

2001-03 Performance Progress Report

For Quarter Ending 6/30/2003

Agency 142

Board of Tax Appeals

Mission

The Board of Tax Appeals resolves appeals of taxpayers and taxing authorities to maintain public confidence in the state tax system.

Goal Resolve all state tax appeals in a timely, convenient, and economical manner by issuing comprehensive written decisions that are based on state statutes, case law, and Board precedent and that provide uniformity of taxation.

Performance Measure Average turnaround time (in months) for standard appeals from filing of a notice of appeal to closure.

	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Outcome Estimate				6.5				6.5
Actual				10.3				10.2
Date Measured				6/30/2002				6/30/2003

Performance Measure Number of appeals closed.

	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Output Estimate				1,750				1,750
Actual				1,426				1,532
Date Measured				6/30/2002				6/30/2003

Performance Measure Percentage of decisions issued within one year of the filing of a Notice of Appeals.

	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Outcome Estimate				90%				90%
Actual				60%				66%
Date Measured				6/30/2002				6/30/2003

Performance Measure Percentage of decisions issued within 90 days of the hearing.

	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Outcome Estimate				92%				92%
Actual				68%				89%
Date Measured				6/30/2002				6/30/2003