                   | 1,401                     | 1,401                   | 11                   | 1,412                |
| Motor Vehicles                         | 78                      | 78                      | 82                        | 82                      | 4                    | 86                   |

## DEPARTMENT OF REVENUE -- Financial Summary

### Current Budget and Governor's Recommendations

| Budget Classes/Fund Sources            | FY 2001<br>Current Budget | FY 2002 Governor's Recommendations |          |                      |                      | Totals               |
|--|---------------------------|------------------------------------|----------|----------------------|----------------------|----------------------|
|  |                           | Annualizers and<br>Adjustments     | Workload | Adjusted Base        | Enhancements         |                      |
| Personal Services                      | 66,737,605                | 508,802                            |          | 67,246,407           | 800,000              | 68,046,407           |
| Regular Operating Expenses             | 5,192,424                 |                                    |          | 5,192,424            | 1,468,335            | 6,660,759            |
| Travel                                 | 1,170,983                 |                                    |          | 1,170,983            |                      | 1,170,983            |
| Motor Vehicle Purchases                | 293,267                   | (164,267)                          |          | 129,000              |                      | 129,000              |
| Equipment                              | 312,814                   |                                    |          | 312,814              | 100,000              | 412,814              |
| Real Estate Rentals                    | 2,914,564                 | 1,473,722                          |          | 4,388,286            | 3,794,270            | 8,182,556            |
| Per Diem, Fees & Contracts             | 1,201,600                 |                                    |          | 1,201,600            | 662,730              | 1,864,330            |
| Computer Charges                       | 11,256,572                |                                    |          | 11,256,572           | 300,000              | 11,556,572           |
| Telecommunications                     | 3,172,830                 |                                    |          | 3,172,830            | 238,947              | 3,411,777            |
| Postage                                | 3,486,810                 |                                    |          | 3,486,810            |                      | 3,486,810            |
| Motor Vehicle Tag Purchases            | 2,404,350                 |                                    |          | 2,404,350            |                      | 2,404,350            |
| County Tax Officials                   | 4,272,795                 |                                    |          | 4,272,795            |                      | 4,272,795            |
| Investment for Modernization           | 4,902,668                 |                                    |          | 4,902,668            |                      | 4,902,668            |
| Property Tax Program                   | 166,000,000               | (166,000,000)                      |          |                      | 249,000,000          | 249,000,000          |
| Year 2000 Project                      |                           |                                    |          |                      |                      |                      |
| <b>Total Funds</b>                     | <b>\$273,319,282</b>      | <b>(\$164,181,743)</b>             |          | <b>\$109,137,539</b> | <b>\$256,364,282</b> | <b>\$365,501,821</b> |
| Less Federal & Other Funds:            |                           |                                    |          |                      |                      |                      |
| Federal Funds                          |                           |                                    |          |                      |                      |                      |
| Other Funds                            | 1,533,455                 |                                    |          | 1,533,455            |                      | 1,533,455            |
| Indirect DOAS Funding                  | 3,845,000                 |                                    |          | 3,845,000            |                      | 3,845,000            |
| <b>Total Federal &amp; Other Funds</b> | <b>\$5,378,455</b>        |                                    |          | <b>\$5,378,455</b>   |                      | <b>\$5,378,455</b>   |
| <b>TOTAL STATE FUNDS</b>               | <b>\$267,940,827</b>      | <b>(\$164,181,743)</b>             |          | <b>\$103,759,084</b> | <b>\$256,364,282</b> | <b>\$360,123,366</b> |
| Positions                              | 1,401                     |                                    |          | 1,401                |                      | 1,401                |
| Motor Vehicles                         | 82                        |                                    |          | 82                   |                      | 82                   |

## DEPARTMENT OF REVENUE FY 2002 Budget Summary

Governor's  
Recommendations

### ADJUSTMENTS TO CURRENT BUDGET

|   |               |
|---|---------------|
| FY 2001 STATE APPROPRIATIONS  | 267,940,827   |
| Annualizers:  |               |
| 1. Annualize the cost of the FY 2001 salary adjustment.   | 508,802       |
| Other Adjustments:  |               |
| 2. Reduce non-recurring cost of the second year of the Governor's Property Tax Relief program.  | (166,000,000) |
| 3. Reduce motor vehicle purchases to reflect that only those vehicles with a projection of at least 120,000 miles traveled as of July 1, 2001 will be replaced. | (164,267)     |
| 4. Adjust GBA rental rates to a standard of \$8.75 per rentable square footage.   | 1,473,722     |
|   | 1,473,722     |
| ADJUSTED BASE   | \$103,759,084 |

### ENHANCEMENT FUNDS

|  |               |
|--|---------------|
| ENHANCEMENTS   |               |
| 1. Continue the Governor's Property Tax Relief program which will raise the statewide homestead exemption value from the current amount of \$6,000 to \$8,000. This increase will eliminate general county and school property tax liability for the first \$20,000 of fair market value on homesteads.                                  | 249,000,000   |
| 2. Outsource the International Registration Plan audits through an increase in per diem, fees and contracts. This will enable the department to reassign staff to sales and corporate tax audits which yield millions in state revenue annually.   | 200,000       |
| 3. Fund a scanner maintenance contract in the Internal Administration Division.  | 102,614       |
| 4. Fund real estate rental increases for Compliance Division regional offices in Albany, Athens, Augusta, Columbus, Douglas, Lithia Springs, Macon, Morrow, Rome, Savannah, Tucker, and Valdosta.  | 39,190        |
| 5. Provide payment of a nominal fee to the Federal Management Service for intercepting Internal Revenue Service refunds to offset tax obligations owed to Georgia.   | 107,730       |
| 6. Add 12 contract tax examiners to the Sales Tax Division responsible for handling flawed, problematic returns.   | 355,000       |
| 7. Provide funding for Georgia's share of the annual budgeted costs of the International Fuel Tax Agreement Regional Processing Center.  | 55,000        |
| 8. Increase funds to cover sales tax printing and publication expenditures associated with producing forms with pre-printed, individualized, machine-readable account information.   | 335,868       |
| 9. Cover anticipated relocation expenses. This funding increase will affect the regular operating (\$974,853), real estate rental (\$2,955,080), and telecommunications (\$238,947) budget classes.  | 4,168,880     |
| 10. Provide funds that will be used to help the Motor Vehicle Division plan and prepare for its future move to the new Department of Motor Vehicle Safety. This funding increase will affect the personal services (\$800,000), real estate rentals (\$800,000), computer charges (\$300,000), and equipment (\$100,000) budget classes. | 2,000,000     |
|  | 2,000,000     |
| TOTAL ENHANCEMENT FUNDS  | \$256,364,282 |

|                   |               |
|-------------------|---------------|
| TOTAL STATE FUNDS | \$360,123,366 |
|-------------------|---------------|

**DEPARTMENT OF REVENUE**  
**Functional Budget Summary**

|                                 | FY 2001 Appropriations |                      | FY 2002 Recommendations |                      |
|---------------------------------|------------------------|----------------------|-------------------------|----------------------|
|                                 | Total                  | State                | Total                   | State                |
| 1. Departmental Administration  | 21,073,692             | 21,073,692           | 26,728,066              | 26,728,066           |
| 2. Internal Administration      | 6,141,550              | 5,991,550            | 6,272,079               | 6,122,079            |
| 3. Information Systems          | 9,650,156              | 8,634,956            | 9,695,095               | 8,679,895            |
| 4. Compliance                   | 24,290,703             | 24,150,703           | 24,800,656              | 24,660,656           |
| 5. Income Tax                   | 8,450,771              | 8,150,771            | 8,496,153               | 8,196,153            |
| 6. Motor Vehicle                | 18,082,301             | 16,782,301           | 20,038,261              | 18,738,261           |
| 7. Taxpayer Accounting          | 7,510,839              | 6,671,039            | 7,534,299               | 6,694,499            |
| 8. Alcohol and Tobacco          | 2,991,469              | 2,991,469            | 2,963,833               | 2,963,833            |
| 9. Property Tax                 | 170,435,762            | 168,902,307          | 253,506,015             | 251,972,560          |
| 10. Sales and Use Tax           | 4,672,039              | 4,572,039            | 5,447,364               | 5,347,364            |
| 11. State Board of Equalization | 20,000                 | 20,000               | 20,000                  | 20,000               |
| <b>TOTAL APPROPRIATIONS</b>     | <b>\$273,319,282</b>   | <b>\$267,940,827</b> | <b>\$365,501,821</b>    | <b>\$360,123,366</b> |

RECOMMENDED APPROPRIATION: The Department of Revenue is the budget unit for which the following State Fund Appropriation is recommended for FY 2002: \$360,123,366.

## DEPARTMENT OF REVENUE

### Roles and Responsibilities

Since 1938, the Department of Revenue (DOR) has been responsible for administering the state's tax laws and collecting and processing state revenues. Other duties include maintaining the title and registration records for motor vehicles registered in Georgia and enforcing laws and regulations pertaining to the control of alcoholic beverages and tobacco products. Auditors, accountants, collectors, field representatives, and various specialists and administrative personnel work as authorized agents of the department's commissioner to carry out the DOR's responsibilities. In a typical year, these agents maintain and update millions of taxpayer accounts and motor vehicle records and enforce compliance with countless laws and regulations.

#### ORGANIZATION

To accomplish its duties, DOR is comprised of the following ten divisions that report to the commissioner:

- Administrative Division
- Internal Administration Division
- Compliance Division
- Information Systems Division
- Motor Vehicle Division
- Taxpayer Accounting Division
- Income Tax Division
- Alcohol and Tobacco Division
- Property Tax Division
- Sales and Use Tax Division

Each division has an important role in the administration of tax laws and the collection of revenue.

#### TAX ADMINISTRATION AND COLLECTION

DOR net state revenue collections for fiscal year 2000 totaled just over \$13 billion, an 8.5% increase over fiscal year 1999. The major taxes and fees collected by the department are as follows:

- Individual and Corporate Income Tax
- General Sales and Use Tax
- Motor Fuel Tax
- Motor Vehicle Fees
- Liquor, Beer, and Wine Tax
- Cigar and Cigarette Tax

Each year the department also collects over \$3 billion in taxes designated for local entities. The first of these is a 1% sales tax in Fulton and DeKalb Counties that is used as dedicated revenue for the construction and operation of the Metropolitan Atlanta Rapid Transit Authority (MARTA). The other 1% sales taxes designated for local entities are

the local option sales tax, the special purpose local option sales tax, the homestead local option sales tax, and the education local option sales tax.

#### MOTOR VEHICLE TITLING AND REGISTRATION

The Motor Vehicle Division of the DOR is responsible for providing a certificate of registration and title for most motor vehicles and mobile homes owned or operated in the state. Additionally, the division must provide registration and title information to county governments, law enforcement agencies, and all other appropriate entities. County Tax Commissioners and their employees (acting as DOR agents) process registrations, tag applications, and decal renewals at local offices, while Motor Vehicle Division employees manage statewide operations and purchase and maintain necessary equipment. The Motor Vehicle Division is also responsible for training county agents and ensuring that service standards are being met across the state. This decentralized arrangement has been made possible by the implementation of the Georgia Registration and Title Information System.

#### ALCOHOL AND TOBACCO REGULATION

DOR enforces all laws and regulations concerning the manufacture, possession, transportation, and sale of alcoholic beverages and the possession, transportation, and sale of tobacco products within the state. The department's Alcohol and Tobacco Division is comprised of a criminal investigative unit and an audit and operations unit. Agents assigned to the investigative unit carry out specialized investigations that focus on licensing and the sale of alcoholic beverages and tobacco products to underage persons. When necessary, they coordinate law enforcement actions with other enforcement agencies and lend assistance to outside parties. The audit and operations staff conducts audits of manufacturers, shippers, and distributors of alcoholic beverages and tobacco products. In addition, they promote voluntary compliance with the state's alcoholic beverage and tobacco excise tax laws.

#### ATTACHED AGENCY

The State Board of Equalization is attached to the Department of Revenue for administrative purposes only. The board appoints hearing officers that evaluate appeals by local governing authorities on issues relating to the Revenue Commissioner's disapproval of county tax digests.

#### AUTHORITY

Title 48 of the Official Code of Georgia Annotated.

## DEPARTMENT OF REVENUE

### Strategies and Services

#### PROCESSING OF TAX RETURNS AND PAYMENTS

It is a long-range goal of the Department of Revenue (DOR) to implement a comprehensive electronic government environment. Current e-government initiatives underway include expanding the types of tax returns that can be filed electronically, offering various telephone filing options across tax types, and accepting credit and debit card payments. In FY 2000, about 10% of returns were received electronically. While this development is promising, it is clear that DOR will continue receiving and processing millions of paper returns and check payments throughout the next several tax seasons.

With traditional processing as the mainstay, the department has continued to invest in machinery and technology that speeds the handling of documents. By replacing labor-intensive, manual processes with automation technology, DOR has been able to reduce payment and refund processing times, decrease processing costs, improve compliance, and ease the burden placed on taxpayers in reporting tax information.

An important part of the effort to streamline processing is the imaging of documents for archival and retrieval purposes. While high-speed scanners have been capturing digital images of tax filings for some time, a new project that utilizes Optical Character Recognition (OCR) technology is currently underway. The department successfully processed close to 500,000 returns using this technology on a trial basis in 1998 and 1999. Full implementation was delayed because the older version of OCR software was not year 2000 compliant. DOR has since received modernization funds to acquire compliant OCR software, which should be available for use in the next tax-processing season. This technology will quickly and accurately capture required data and thus speed up the overall processing of returns.

In the future, increased utilization of electronic filing options will eliminate many of the problematic aspects of traditional processing. Thus far, DOR has had great success in processing electronically filed income tax returns, and compared to other states, participation is high in Georgia. This success has prompted the department to embark on several e-government initiatives in other tax areas while continuing with efforts to streamline traditional processing methods.

#### MODERNIZATION OF CORPORATE AND INDIVIDUAL INCOME TAX SYSTEMS

In the fall of 1999, DOR designed and implemented new corporate income and individual income tax processing systems. Both systems, which were designed in a client-server environment with web based technology, performed

as expected during their first year of operation. These enhanced tax processing systems will serve as the department's foundation for improved technological functionality and reliability. As such, the systems will allow taxpayers more direct interaction with the department and its records, improve operating efficiency, and enable further expansion of electronic filing and other e-government initiatives.

#### FINANCE AND RECORDS MANAGEMENT SYSTEM

In order to take full advantage of the opportunity to expand filing and payment options available, DOR had to redesign the current "Mail/Cash" processing system. This system creates daily deposits, performs front end processing for all other tax systems, and acts as the central repository for most returns and payments.

The current system, which was installed nearly twenty years ago, is not flexible enough to handle technologically advanced alternative filing and payment methods. An enhanced replacement system known as the Finance and Records Management System (FARMS) is currently being designed. FARMS, an integral part of the department's modernization plan, will consist of the following modules:

- An enhanced transaction processing module that will allow a quick separation of the check from the paper return;
- A credit and debit card processing module that will make it possible for the department to accept and process these types of payments;
- A production management reporting module that will automate productivity record keeping and document tracking;
- A depositing and accounting module that will automate the accounting process for deposits and the general ledger; and
- A mail processing module that will automate many of the manual steps involved in processing and tracking mail.

Due to the tight integration and multitude of interfaces between FARMS and the other DOR tax applications, implementation and testing of the system will be expensive and complex. However, the advantages of the system – in terms of faster deposits of receipts for the state and new filing and payment options for citizens– are significant.

#### ELECTRONIC FILING OF INDIVIDUAL INCOME TAX RETURNS

During the 2000 tax season, Georgia was once again a national leader in the number of individual income tax returns filed electronically in the joint federal-state

## DEPARTMENT OF REVENUE -- Strategies and Services

electronic filing program. As of August 2000, a total of 891,000 returns had been filed electronically. Through the joint program, taxpayers eligible to receive a refund have the option of electronically filing both their federal and state returns at one time. Compared to traditional paper filing, the process is more efficient and accurate. Refunds are typically issued within 3 weeks, and taxpayer reports of miscalculations are not common.

Even though program participation has been high, the department wants to make this program more accessible and appealing to taxpayers. Thanks to a continued commitment to expanding e-government options, the department has already seen a dramatic increase in program participation. Past program enhancements include providing a direct deposit service for refunds, allowing online filing via software vendors, and adding electronic filing options for part-year residents and nonresidents. For the upcoming tax season, the department plans to further enhance the program by accepting electronically filed returns with a balance due and adding the option to telefile returns. These program expansions should continue to make alternative filing methods more popular with the millions of taxpayers who still rely on traditional paper filing and lead to more efficient and accurate processing within the department.

### SALES TAX ELECTRONIC FILING INITIATIVE

In an effort to reduce processing time, eliminate taxpayer and data entry errors, and improve the timeliness of distributions to local governments, DOR's Sales Tax Division is developing the capability to accept and process electronically filed returns from its customers. Once system enhancements are complete, taxpayers will have the option of filing sales tax returns via secure vendor websites. Vendors will ensure that returns are complete and that mathematical calculations are correct before any information is transmitted to the department. After transmission, data will be uploaded into DOR's cashing

and sales tax systems where it will be edited and applied to the appropriate taxpayer accounts.

This new filing option will obviously benefit the department and its customers. The department will save time and resources through reduced screening requirements, while taxpayers will be able to file returns and transmit payments electronically with the vendor of their choice.

Initially, this option will be made available to the 4,000 taxpayers that currently remit their payments electronically. These taxpayers have the most complex returns, and their remittances account for 65% of total monthly sales tax collections. Eventually, the electronic filing option will be available to all sales tax dealers. The Sales Tax Division plans to initiate deployment to vendors in FY 2002.

### MOTOR VEHICLE IMPROVEMENT STRATEGIES

As of September 2000, the Georgia Registration and Title Information System (GRATIS) had been up and running successfully for 1 year. The system has helped make a county-based, real-time, on-line motor vehicle registration and titling program a reality. Motor Vehicle Division employees and county tax agents believe that the integrated registration and titling system is the best in the country since it has greatly decreased processing time and increased accuracy and customer satisfaction.

Although computer-related operating expenses have increased significantly with the year 2000 compliant system in place, the benefits to all stakeholders seem to outweigh the cost increase. For example, GRATIS enables county agents to identify emissions test and property tax evaders; it provides current, on-line accessible information to 15 federal and state agencies which once relied on paper and tape products from the old system; and it reduces customer waiting time since information can be processed on the spot. The Motor Vehicle Division now plans to further improve the title and registration services delivered at the county-level through policy and strategy development, business training, and technical support.

## DEPARTMENT OF REVENUE

### Results-Based Budgeting

#### TAX ADMINISTRATION AND ENFORCEMENT PROGRAMS

Purpose: Administer and enforce state tax laws and provide taxpayer assistance in order to maximize and promptly collect revenues to help fund state and local government programs.

|  | FY 2000<br>Desired | FY 2000<br>Actual | FY 2001<br>Desired | FY 2002<br>Desired |
|--|--------------------|-------------------|--------------------|--------------------|
| <p>Goal 1: Taxpayers and tax administrators will be provided with the training, assistance, and information needed to promote their understanding of the tax laws.</p> <ul style="list-style-type: none"> <li>- At least 95% of taxpayers surveyed who sought assistance at regional offices will agree or strongly agree that the experience was positive and that they received courteous and prompt customer service providing them with a better understanding of the tax laws.</li> <li>- The percentage of persons surveyed who attended taxpayer education workshops and seminars and reported the program was worth their time will be at least 90%.</li> </ul>  | 95%                | 97%               | 95%                | 96%                |
|  | 90%                | 93%               | 92%                | 93%                |
| <p>Goal 2: Tax payments and tax returns will be processed in a timely manner in order to collect the revenues used to fund state and local government programs.</p> <ul style="list-style-type: none"> <li>- Improve payment processing time by increasing electronic funds transfer payments in dollar volume and as a percentage of total collections. In FY 2000 EFT payments rose to almost \$10 billion, or 56.7% of the \$17.6 billion in gross collections.</li> <li>- At least 1 million individual income tax returns (or 27%) will be filed electronically in FY 2002 to reduce overall processing time.</li> </ul>  | 56%                | 56.7%             | 57%                | 57%                |
|  | 20%                | 25%               | 26%                | 27%                |
|  | 700,000            | 891,000           | 900,000            | 1,000,000          |
| <p>Goal 3: Encourage compliance with the tax laws so that the tax responsibility is distributed uniformly and in accordance with the law by increasing the number of business and individual tax audits, and by conducting audits of property assessment.</p> <ul style="list-style-type: none"> <li>- Business tax audits will be increased by 5% in FY 2002. The increase in tax audits will serve as a proxy measure for the increase in taxpayer compliance.</li> <li>- Non-resident individual income taxpayer audits will be increased by 5% in FY 2002. The increase in tax audits will serve as a proxy measure for the increase in taxpayer compliance.</li> <li>- The audited sales ratio (ratio between the county's assessment of property and the sale price) will be maintained at 90% of the required property assessment level in FY 2002.</li> <li>- The number of delinquent and deficient registered sales, withholding, and income tax accounts that are collected and resolved will increase by 5% in FY 2002. This will serve as a proxy measure for timely filing.</li> </ul> | 4,684              | 4,866             | 4,900              | 5,100              |
|  | 965                | 1,476             | 1,014              | 1,065              |
|  | 90%                | 90%               | 90%                | 90%                |
|  | 94,710             | 93,594            | 96,000             | 96,000             |
| Program Fund Allocation -- Total Funds   |                    | \$205,181,354     | \$252,245,512      | \$342,499,727      |
| State Funds  |                    | \$159,738,755     | \$248,167,057      | \$338,421,272      |

**DEPARTMENT OF REVENUE -- Results-Based Budgeting**

**ALCOHOL AND TOBACCO COMPLIANCE AND ENFORCEMENT PROGRAMS**

Purpose: Ensure compliance with state laws governing the control, distribution, and taxation of alcoholic beverages and tobacco products in order to protect the public's interest and safety.

|  |                    |                   |                    |                    |
|--|--------------------|-------------------|--------------------|--------------------|
| Goal 1: Alcohol will be regulated so that it is distributed only in those jurisdictions that have authorized its sale through a local ordinance or referendum.<br>- To ensure a proper and legal distribution of alcoholic beverages, background investigations will be conducted on 100% of retail distilled spirits applicants, alcohol distributor applicants, and alcohol manufacturer, importer and broker applicants in FY 2002. | FY 2000<br>Desired | FY 2000<br>Actual | FY 2001<br>Desired | FY 2002<br>Desired |
|  | 100%               | 100%              | 100%               | 100%               |
| Goal 2: Alcohol and tobacco retail and wholesale businesses will comply voluntarily with state laws and regulations.<br>- The percentage of alcohol and tobacco businesses inspected that are in compliance with state law will increase in FY 2002.<br>- 100% of alcohol and tobacco distributors will be audited to ensure excise taxes are properly remitted in FY 2002.  | 87%                | 82%               | 87%                | 87%                |
|  | 100%               | 100%              | 100%               | 100%               |
| Goal 3: Illegal alcohol sales to underage persons will be reduced.<br>- The percentage of retail vendors investigated who make illegal alcohol sales to underage persons will be reduced in FY 2002.   | 40%                | 45%               | 40%                | 40%                |
| Goal 4: Underage persons will be protected from unlawful sales of alcoholic beverages by a partnership of federal, state, and local law enforcement agencies enforcing the laws against alcohol sales to underage persons.<br>- The number of investigations of illegal alcohol sales to underage persons will be increased by 5% in FY 2002 (Activity).   | 611                | 1,936             | 1,200              | 1,260              |
| Program Fund Allocation -- Total Funds   |                    | \$3,011,825       | \$2,991,469        | \$2,963,833        |
| State Funds  |                    | \$2,919,439       | \$2,991,469        | \$2,963,833        |

**MOTOR VEHICLE TAG AND TITLE PROGRAMS**

Purpose: Establish motor vehicle ownership by maintaining timely title and registration records.

|   |                    |                   |                    |                    |
|---|--------------------|-------------------|--------------------|--------------------|
| Goal 1: Motor vehicle registrations and title applications will be processed in a timely manner.<br>- The average number of days to process a motor vehicle registration will be further reduced in FY 2002 as more counties utilize the on-line Georgia Registration and Title Information System (GRATIS).<br>- The average number of days to process a motor vehicle title application will be further reduced in FY 2002 as more counties utilize the on-line Georgia Registration and Title Information System (GRATIS). | FY 2000<br>Desired | FY 2000<br>Actual | FY 2001<br>Desired | FY 2002<br>Desired |
|   | 12 days            | 9 days            | 8 days             | 7 days             |
|   | 10 days            | 4 days            | 4 days             | 3 days             |
| Program Fund Allocation -- Total Funds  |                    | \$20,008,599      | \$18,082,301       | \$20,038,261       |
| State Funds   |                    | \$18,180,484      | \$16,782,301       | \$18,738,261       |

|                      |             |               |               |               |
|----------------------|-------------|---------------|---------------|---------------|
| TOTAL - All Programs | Total Funds | \$228,201,778 | \$273,319,282 | \$365,501,821 |
|                      | State Funds | \$180,838,678 | \$267,940,827 | \$360,123,366 |