



**Department of Revenue**  
**2<sup>nd</sup> Quarter FY 2016-17**  
**Objective Performance Measures**  
**(October 1 – December 31, 2016)**

*State Fiscal Year (SFY 7/1 – 6/30)*  
*Federal Fiscal Year (FFY 10/1 – 9/30)*

	Objective	Weight	Range	Result	Score	Weighted Score
1	Average number of days from receipt of payment to deposit	10%	5 = Less than 1 4 = 1-2 days 3 = 3-4 days 2 = 5-6 days 1 = 7 days or more	< 1 day	5	.50
2	Percent of revenue distributions made timely	15%	5 = 98 -100% 4 = 95 - 97% 3 = 92 - 94% 2 = 90 - 92% 1 = 87-89%	100%	5	.75
3	Median number of days to process a refund	5%	5 = Less than 30 days 4 = 30-39 days 3 = 40-49 days 2 = 50-59 days 1 = 60 days or more	32 days	4	.20
4	Percent of IV-D cases with an order of support (FFY)	10%	5 = 90-100% 4 = 80-89% 3 = 70-79% 2 = 60-69% 1 = 50-59%	82.1%	4	.40
5	Percent of current support collected (FFY)	5%	5 = 80-100% 4 = 60-79% 3 = 40-59% 2 = 20-39% 1 = Less than 19%	63.4%	4	.20
6	Percent of support collected and distributed during the year that was due within the federal fiscal year (FFY)	10%	5 = 90-100% 4 = 80-89% 3 = 70-79% 2 = 60-69% 1 = 50-59%	78.7%	3	.30
7	Percent of State Distributions Unit collections disbursed within two business days of receipt (SFY)	10%	5 = 100% 4 = 99% 3 = 98% 2 = 97% 1 = 96%	99.2%	4	.40
8	Statewide Level of Assessment for real property	10%	5 = 90% and up 1 = 89.9% and below	94.8%	5	.50
9	Percent of training participants satisfied with services provided	5%	5 = 100% 4 = 99% 3 = 96-98% 2 = 93-95% 1 = 90-92%	98.5%	3	.15
<b>Total</b>		<b>80%</b>				<b>3.40</b>



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## Highlights



### General Tax Administration

The Department of Revenue's first live webinar, developed in partnership with SCORE, was broadcast in early December. SCORE is a nonprofit association of volunteer business counselors supported by the U.S. Small Business Administration.

The webinar – Sales and Use Tax Basics: Foundation for Business Success – was announced using a variety of communications strategies, including emails to new businesses that recently completed a registration with the Department. Information was also shared on the Department's website and social media posts leading up to the webinar. Nearly 700 participants tuned in to the presentation and many actively engaged in the question and answer session at the end. Following the webinar, 400 survey participants confirmed they would like to receive information from the General Tax Administration (GTA) Program. GTA also answered 75 questions through email.

The live webinar was recorded and posted to SCORE's website. To inform the public, the Department also included a link to the recorded SCORE webinar on the Department's Taxpayer Education page at <http://floridarevenue.com/taxes/Pages/education.aspx>.