



Serving our customers

We administer over **30** different tax types and **48** separate Minnesota tax laws; we provide guidance to taxpayers on how to meet their tax obligations.

In 2016, we:

- **Helped 1.1 million** customers in person, on the phone, and through email
- **Helped 2.8 million** customers through our website
- **Processed 5.8 million** individual and business tax returns for customers
- **Prevented over \$60 million** in fraudulent or erroneous refunds
- **Educated 1,715** sales and use tax customers on how to meet their tax law obligations



Commitment to Continuous Improvement

We work to serve our customers efficiently and effectively, investing in technology and finding ways to cut costs where possible. We redirected resources to maintain customer service levels. Examples include:

- Consolidated metro office locations from 5 to 2, **saving \$1.1 million/biennium**
- Used technology to streamline print and mail operations, **saving \$636 thousand/biennium**
- Automated collection notices, **saving \$1.1 million/biennium**
- Implemented online file and pay for businesses, **saving \$800 thousand/biennium**

FY2018–2019 Biennial Budget Change Items

Efficient and Effective Tax Service

Proposal:

The Governor's request invests \$20.8 million to maintain current staffing and service levels for Minnesotans. Without the funding, Revenue would lose 121 employees over the biennium, reducing daily service for Minnesotans.

This proposal also invests \$4.9 million to meet growing customer demands, to improve taxpayer's filing options, provide customers more information and guidance, effectively serve Minnesota's Tribal Nations, and help keep taxpayer refunds out of the hands of criminals.

Board of Assessors (BOA) Operations

Proposal:

The Governor's request increases fee levels, adds a three percent inflator, appropriates funds to the Board, and gives the Board authority to issue refunds.

The Board passed a motion to increase fees to cover its actual costs. Now legislative action is needed.

Our Mission

Working together to fund Minnesota's future.

Our Vision

Everyone reports, pays, and receives the right amount: no more, no less.

Our Customers



- **2.9 million** individual income tax filers each year
- **850,000** property tax filers
- **160,000** businesses collect, file and pay sales tax each month
- **415,000** businesses registered in e-Services
- **3,400** local units of government
- **87** counties and **800** licensed property tax assessors

Our 2016 Results



Sent tax refunds to **1.8 million** Minnesotans



Processed **5.8 million** returns



Sent **879,570** property tax refunds worth **\$656 million** to Minnesotans



Helped **3,423** local units of government with property tax administration



Served **2.8 million** visitors through our website (7 million page views)



Reviewed and completed over **8,450** administrative appeals



Helped **1.1 million** customers (in person, on the phone, and through email)



Prepared over **600** revenue analyses



Participated in **293** outreach and educational activities



Prevented over **\$60 million** in fraudulent or erroneous refunds