Adam J. Krupp
Commissioner

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Governor Eric Holcomb
2017 Next Level Legislative Agenda

- Diversify our economy
- Upgrade our infrastructure
- Strengthen our workforce
- Attack the drug epidemic
- Deliver great government service
Agency Priorities

- **Customer Service**
- **Organizational Health**
- **Collaboration**
- **Compliance**
- **Process Improvement**
“Act as if what you do makes a difference. It does.”

- William Jones, Psychologist & Professor

Agency Priorities

✓ Customer Service
✓ Organizational Health
✓ Collaboration
✓ Compliance
✓ Process Improvement
Agency Priorities

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✓ Compliance
✓ Process Improvement
“If everyone is moving forward together, then success takes care of itself.”


Agency Priorities

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- Organizational Health
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DEPARTMENT OF REVENUE
PYRAMID OF EXCELLENCE

OUR PEOPLE
- Passionate, hard-working team members serving the State of Indiana.

OUR PURPOSE
- To provide great government service at a great value to our customers.

OUR VISION
- To be recognized as the premier tax administrator in the nation and a great place to work.

OUR MISSION
- To serve Indiana by administering tax laws in a fair, equal, and efficient manner.

BEST-IN-CLASS CUSTOMER SERVICE

Deliver great government service

Status: Positive momentum in the budget bill

- Modernize the outdated state Department of Revenue computer system
- Expand the Nurse Family Partnership to combat infant mortality
- Raise pay for Indiana State Police
- Exempt military pensions income
- Update the Indiana State Police labs
SUMMARY OF FISCAL YEAR 2017 TAX RECEIPTS

In FY 2017, DOR collected more than $18 billion representing more than 90 active tax types.

- Other Taxes: $403,861,581
- Cigarette / Alcohol Taxes: $463,753,459
- Motor Carrier / Motor Fuel Taxes: $843,553,499
- Total Gaming Taxes: $452,048,363
- Corporate Income Taxes: $1,025,499,232
- Local Option Income Taxes: $2,397,790,001
- Individual Adjusted Gross Income Tax: $6,435,292,461
- Sales & Use Tax: $7,637,142,007

Total: $18,739,038,927 (total receipts in thousands)

INTEGRATED TAX SYSTEM

LAUNCH
DOR Modernization Update
2018 & Beyond

Contract
Start Up

Phase 1
Phase 2
Phase 3
Phase 4

Maintaining Current Systems and Processes

2018  2019  2020  2021

Other Key Projects & Initiatives

• Fraud Prevention & Identification Protection
• Overhaul of Tax Protest Process
• Geo-coding Software Utilization (ex: FAB)
• Social Media Strategy
• Plain Talk – Correspondence Review
• Commissioner’s Advisory Council
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THANK YOU