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Laura Kelly, Governor

September 15, 2023

Adam Proffitt, Director of the Budget
Department of Administration
Room 504
Landon State Office Building
Topeka, Kansas 66612-1590

Dear Director Proffitt:

On behalf of the Kansas Department of Revenue, I respectfully submit our budget request for FY2024 and FY2025. This budget was prepared in conformance with your instructions.

I look forward to the opportunity to meet with you and our budget analyst Sean Tomb to discuss our budget submission. All statements and explanations contained in this budget submission are true and correct to the best of my knowledge.

Thank you for your consideration. If you have any questions, please contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Kris Holm", with a long horizontal flourish extending to the right.

Kris Holm
Chief Financial Officer
Kansas Department of Revenue

Enclosures

cc: Sean Tomb, Budget Analyst
Chardae Caine, Legislative Research Department

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AGENCY OVERVIEW

The mission of the Kansas Department of Revenue (KDOR) is to collect taxes and fees, administer Kansas tax laws, issue a variety of licenses, and provide assistance to Kansas citizens and local units of government.

The agency's philosophy is to commit to hard work every day for the people of Kansas; to treat taxpayers, our employees, and each other with respect; to conduct business with integrity, fairness and civility; and to be held accountable for our efforts. We collect taxes and fees fairly, cheerfully, accurately and efficiently.

The primary goals of KDOR are to:

- Encourage and achieve the highest degree of voluntary compliance with Kansas laws;
- Provide assistance to Kansas citizens and local governments in an efficient, timely, and courteous manner;
- Improve quality customer service and organizational performance;
- Foster the personal and professional growth of its employees; and
- Utilize progressive technology to improve productivity and efficiency.

Programs established to assist with the agency mission are the Office of the Secretary, Aid to Locals, Alcoholic Beverage Control, Division of Taxation, Property Valuation Division, and the Division of Vehicles.

STATUTORY AUTHORITY

Authority for the Kansas Department of Revenue was created in 1972 by K.S.A. 75-5101 *et seq.* under the Executive Reorganization Act. Powers, duties, and functions established or transferred to KDOR under this legislation include the Division of Taxation, Alcoholic Beverage Control, Property Valuation Division, and Division of Vehicles.

The Alcoholic Beverage Control program was established in 1949 by passage of the Liquor Control Act (L. 1949, chapter 242). This unit provides for the regulation of all phases of manufacture, distribution, sale, possession, and traffic in alcoholic liquor and manufacture of beer except 3.2 percent and less (K.S.A. 41-101). The basic duties and functions of the division are set forth in K.S.A. 75-5117.

In 2005, SB298 was passed to amend the Liquor Control Act. The bill made the Act uniformly applicable to all cities and counties in Kansas. Retail sales became legal in all cities unless the city chooses to become 'dry' by ordinance or election. The bill also allowed cities and counties to pass ordinances/resolutions to allow the sale of alcohol on Sundays.

The Property Valuation Division, under K.S.A. 75-5105 *et al.*, maintains a system for the assessment and valuation of personal property. The appraisal support section fulfills these duties and those of K.S.A. 79-1478 to make assistance available to any county upon request and to provide appraisal guides, schedules and methodologies to counties as required by K.S.A. 79-1412(a).

K.S.A. 75-5111 transferred the powers and duties of the State Highway Commission's Motor Vehicle Department to the Kansas Department of Revenue effective July 1, 1972. Titles and Registrations was given the responsibility of issuing license plates and certificates of title, collecting fees, and administering statutes dealing with title issuance and registration of motor vehicles. The Driver Control and Driver's License units issue and monitor driver's licenses for safety and compliance with state regulations.

STATUTORY CHANGES DURING THE 2023 LEGISLATIVE SESSION

The 2023 Legislature passage of bills into law that impact the agency are summarized below:

Alcoholic Beverage Control

House Bill 2059 amends various provisions of the Kansas Liquor Control Act (KLCA), Kansas Cereal Malt Beverage (CMB) Act, and the Club and Drinking Establishment Act (CDEA) concerning remittance of gallonage taxes, samples, Sunday sales, the food sales requirement, and common consumption areas. The bill also permits food establishments to allow dogs in outside areas on and provides an exception to the Kansas Food Code for microbreweries to allow dogs in inside areas if certain conditions are met.

Division of Taxation

Senate Bill 17 updates the designation of and references to the Kansas Rural Housing Incentive District Act and creates certain criteria for housing projects in designated cities with a population of 60,000 or more; amends the Act to expand the list of costs that could be paid by proceeds of special obligation bonds; and amends the Kansas Housing Investor Tax Credit Act (HITCA) to expand the transferability of tax credits issued under the act.

Senate Bill 113 reduces eligibility requirements for students who wish to take part in the Low-Income Students Scholarship Program, as well as increases the tax credit provision of the Low-Income Students Scholarship Program.

House Bill 2002 creates sales tax exemptions for purchases by Kansas Suicide Prevention HQ for purposes of bringing suicide prevention training and awareness to communities across Kansas; purchases by 501(c)(3) not-for-profit corporations that are designated as Area Agencies on Aging by the Secretary for Aging and Disability Services for providing certain services to seniors

and individuals with disabilities; and for purchases made by a contractor for the purposes of constructing and maintaining facilities for such entities. The bill authorizes additional sales tax authority for Grant and Dickinson counties, makes various changes to property tax law, and establishes a requirement for filing the release of tax warrants by the Secretary of Revenue.

House Bill 2172 enacts the Uniform Trust Decanting Act (UTDA) and amends law in the Kansas Uniform Trust Code, Kansas Probate Code, and Kansas Income Tax Act with respect to the statutory rule against perpetuities (RAP), making it inapplicable in certain circumstances.

House Bill 2197 amends provisions in the First-time Home Buyer Savings Account Act to clarify the process for the designation and determination of an account holder's payable on death beneficiary. The bill also enacts law supplemental to the Act to authorize the State Treasurer to market the First-time Home Buyers Savings Account Program (Program) to account holders and financial institutions. The bill also makes several technical changes to existing law.

House Bill 2269 amends the Kansas Cigarette and Tobacco Products Act to raise the minimum age to 21 to sell, purchase, or possess cigarettes, electronic cigarettes, or tobacco products.

House Bill 2292 creates the Kansas Apprenticeship Act (Act), establishing tax credit and grant incentive programs for apprenticeships and creates a matching grant program within the Department of Commerce to provide grants to eligible institutions of higher education based on the number of engineering program graduates of the institution.

Property Valuation Division

Senate Bill 113 extends the 20-mill ad valorem tax levy for two years and provides for the disposition of school district real property, allowing the Legislature the right of first refusal to acquire such property.

House Bill 2002 authorizes county treasurers to electronically deliver tax statements, tax notices, and tax information forms to taxpayers upon consent of the taxpayer. The bill also authorizes county appraisers to electronically deliver property classification and appraised valuation information to taxpayers upon consent of the taxpayer. The bill provides that appraisal courses and continuing education appraisal courses necessary to qualify for the designation of registered mass appraiser can be courses developed by the Director of Property Valuation specifically related to the administration of assessment and tax laws of Kansas or courses approved by the Kansas Real Estate Appraisal Board as provided in continuing law.

Division of Motor Vehicles

Senate Bill 116 amends the Personal and Family Protection Act to remove certain fees paid by persons who have applied for a concealed carry license or are seeking renewal of such license, specifying no such fees must be paid except to cover the cost of taking fingerprints.

Senate Bill 132 authorizes a Buffalo Soldier license plate for issuance on or after January 1, 2024, on a passenger vehicle or a truck registered for a gross weight of 20,000 pounds or less.

House Bill 2042 adds self-storage unit operators to the list of persons who may direct the towing of a vehicle and permits operators to have motor vehicles, trailers, and watercraft towed when the occupant of the storage space is in default for a period of 60 days.

House Bill 2147 creates and amends law to change procedures regarding purchase of a vehicle that has been towed. It also amends the Uniform Act Regulating Traffic on Highways prohibiting counterfeit airbags and authorizes certain ground effect lighting on vehicles.

House Bill 2346 authorizes “Back the Blue” and City of Topeka distinctive license plates. Additionally, on and after January 1, 2025, any distinctive license plate can be issued as a personalized plate.

BUDGET OVERVIEW

In FY2023, 56.4% of actual expenditures were employee wages and employer benefit costs. Contractual services, which include building lease costs, software license fees and maintenance agreements, communication charges, and travel costs to conduct audits and other regulatory functions in-state and out-of-state make up approximately 65% of agency operating expenditures outside of salary and wage costs.

This budget has been prepared in accordance with instructions published by the Division of the Budget. The table below shows requested service levels for FY2024 and FY2025:

Program	FY2024 Approved	FY2024 Revised Budget Request	FY2025 Budget Request
Office of the Secretary	\$ 37,887,667	\$ 37,894,562	\$ 37,923,222
Aid to Local Governments	\$ 5,606,710	\$ 4,646,916	\$ 3,491,916
Alcoholic Beverage Control	\$ 3,556,516	\$ 3,730,880	\$ 3,779,764
Division of Taxation	\$ 28,904,510	\$ 30,124,483	\$ 30,022,193
Property Valuation Division	\$ 4,827,227	\$ 5,296,861	\$ 5,289,719
Division of Vehicles	\$ 46,115,929	\$ 41,534,556	\$ 41,523,599
TOTAL	\$ 126,898,559	\$ 123,228,258	\$ 122,030,413

The Kansas Department of Revenue requests authorization for 1049.15 FTE positions for FY2024 and FY2025 to maintain current service levels.

Program	FY2024 FTE Positions	FY2025 FTE Positions
Office of the Secretary	256.50	256.50
Alcoholic Beverage Control	39.80	39.80
Division of Taxation	369.25	369.25
Property Valuation Division	34.50	34.50
Division of Vehicles	349.10	349.10
TOTAL	1049.15	1049.15

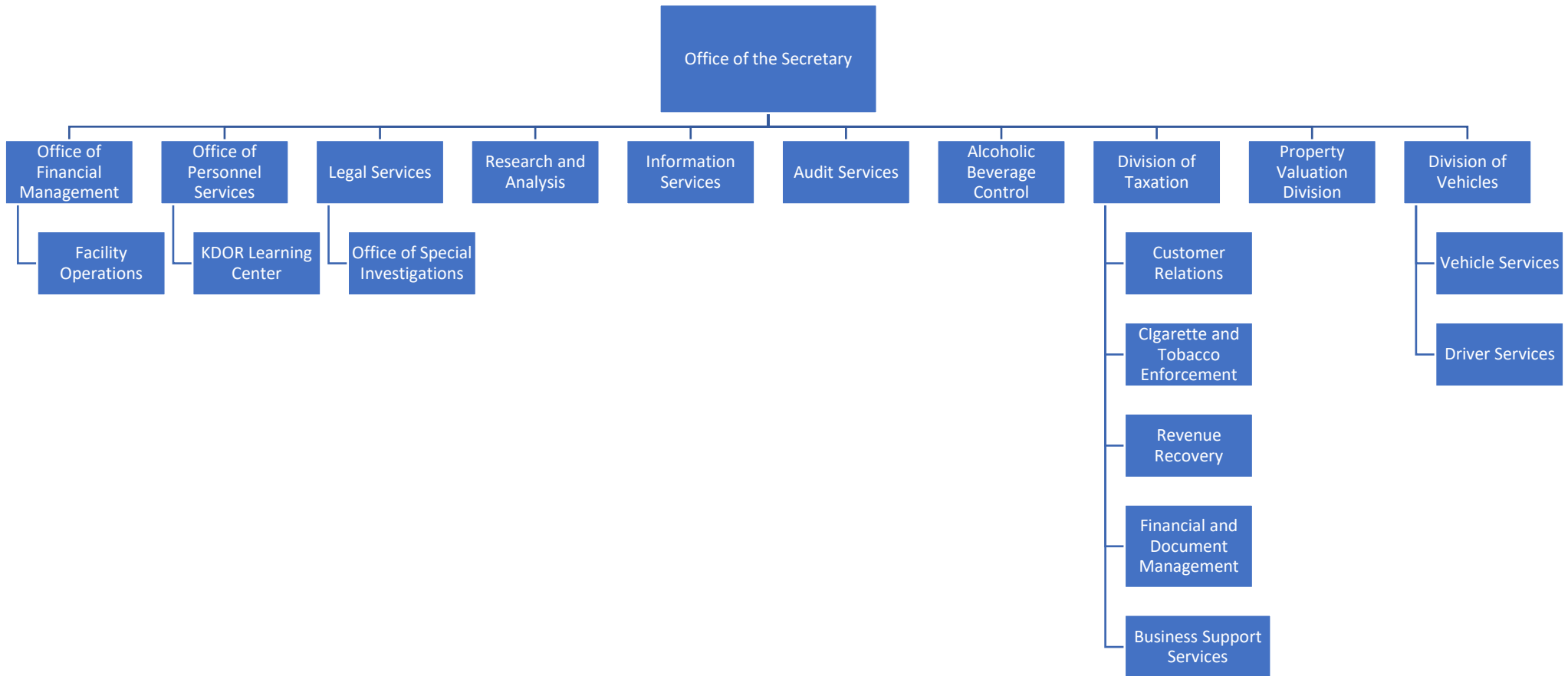
SUPPLEMENTAL ENHANCEMENT PACKAGE REQUEST – FY2024

Supplemental Enhancement #1 – FY2024 Pay Plan Shortfall

The pay plan passed by the 2023 Legislature did not appropriate enough funding from the State General Fund for FY2024. The State Finance Council prorated the pay plan distribution by approximately 20% and this supplemental request makes the pay plan whole in FY2024.

FY2024 State General Fund Shrinkage Reduction: \$127,935

KANSAS DEPARTMENT OF REVENUE ORGANIZATIONAL CHART



AGENCY REVENUE SOURCES

Fund 1000: State General Fund

Revenue estimates that are not estimated by the Consensus Committee on Revenue Estimates are included below for FY2024 and FY2025:

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Charges for Inspections, Examinations and Audits (420100)	\$145,409	\$100,000	\$100,000
Charges for Clerical Services, Issuance of Certificates and Copies (420400)	\$1,435,120	\$1,300,000	\$1,300,000
Occupational Licenses, Permits and Registration of Businesses (421110)	\$2,180,916	\$1,980,000	\$1,980,000
Oil, Gas, Mineral and Sand Royalties (431400)	\$154,419	\$5,000	\$5,000
Other Fines, Penalties and Forfeitures (454090)	\$248,313	\$200,000	\$200,000

Fund 2016: Special Training Fund

KDOR is authorized to charge and collect fees for conferences, seminars, workshops, and examinations sponsored or co-sponsored by the agency. Expenditures made from this fund are for operating expenditures including official hospitality incurred.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Other Service Charges (420990)	\$94,091	\$55,000	\$55,000

Fund 2021: Recovery Fund for Enforcement Actions and Attorney Fees

This fund was established to permit recovery of costs resulting from actions necessary to close a business for non-payment of taxes. Deposits to the fund also include other recoveries of costs incurred, such as certified mail costs and bad check charges recovered from delinquent taxpayers. K.S.A. 75-5162 authorizes KDOR to collect a \$25 service fee on payment plans for delinquent taxes, \$50 service fee for requesting a full or partial tax abatement, and a \$22 allowance from the IRS for the State Income Tax Levy Program.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Other Service Charges (420990)	\$993,739	\$1,000,000	\$1,000,000

Fund 2084: Photo Fee Fund

The Photo Fee Fund was created by HB2192 in 2003 for the purpose of funding the administration and operation, including equipment, associated with the issuance of drivers' licenses and identification cards. K.S.A. 8-243 authorizes the Secretary of Revenue to charge an \$8 fee per credential to be deposited in this fund. The cost of each credential is \$4.55, with the remainder of fee used for administrative operations in the Division of Vehicles.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
License Motor Vehicle Operator (421210)	\$5,829,787	\$5,825,000	\$5,825,000

Fund 2087: Sand Royalty Fund

Proceeds derived from the sale of any state property under K.S.A. 70a-101 *et seq.* to the state treasurer by the director of taxation. All reasonable expenses incurred in carrying out the provisions of this act and annual payments to drainage districts and counties shall be paid from the Sand Royalty Fund. Remaining funds are transferred to the State Water Fund. The sand royalty rate is fifteen cents (\$.15) per ton. Revenue estimates are coordinated with the Kansas Water Office.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Oil, Gas, Mineral & Sand Royalty (431400)	\$151,949	\$90,000	\$90,000
Operating Transfer Out (766020)	\$0	\$0	\$0
TOTAL	\$151,949	\$90,000	\$90,000

Fund 2089: Division of Vehicles Operating Fund

Amounts deposited into the fund include charges for clerical services, certificates and copies, and driver's license reinstatement fees. The inbound operating transfer is the quarterly transfer from the State Highway Fund under the terms of annual appropriation acts.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Charges for Technical & Skilled Services (420200)	\$476,862	\$525,000	\$525,000
Charges for Clerical, Certificates (420400)	\$60,073	\$50,000	\$50,000

Other Fines, Penalties and Forfeitures (454090)	\$634,542	\$675,000	\$675,000
Operating Transfers In (766010)	\$50,546,901	\$52,481,785	\$53,231,785
Operating Transfers Out (766020)	(\$19,370)		
Recovery of Current Fiscal Year Expenditures (469010)	\$150	\$297,929	\$0
Motor Vehicle Registration (412700)	\$1,684	\$0	\$0
TOTAL	\$51,700,842	\$54,029,714	\$54,481,785

Fund 2098: Commercial Vehicle Administrative Fund

HB2257 was passed in 2012 and created this fund to collect commercial motor vehicle registration fees. The \$4 per commercial vehicle fee is split so that \$2 is deposited into this fund for the sole purpose of operation, maintenance, and enhancement of the work processes, systems, and related costs associated with commercial motor vehicles. The remaining \$2 is deposited into a county treasurer fund created pursuant to K.S.A. 8-145. In 2017, SB89 amended K.S.A. 8-145 to allow KDOR to keep the full registration fee if the registration is processed exclusively by the Division of Vehicles.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Commercial Vehicle Fees (412720)	\$506,952	\$500,000	\$500,000

Fund 2189: Vehicle Dealers and Manufacturers Fee Fund

In accordance with K.S.A. 8-2425(f), amounts deposited to this fund are half of the fees received from the sale of motor vehicle dealer full-privilege tags. The annual fee for these tags set by K.S.A. 8-2425(b) is \$350.50. The remaining half, \$175.25, is deposited to the County Treasurers' Vehicle Licensing Fee Fund and distributed to the counties. K.S.A. 8-2402, 2(b) provides for \$25.00 of the \$75.00 dealer license and \$10.00 of the \$25.00 vehicle salesperson's license fee be deposited into this fund and used for agency operations.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Motor Vehicle Registration (412700)	\$455,259	\$430,000	\$430,000

Fund 2232: Distinctive License Plate Fund

K.S.A 8-1, 141(f) states that person or organization sponsoring a distinctive license plate shall submit to KDOR a nonrefundable amount not to exceed \$20,000 to defray production costs for developing the license plate.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Distinctive Plate Fee (422100)	\$27,840	\$10,000	\$10,000

Fund 2244: VIPS/CAMA Technology Hardware Fund

K.S.A. 74-2021 created this fund to finance upgrades and annual maintenance costs to the MOVRS (Division of Vehicles) and CAMA (Property Valuation Division) systems used by the counties. A \$3 fee per title amount is deposited to this fund.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Motor Vehicle Registration (412700)	\$2,443,131	\$2,455,000	\$2,455,000

Fund 2274: MSA Compliance Fund

This fund was established by HB2002 during the 2017 legislative session to pay expenses incurred to comply with terms of the Master Settlement Agreement (MSA) for cigarette and tobacco enforcement. The inbound operating transfer is from the Kansas Endowment for Youth Fund under the terms of annual appropriation acts in FY2024.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Operating Transfers In (766010)	\$1,200,000	\$1,200,000	\$1,200,000

Fund 2287: Electronic Databases Fee Fund

K.S.A. 74-2022(a) authorizes the Secretary of Revenue to fix, charge, and collect fees to provide access to or to furnish copies of data constituting public records in the vehicle information processing system, the Kansas computer assisted mass appraisal system (CAMA), and other electronic database systems used by KDOR. Fees are fixed in order to recover all or part of the costs incurred to operate, maintain, and improve such database systems. Fees collected are also used to fund general operating and administrative costs for the agency.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Charges for Technical and Skilled Services (420400)	\$26,739,597	\$25,250,000	\$25,250,000
Operating Transfer In (766010)	\$19,179	\$0	\$0
TOTAL	\$26,758,776	\$25,250,000	\$25,250,000

Fund 2294: Cigarette and Tobacco Products Regulation Fund

K.S.A. 79-3387(b) specifies that all license fees imposed by Kansas Cigarette and Tobacco Products Act shall be deposited into this fund. Licenses renew on a two-year cycle with all license fees due by December 31st of odd-numbered fiscal years. The amounts collected must be used for expenses over a two-year renewal cycle; therefore, only a portion of the amount available is expended in each year. KDOR has contracts with KDADS and the FDA to conduct underage controlled buys. Fines collected from controlled buy violations, reimbursements, and management fees received from the FDA are also deposited into this fund.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Occupational Licenses, Permits and Regulation (421110)	\$98,173	\$150,000	\$150,000
Other Miscellaneous Revenue (459090)	\$378,178	\$385,000	\$385,000
TOTAL	\$476,351	\$535,000	\$535,000

Fund 2299: Alcoholic Beverage Control Modernization Fund

House Bill 2362 in 2021 created a \$20 alcoholic beverage control (ABC) modernization fee to be charged on both initial and renewal liquor license applications. The bill reduces the initial application fee for a liquor license from \$50 to \$30 plus the \$20 modernization fee. The \$20 modernization fee is added to the renewal application fee, which will remain at \$10. The revenue from the \$20 fee will be used for software and equipment upgrades and ongoing maintenance fees associated with the Department of Revenue’s licensing, permitting, enforcement, and case management systems.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Other Service Charges (420990)	\$56,125	\$55,000	\$55,000

Fund 2381: Charitable Gaming Regulation Fund

K.S.A. 79-4704 imposes a \$.002 tax per face on disposable paper faces to be collected by the distributor and passed on to the licensed organizations. There is also a tax on instant bingo tickets (pull-tabs) equal to 1% of their retail sales price, which is also collected by the distributor and passed on to the licensed organizations. A three percent tax remains on the revenue from the sale of hard cards. A raffle license is required for any organization with gross receipts of \$25,000 or more annually. The fee is \$25 when annual gross receipts are between \$25,000 and \$50,000; \$50 when annual gross receipts are \$50,000 to \$75,000; and \$100 when annual gross receipts are greater than \$100,000. Funds are used exclusively for the administration and enforcement of the statutes and regulations as approved by the administrator of charitable gaming.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Bingo Card Distributor's Tax (413410)	\$294,160	\$284,500	\$284,500
Licenses Fee Bingo Games (421150)	\$9,175	\$12,000	\$12,000
Raffle Registration Receipts (413420)	\$3,950	\$3,500	\$3,500
Operating Transfers Out (766020)	(\$100,000)	\$0	\$0
TOTAL	\$207,285	\$300,000	\$300,000

Fund 2390: Division of Vehicles Modernization Fund

In FY2022, HB2007 credited \$1 (up to \$1 million total) of each Vehicle Modernization Surcharge collected on vehicle registrations to this fund to be used to finance the modernization and upgrades of systems and equipment used by the Division of Vehicles. Beginning in FY2023, the \$1 of each Vehicle Modernization Surcharge collected is directed to the State Highway Fund and SB267 transfers \$1 million from the State General Fund into this fund. It is anticipated to continue into FY2024 through the appropriations bill.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Motor Vehicle Registration (412700)			
Operating Transfer In (766010)	\$1,000,000	\$1,000,000	\$1,000,000

Fund 2417: Conversion of Materials and Equipment Fund

Receipts to this fund are generated from the sale of surplus equipment and materials. Items sent to surplus with a sale price of under \$500 become funds of the Department of Administration. For surplus items over \$500, the KDOR receives 80% of the proceeds.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Salvaged Materials (422500)	\$0	\$0	\$0

Fund 2428: Forfeited Property Fee Fund

Proceeds are KDOR's share of property seized in joint investigations conducted with federal agencies or cases where currency and/or property are seized from an illegal activity after the deduction of expenses incurred. Federal law requires that all revenues from property forfeited in this manner must be used for law enforcement purposes.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Other Fines, Penalties, and Forfeitures (454090)	\$151,644	\$100	\$100

Fund 2617: Setoff Services Revenue Fund

Under K.S.A. 75-6201, the Department of Administration transfers \$77,250 from the accounting services recovery fund annually to reimburse administrative costs of recovering amounts due to the State through debt setoff.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Operating Transfer In (766010)	\$77,250	\$77,250	\$77,250

Fund 2663: Publications Fee Fund

This fund was created by K.S.A. 75-5132(b). Amounts deposited are fees charged to recover costs incurred in preparation, printing, and dissemination of bulk orders of tax forms and other forms issued by KDOR. The Division of Vehicles charges drivers' licensing schools and the general public \$2 per handbook. Other fees are collected by the Division of Taxation for publications.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
State Publications (422200)	\$206,841	\$79,000	\$79,000

Fund 2683: Child Support Enforcement Contractual Agreement Fund

This annual transfer under a memorandum of understanding from the Social Welfare Fund of the Department of Children and Families is to reimburse administrative expenses of child support enforcement activities as specified in the appropriations bill each year.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Other Service Charges (420990)	\$60,000	\$60,000	\$60,000

Fund 2687: County Treasurer's Vehicle Licensing Fee Fund

In accordance with K.S.A. 8-2425(f), fees received under this section shall be divided equally between the County Treasurer in which the licensed manufacturer or dealer has its established place of business and KDOR. Amounts deposited to this fund represent half of money received

from the sale of motor vehicle dealer full-privilege tags. The annual fee for these tags is \$350.50 each. Payments from this fund to Country Treasurers are made quarterly.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Vehicle Registrations (412700)	\$176,225	\$180,000	\$180,000

Fund 2693: Reappraisal Reimbursement Fund

Receipts to this fund are reimbursements to KDOR from counties for employee time and other expenses incurred in connection with special appraisal services provided. Receipts can fluctuate depending on counties need for assistance with special use properties and requests for special assistance due to County Appraiser vacancies.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Technical and Skilled Services (420200)	\$0	\$0	\$0

Fund 2799: Fleet Rental Vehicle Administration Fund

This fund was created by K.S.A 8-145d(8) and K.S.A. 8-1189 in 2019 to credit \$1 from each fleet rental vehicle registration to this fund to cover administrative costs from the Division of Vehicles to process and manage fleet rental registrations.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Commercial Vehicle Fees (412720)	\$267,126	\$180,000	\$180,000

Fund 2816: Commercial Driver's License Drive Test Fee Fund

Moneys credited to the fund are used by the Division of Vehicles to fund the administration and operation of the commercial driver's license drive test. K.S.A. 8-240 states that all commercial class applicants are charged a \$15 driving test fee as part of the commercial driver's license application. The additional drive test fee is \$10 if the applicant does not pass the initial test.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Motor Vehicle Operator License (421210)	\$100,156	\$120,000	\$120,000

Fund 2852: Taxpayer Notification Costs Fund

K.S.A. 79-2989 established this fund in 2021 and directs the Secretary of Revenue to reimburse county clerks for printing and postage costs pursuant to K.S.A. 79-2988, which requires county clerks to notify by mail each taxpayer with property in a taxing subdivision if there is proposed intent to exceed the revenue neutral rate and the date, time, and location of a public hearing related to such proposal. An operating transfer from the State General Fund is directed to this fund and expenditures are reimbursed after certification by the Director of Accounts and Reports through calendar year 2023.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Operating Transfer In (766010)	\$1,153,961	\$1,155,000	

Fund 2876: Commercial Driver's Education Fund

SB215 was passed in 2022 to transfer authority for postsecondary driver's education programs and driver training schools to the Department of Revenue from the Department of Education. Monies credited to this fund are application fees for driving schools and their instructors and are used to fund the administration and operation of the program.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Occupational Licenses, Permits and Regulation (421110)	\$3,770	\$2,270	\$2,300

Fund 3333: Highway Planning Construction

The Department of Transportation agreed to supplement FHWA funding in increments of \$50,000 through the authorization provided under TEA-21 and later via the Safe Accountable Flexible Efficient Transportation Equity Act. This grant is reimbursed by KDOT via an interfund billing process.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Federal Subgrant Transfer In (766050)	\$30,554	\$30,000	\$30,000

Fund 3756: American Rescue Plan State Relief Fund

The American Rescue Plan was passed by Congress in 2021 to provide federal aid to states in response to the COVID-19 pandemic. Funds can be used to provide relief to individuals and businesses from the economic impacts of the pandemic and to make investments in infrastructure to support long-term growth and opportunity.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Federal Subgrant Transfer In (766050)	\$500,000	\$9,800,000	\$0

Fund 3815: State and Community Highway Safety Fund

This fund is to reimburse ABC agents for overtime and travel expenses to provide law enforcement activities directed at non-compliance with Kansas' underage drinking statutes at special events throughout the year across the state including, but not limited to, the Kicker Country Stampede, Fake Patty's Day, Fort Hays Rodeo, large concerts, and local bars and clubs. Federal funds are awarded and received through KDOT and the National Highway Traffic Safety Administration's State and Community Highway Safety grant.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Federal Subgrant Transfer In (766050)	\$59,364	\$50,000	\$50,000

Fund 7668: Special County Mineral Production Tax Fund

Created by K.S.A. 79-4227, seven percent of mineral taxes collected are deposited into this fund and distributed proportionately quarterly to the counties where the production occurred. The other 93% is deposited into the State General Fund. Revenue estimates for FY2023 and FY2024 are calculated by using consensus revenue estimates published in May, 2022.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Severance Tax on Oil (412553)	\$3,259,688	\$1,919,355	\$1,919,355
Severance Tax on Gas (412554)	\$1,785,756	\$188,172	\$188,172
TOTAL	\$5,045,444	\$2,107,527	\$2,107,527

Fund 7675: Community Improvement District Sales Tax Administration Fund

K.S.A. 12-6a31 established this fund to cover expenses incurred by the Division of Taxation for the administration and enforcement of community improvement district sales tax collection and disbursement. Two percent of all community improvement district sales tax receipts are deposited into this fund to a maximum of \$200,000 each fiscal year.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Local Sales Tax (412150)	\$200,000	\$200,000	\$200,000

Fund 7680: County Drug Tax Fund

K.S.A. 79-5201 requires KDOR to remit a portion of the proceeds received in connection with the seizure of unstamped marijuana and controlled substances to local participating law enforcement agencies. The local proportionate share of the amounts collected is 75%. The remainder is deposited to the State General Fund. These estimates are very volatile and are dependent on the amount of drug activity conducted, detected, and the amount of property forfeited.

Revenue Source	FY2023 Actual	Estimated FY2024 Receipts	Estimated FY2025 Receipts
Marijuana (412561)	\$58,670	\$95,000	\$95,000
Controlled Substances (412562)	\$144,191	\$150,000	\$150,000
TOTAL	\$202,861	\$245,000	\$245,000

OFFICE OF THE SECRETARY (ADMINISTRATION)

The Chief Administrative Officer and appointing authority of the Kansas Department of Revenue is the Secretary of Revenue, who is appointed by and serves at the pleasure of the Governor.

The Office of the Secretary is responsible for oversight and administrative support for agency regulatory functions and ensures the agency is fulfilling its mission. The Office of the Secretary is comprised of the following departments:

Office of the Secretary

- Administers KDOR policies and procedures, media relations, and executive oversight of the agency's major programs;
- Assists the Governor's office and legislative staff with policy development and economic forecasting;
- Coordinates media events and generates press releases;
- First point of contact for many telephone and walk-in customers.

Office of Financial Management

- Manages KDOR's fiscal systems and processes, including accounting, procurement, and budget functions;
- Collects, reconciles, and distributes tax revenues daily to multiple funds at various state agencies;
- Ensures compliance with state accounting statutes and regulations;
- Coordinates, directs, and accurately reports all agency financial transactions recorded in the state accounting system.

Office of Personnel Services/KDOR Learning Center

- Provides human resource services and support including payroll/benefits, employee relations, classification and compensation, personnel policy management, and recruitment;
- Training for KDOR software applications, leadership development, new hire orientation and training;
- Manages curriculum to remain compliant with Internal Revenue Service and Social Security Administration training requirements.

Facility Operations

- Responsible for ordering, receiving, and inventory control of all supplies, commodities, and capital outlay purchased by the agency.
- Provides building lease administration, facilities management, and general support for over 40 office locations throughout the state.

Legal Services/Office of Special Investigations

- Provides legal advice and analysis to the Secretary and department officials regarding agency contracts and legislative matters;
- Represents the agency in litigation;
- Acts as the legal counsel for all administrative and court matters involving taxes, vehicle titles and registrations, drivers' licenses, and personnel matters;
- Oversees the Office of Special Investigations, which conducts criminal and administrative investigations and provides fraud-related support to the Division of Vehicles and Division of Taxation. OSI enforcement officers are certified law enforcement officers (K.S.A. 75-5157).

Key Performance Measure I: Litigation Statistics

Type of Action	FY2022 Actual	FY2023 Actual	FY2024 Estimate	FY2025 Estimate
Total number of driver's license administrative hearings	6,158	5,024	6,000	6,000
Total number of driver's license appellate court cases	426	391	500	500
Total number of administrative tax appeals received	406	243	400	400
Total number of appellate court tax cases	19	2	15	15

Information Services

- Manages the overall planning, development, maintenance, computer processing, and support of the agency's information systems;
- Works closely with OITS for server and network operations, system enhancements and development, and statewide disaster recovery operations;
- Maintains KDOR website and applications.

Office of Research and Analysis

- Provides professional research, statistical and economic analysis, educational presentations and publications, and additional services to the Secretary of Revenue, the Kansas Legislature, the citizens of Kansas, and local governments to aid in the implementation of federal, state, and local law;
- Tracks revenue from all sources and estimates future revenue based on policy changes and prior data;
- Analyzes legislative proposals and prepares fiscal notes affecting KDOR;
- Responds to open records requests and is the official records custodian for the agency.

Key Performance Measure II: Fiscal Notes Completed

	FY2022 Actual	FY2023 Actual	FY2024 Estimate	FY2025 Estimate
Fiscal notes completed	292	321	350	350
% of fiscal notes completed within five working days	89%	90%	80%	80%

Audit Services

- Conducts audits to verify the taxpayer has filed returns properly and paid the correct amount of tax through several processes:
 - File analysis (in-house review)
 - Field audits (on-site review of appropriate records)
 - Desk audits (written correspondence and exchange of information)
 - Self-audits (taxpayer audits last three years and sends schedule of errors; avoids 50% of penalties and interest using this method)
 - Sales tax refund reviews (quality review for accuracy and supporting documentation)

A major objective of the Kansas system of taxation is to be fair to all taxpayers. A strong audit presence for the review of taxpayers' records ensures tax obligations have been fulfilled in accordance with the law. The audit selection process focuses attention and resources where data suggests there may be non-compliance with Kansas tax laws. In addition to field audits, KDOR has steadily increased the use of self-audits to enhance voluntary compliance. Taxpayers selected for audit are treated fairly and courteously. Every effort is made for the taxpayer to fully understand any reporting errors and how to correctly file in the future.

Key Performance Measure VI: Completed Audit Activity by Type

Activity	FY2022 Actual	FY2023 Actual	FY2024 Estimate	FY2025 Estimate
Corporate Income Tax File Analysis	137	133	200	200
Corporate Income Tax Audits	23	19	26	26
Vehicle Tax Audits	96	86	126	126
Sales and Excise Tax Audits	167	155	236	236
Mineral Tax Audits	0	0	2	2
Historical Credits Reviewed	13	7	12	12
Self-Audit/Direct Bill letters issued	741	404	1,500	1,500
Refund Reviews	812	824	700	700
Voluntary Disclosures	234	179	200	200

STAFFING LEVEL

The Office of the Secretary requests authorization for 256.50 FTE positions for FY2024 and FY2025 to continue to provide services at the current level.

Department	FY2024 FTE Positions	FY2025 FTE Positions
Office of the Secretary	10.00	10.00
Office of Financial Management	16.00	16.00
Office of Personnel Services	14.00	14.00
KDOR Learning Center	5.00	5.00
Facility Operations	8.00	8.00
Legal Services	28.60	28.60
Office of Special Invest.	22.00	22.00
Information Services	83.30	83.30
Office of Research and Analysis	10.75	10.75
Audit Services	58.85	58.85
TOTAL	256.5	256.5

EXPENDITURE SUMMARY FOR FY2024 and FY2025:

Account Category	FY2024 Budget Request	FY2025 Budget Request
Salaries and Wages (51000)	\$22,405,405	\$22,443,065
Contractual Services (52000-52900)	\$14,806,439	\$14,797,439
Commodities (53000-53900)	\$214,767	\$214,767
Capital Outlay (54000)	\$467,951	\$467,951
TOTAL	\$37,894,562	\$37,923,222

51000: Salaries and Wages

Employee salary and employer benefit costs for 256.50 FTE positions.

FY2023: \$22,405,405

FY2024: \$22,443,065

52000-52900: Contractual Services

Major expenditures in this category include OITS communication costs (phone and data services), building rental costs, monumental building surcharge, hardware maintenance and software license agreements, data center service agreement, contract lawyer fees for complex litigation, court report fees, dues to the Multi-State Tax Commission (MTC) and Federation of Tax

Administrators (FTA), and employee travel costs for audits, conferences, training, legal proceedings, and speaking engagements.

FY2023: \$14,806,439

FY2024: \$14,797,439

53000-53900: Commodities

Expenditures in this category include office supplies, software and hardware orders costing less than \$500, gasoline costs for agency travel, and other miscellaneous supplies.

FY2023: \$214,767

FY2024: \$214,767

54000: Capital Outlay

This expenditure category includes hardware and software purchases over \$500 used to maintain KDOR's technical resources.

FY2023: \$467,951

FY2024: \$467,951

AID TO LOCAL GOVERNMENTS

This program provides for the distribution of certain state-collected taxes and fees to local units of government. Local aid distributions include:

- Sand royalties;
- Fees collected from the sale of full-privilege motor vehicle dealer license tags;
- Mineral production taxes and assessments of delinquent taxes;
- Penalties imposed for nonpayment of taxes on marijuana and controlled substances; and
- Reimbursement to county clerks for postage and mailing costs to comply with K.S.A. 79-2988.

The main goal of the Aid to Local Governments program is to be accountable for the distribution of aid payments to local units of government and ensure that all aid payment distributions are made on or before the scheduled distribution dates.

Table I: Local Aid Distribution

Local Aid Distribution	FY2023 Actual Distribution
State General Fund	\$2,000,000
Sand Royalty Tax Fund	\$22,908
County Treasurers Fund	\$176,225
Special County Mineral Production Fund	\$5,689,706
County Drug Tax Fund	\$222,576
Taxpayer Notification Costs Fund	\$1,153,962
TOTAL	\$9,265,377

PROGRAM REVENUE SOURCES:

State General Fund—A one-time payment for FY2023 only to the Gage Park Improvement Authority under SB25, section 23(a).

Sand Royalty Fund—\$.15/ton paid by entities taking sand, gravel, or minerals beneath the bed of any state-owned river. After deducting administrative expenses, 75% of balance is deposited into State Water Plan Fund and remainder is distributed to the district where sand was removed (2/3) and to other districts in county that front the river (1/3). Funds must be used to clean/maintain waterways, keeping them clear of obstructions that might cause flooding or overflow.

County Treasurers Fund—Half of the proceeds from the sale of full-privilege license plates to manufacturers and vehicle dealers. County Treasurers receive a portion of proceeds from manufacturers/dealers whose business is located in that county.

Special County Mineral Production Fund—Excise tax imposed for the severance and production of coal, oil, or gas severed from the earth or water in Kansas. The current rate is 8% of gross value oil or gas severed and \$1 per ton of coal produced. Seven percent is deposited into this fund and distributed to the county where such action took place. The remainder is credited to the State General Fund. Of the county distribution, 50% is credited to the county general fund and the 50% goes to school districts within the county.

County Drug Tax Fund—Dealers violating the tax provisions of marijuana and other controlled substances must pay delinquent taxes and a 100% tax penalty. Twenty-five percent of all monies collected go to the State General Fund. The remaining 75% goes to the governmental entity whose law enforcement agency conducted the investigation. Amounts remitted to local governments must be credited to a special law enforcement trust fund to be used for law enforcement and criminal prosecution purposes only.

Taxpayer Notification Cost Fund—reimbursements sent to county clerks for postage and printing costs related to K.S.A. 79-2988 for FY2023 and FY2024, which requires county clerks to notify by mail each taxpayer with property in a taxing subdivision if there is proposed intent to exceed the revenue neutral rate and the date, time, and location of a public hearing related to such proposal.

EXPENDITURE SUMMARY FOR FY2024 and FY2025:

Account Category	FY2024 Budget Request	FY2025 Budget Request
State Aid to Local Units (55000-55900)	\$4,646,916	\$3,491,916
TOTAL	\$4,646,916	\$3,491,916

55000: State Aid to Local Units

This amount is the estimated total to be remitted to local units of government, dependent of the amount of activity and receipts received. Expenditures are based consensus revenue estimates, quarterly distribution schedules, and reimbursements requests received from county clerks.

FY2023: \$4,646,916

FY2024: \$3,491,916

ALCOHOLIC BEVERAGE CONTROL

The Alcoholic Beverage Control (ABC) program regulates all phases of the manufacture, distribution, sale, and possession of alcohol in the State of Kansas. This program encompasses many duties, including the following:

- Protects the public health, safety and welfare through effective regulation of the liquor industry;
- Ensures that businesses who import alcoholic liquor or cereal malt beverages meet statutory licensing requirements;
- Provides information to licensees on how to remain in compliance, including industry handbooks and an informational website;
- Enforces the Liquor Control Act and the Club and Drinking Establishment Act;
- Educates liquor licensees on current laws and regulations;
- Detects and resolves licensee violations and provides support for licensee investigations;
- Provides training to local law enforcement agencies on how to conduct underage investigations, how to identify fake IDs, and other-service violations; and
- Partners with grass-roots organizations interested in protecting the safety of youth related to alcohol products.

PROGRAM GOALS

The ABC division continues to place an emphasis on customer service, helping licensees be compliant with liquor laws, and improving division efficiencies and services. The Division strives to make it as easy as possible to voluntarily comply with liquor laws by providing educational training to licensees and to protect public safety by performing random controlled buys to increase compliance rate for the sale of alcohol to underage persons. The Division also contributes to and protects the integrity of KDOR revenue streams by monitoring the filing and remittance of taxes on the sale of alcoholic beverages.

Table II: License Statistics

License Type	As of 6/30/2021	As of 6/30/2022	As of 6/30/2023
Liquor License	4,481	4,746	4,880
Cereal Malt Beverage Stamps	2,268	2,559	2,580
Temporary Permits	343	640	765
Supplier Permits	1,302	1,328	1,330
TOTAL	8,394	9,273	9,555

The Investigation and Enforcement team in ABC provides investigative services necessary to effectively enforce Kansas liquor laws and promotes the highest degree of compliance with state laws and regulations administered by the Director of ABC and KDOR. The Chief Enforcement Officer, supervisors, and enforcement agents are all state certified law enforcement officers and works with local law enforcement agencies and support groups with

training and expertise on limiting underage alcohol violations. ABC promotes positive working relationships with external stakeholders to increase compliance rates for the sale of alcohol to underage persons.

Enforcement agents present investigations resulting in alleged administrative violations to the ABC Assistant Attorney General (AAG) for potential administrative action against the licensee. They also present cases of alleged criminal violations to the county or district attorney for possible criminal prosecution against the individual suspect.

Key Performance Measure III: Compliance and Education Statistics

	FY2022 Actual	FY2023 Actual	FY2024 Estimate	FY2025 Estimate
Number of random controlled buys performed	922	769	950	950
Percent of licenses issued within the statutory timeframe	100%	100%	100%	100%
Face-to-face training sessions completed within 14 days of new liquor license issue date	93%	86%	90%	90%

Key Performance Measure IV: Compliance for Controlled Buys

	FY2022 Actual	FY2023 Actual	FY2024 Estimate	FY2025 Estimate
Compliance rate for the controlled buys for the sale of alcohol to underage persons	83%	85%	85%	85%

ABC works with the Division of Taxation to ensure licensee compliance with the Liquor Enforcement Tax Act and the Liquor Drink Tax Act. ABC also administratively prosecutes licensee tax violations and can assess fines and penalties in addition to taxes owed.

Table III: Liquor Tax Enforcement Actions

Type of Action	As of 6/30/2021	As of 6/30/2022	As of 6/30/2023
Licensees with Liquor Enforcement Tax violations	24	30	13
Licensees with Liquor Drink tax violations	119	203	236

DRUG TAX ENFORCEMENT

ABC enforcement agents enforce the tax on illegal drugs across the state by issuing drug tax assessments, executing tax warrants and securing property from drug tax violators to satisfy the

drug tax debt. A minimum assessment of \$1,000 was established by the division of taxation who is responsible for collecting the tax. 126 drug tax assessments were issued in 2022.

TAXES AND FEES COLLECTION/DISTRIBUTION IN FY2023

In FY2023, ABC collected \$25,755,775 in gallonage taxes and \$4,977,693 in permit, license, and registration fees. \$28,063,682 was deposited into the State General Fund. The remainder is used for alcohol treatment and prevention programs.

HB2362 established the ABC Modernization Fee Fund in FY2019. This bill authorizes a \$20 modernization fee to be charged to new and renewal liquor license applications. Fees collected are used for the modernization of ABC’s licensing and permit database software and equipment, which has been ongoing since 2019. The Division also offers online services for renewal applications, label registration, and fine payments. In 2022, 93% of all applications were submitted online.

STAFFING LEVEL

The Alcoholic Beverage Control (ABC) program requests authorization for 39.80 FTE positions. ABC Administration is responsible for issuing liquor licenses, statutory and regulatory review of administrative cases relating to licensee violations and tax compliance inspections. The Investigation and Criminal Enforcement team performs investigative functions for licensee violations and controlled buy investigations to encourage compliance with laws prohibiting the sale of alcohol to underage persons.

EXPENDITURE SUMMARY FOR FY2024 and FY2025:

Account Category	FY2024 Budget Request	FY2025 Budget Request
Salaries and Wages (51000)	\$3,081,780	\$3,077,114
Contractual Services (52000-52900)	\$564,150	\$614,700
Commodities (53000-53900)	\$69,700	\$71,200
Capital Outlay (54000)	\$15,250	\$16,750
TOTAL	\$3,730,880	\$3,779,764

51000: Salaries and Wages

Employee salary and employer benefit costs for 39.80 FTE positions. Also includes temporary employee wages and overtime for seasonal periods of heavy workload.

FY2024: \$3,081,780

FY2025: \$3,077,114

52000-52900: Contractual Services

The major expenditures in this category are communication costs, building space rental, vehicle maintenance costs, and licensing/support fees for the POSSE database system, the Division's licensing, compliance, and brand registration software. Other costs include travel for inspections, conferences/training, registration fees, and information system consulting costs.

FY2024: \$564,150

FY2025: \$614,700

53000-53900: Commodities

Expenditures in this category include law enforcement equipment/clothing for enforcement agents, gasoline, vehicle supplies, and general office supplies.

FY2024: \$69,700

FY2025: \$71,200

54000: Capital Outlay

This expenditure category includes computer equipment, law enforcement equipment costing more than \$500, and vehicle purchases to replace aging vehicles.

FY2024: \$15,250

FY2025: \$16,750

DIVISION OF TAXATION

The Division of Taxation administers almost all state taxes, including individual and corporate income, retail sales and compensating use, mineral severance, motor fuel, cigarette, and alcoholic beverage excise taxes. The Division also administers the Homestead Property Tax and Food Sales Tax refunds. For local governments, the Division administers retail sales, compensating use, liquor excise, and transient guest taxes.

To carry out these duties, the Division of Taxation is comprised of the following departments:

Tax Operations Administration

- Provides management and oversight to the entire Division;
- Administers tax laws for the State of Kansas.

Customer Relations

- Provides effective account management to promote voluntary compliance with state laws through education and excellent customer service;
- Operates the Taxpayer Assistance Center, which is responsible for processing and completing all business registrations/tax applications and serves walk-in customers with tax questions.

Cigarette and Tobacco Enforcement Team

- Protects minors through education and assistance to tobacco licensees;
- Conducts statewide cigarette and tobacco enforcement activities aimed at reducing sales of cigarettes and tobacco products to minors;
- Ensures compliance with terms of the Master Settlement Agreement (MSA), FDA federal guidelines, and the Synar Agreement.

Revenue Recovery

- Responsible for helping Kansas taxpayers understand their tax obligations;
- Collects all types of delinquent taxes;
- Maintains agency level accounts receivable reporting;
- Administrator of the statewide tax clearance program.
- Assists, educates, and encourages customers to comply with Kansas tax laws and seeks resolution of tax debts that have not been resolved through the front-end collections process;
- Conducts field investigations, collects delinquent taxes and missing returns, on-site visits, and pursues civil tax enforcements.

Financial and Document Management

- Processes paper returns and payments received through the regular mail;
- Provides education and customer service to encourage electronic filing.

Business Support Services

- Defines, implements, and supports the movement of information to and collecting information and payments from KDOR customers;
- Extracts information from web-based software, tax filing applications, reports for remitting payments and fees, and paper-to-digital conversion of all paper returns, documents, and payments received;
- Quality assurance and monitoring of multiple KDOR systems to ensure data integrity;
- Design/development of new applications for processing and reconciliation of tax returns.

PROGRAM GOALS

Administer and enforce tax laws with integrity, fairness, and civility. Increase voluntary compliance with tax laws through educational opportunities and the application of strategic decision/risk management processes to support and effective discovery and collection programs. Reduce accounts receivable and ensure prompt resolution by applying the latest best practices and latest technology in automation. Enforce laws relating to the sale of cigarette and tobacco products. Continually use new technologies and systems to reduce paper-based processing.

Table IV: Total Funds Received at the Kansas Department of Revenue (in millions)

	FY2019	FY2020	FY2021	FY2022	FY2023
Tax Receipts	\$10,215	\$9,830	\$11,910	\$13,124	\$13,691
Other Revenue	\$324	\$333	\$346	\$355	\$359
Less: Refunds	(\$569)	(\$600)	(\$678)	(\$736)	(\$771)
TOTAL FUNDS RECEIVED	\$9,970	\$9,563	\$11,578	\$12,743	\$13,279

ELECTRONIC WEB FILING

KS Web File is available for filing individual income tax returns electronically. The KDOR Customer Service Center provides for the filing of withholding, sales/use, employee payroll data, and liquor taxes. It also provides an electronic funds transfer (EFT) payment management system, county payment portal, Sales Tax Exemption Certificate application, and refundable credit application. These systems have streamlined the return filing and payment process. Attributes of the system provide KDOR Customer Relations associates with tools that query, retrieve, and display information that is useful in the processing and reconciling of sales and use tax returns.

Chart I: Historical Data of Individual Income Tax Returns Filed

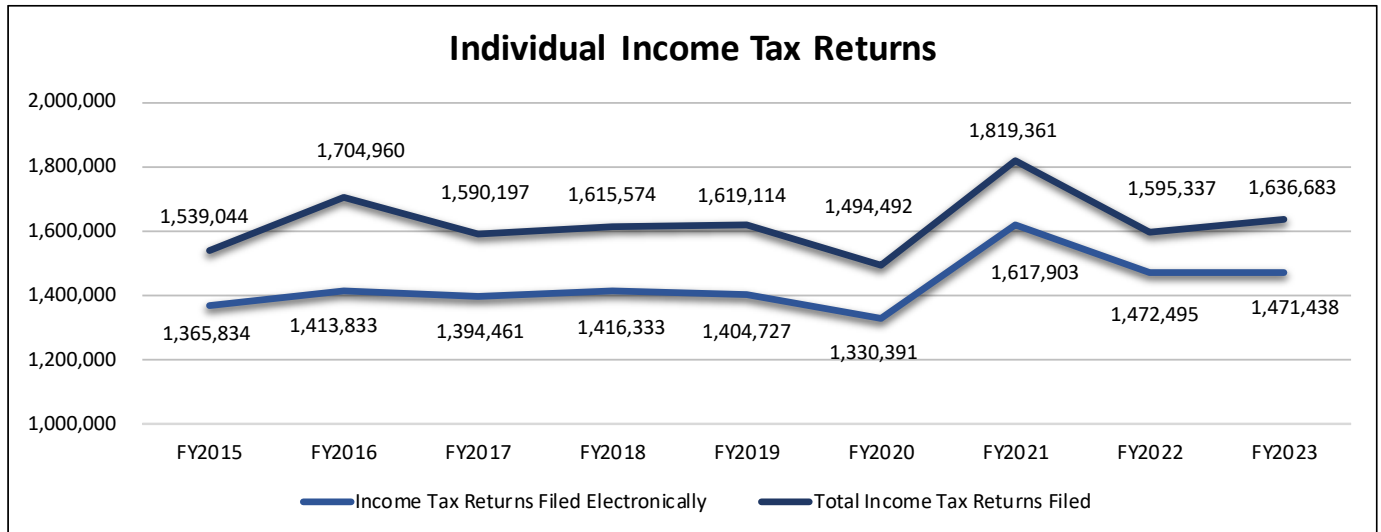
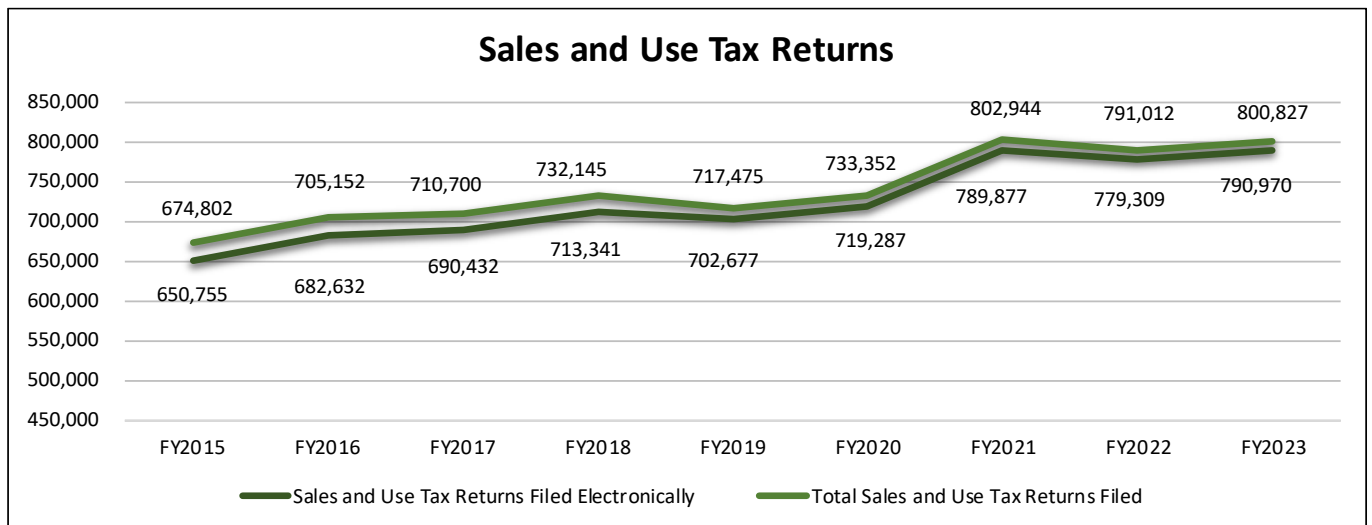


Chart II: Historical Data of Individual Income Tax Returns Filed



Key Performance Measure V: Electronic Transmission Percentages by Year

	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Estimate	FY2025 Estimate
Percentage of electronic individual income tax returns filed electronically	90%	95%	90%	91%	91%
Percentage of sales and use tax returns filed electronically	98%	99%	98%	98%	98%
Percentage of tax payments received electronically	83%	85%	85%	85%	86%
Percentage of electronically filed individual income tax return refunds issued within 14 days of receipt	94%	94%	92%	97%	97%

CUSTOMER SERVICE, EDUCATION, AND ACCOUNT MANAGEMENT

The Customer Relations team provides timely account management and service for approximately twenty types of taxes to ensure accuracy, completeness, and compliance with Kansas statutes and regulations. This area also provides answers to Kansas taxpayers by telephone, written correspondence, or walk-in customers who visit the Taxpayer Assistance Center (TAC). The TAC processes and completes all business registrations, assists customers on established tax accounts and tax laws and regulations, performs account adjustments and business closures, and offers support in the preparation of original and amended tax returns for current and past years. A secure chat feature is now live to assist customers online.

Table V: Customer Relations Performance

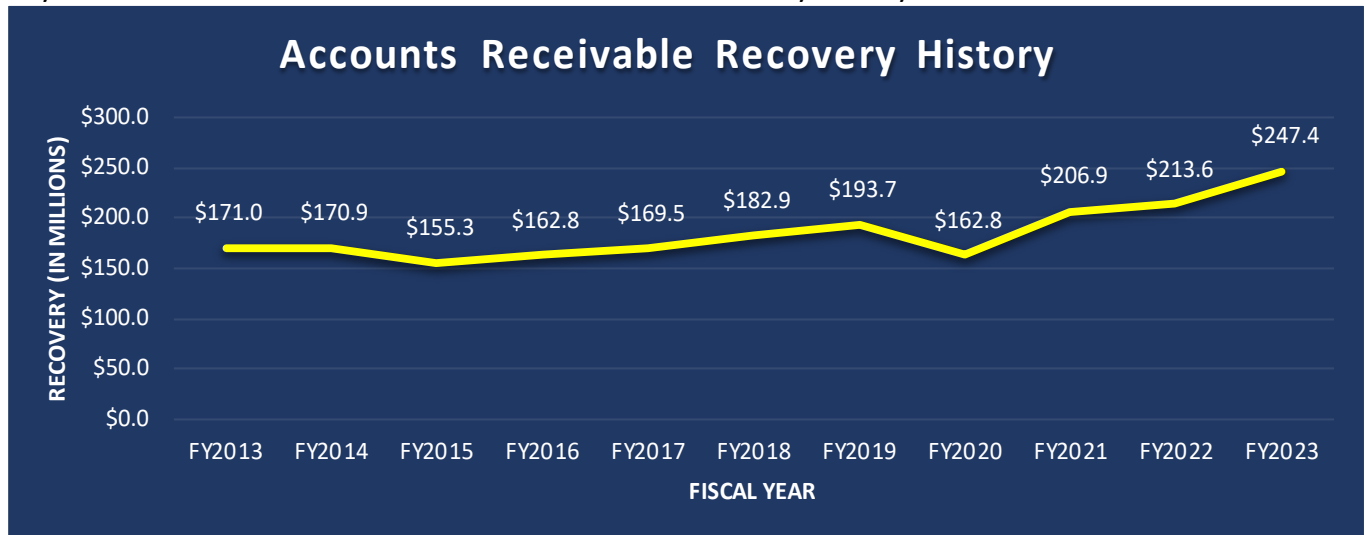
	FY2020	FY2021	FY2022	FY2023
Number of calls received	201,530	256,525	240,455	239,345
Percentage of calls answered	95%	95%	95%	95%
Number of written correspondence received	60,707	32,355	28,599	16,362
Percentage of written correspondence resolved within 30 days	87%	97%	81%	78%
Number of business applications received	6,059	7,099	6,790	5,865
Percentage of business applications processed in three days or less	99%	98%	98%	97%

IDENTIFICATION AND COLLECTION OF UNPAID TAXES

Compliance with Kansas tax laws and the payment of tax obligations preserves the integrity of the Kansas taxation system. Most customers pay their taxes on time and require no special assistance from KDOR. The Revenue Recovery team identifies taxpayers who fail to report taxes, underreport taxes, or underpay taxes through preventative or curative compliance programs. Efforts are made to collect delinquent taxes and missing tax returns through educational visits, field inspections, or investigative collection processes. Civil actions, wage garnishments, bank levies, cash and/or asset seizure, and bankruptcy court proceedings are used as remedies to collect unpaid tax debts.

Overall, delinquent tax collections for FY2023 were \$247.4 million, an increase of \$33.8 million over FY2022. The Revenue Recovery team collected \$0.53 out of every dollar referred to the unit in FY2023.

Key Performance Measure VII: Accounts Receivable Recovery History



CIGARETTE AND TOBACCO REGULATION AND ENFORCEMENT

The objective of the Cigarette and Tobacco Enforcement (CATE) and Master Settlement Agreement (MSA) teams in the Customer Relations unit is to license cigarette and tobacco retailers, enforce laws relating to the sale of cigarette and tobacco products, including sales to minors, and to verify licensee compliance with the Cigarette and Tobacco Act and the Consumer Protection Act for Cigarette and Tobacco Sales as part of the MSA. Other enforcement activities related to the MSA include tribal compact compliance and internet and black-market sales of non-compliant cigarettes into Kansas.

Table VI: Cigarette and Tobacco License Types

License Type	FY2021	FY2022	FY2023	Renewal Schedule
Tobacco Distributor	168	175	170	Annually
Wholesale Cigarette Dealer (Distributor)	74	75	60	Bi-Annually
Retail Cigarette Dealer	3,037	3,329	3,150	Bi-Annually
Vending Machine Operator	25	28	22	Bi-Annually
Vending Machine Permit	57	48	26	Bi-Annually

Another main goal of the program is to protect the health of minors and increase compliance for underage buy violations. The CATE team contracts with KDADS to provide underage enforcement and administrative prosecution services under the Synar Agreement to receive federal substance abuse prevention and treatment block grants. Underage Cooperating Individuals (UCIs) who work for the CATE team conduct buy attempts and must maintain an 80% compliance rate to continue to receive funding. An additional agreement with the FDA is also in place to promote compliance with federal regulations pertaining to the advertising and sales of tobacco products to youth. All youth accessible retail cigarette licensees are visited annually to ensure they are not selling to minors.

Key Performance Measure VIII: Controlled Buy Compliance Statistics

	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Estimate	FY2025 Estimate
Number of controlled buys performed by CATE inspectors	3,305	2,876	1,804	2,500	2,500
Compliance rate for random controlled buys for the sale of cigarette/tobacco products to minors	93%	93%	94%	90%	90%

The unit is responsive to complaints about cigarette violations from the public and members of the industry. Enforcement responds to requests for assistance in helping cigarette licensees comply (ie. fake ID seminars and training). Various types of enforcement tools, such as surveillance, site visits to stores and establishments, and cooperation with local law enforcement task forces are used to maintain compliance as well as the use of UCIs and Synar Agreement compliance monitoring.

CURRENT MODERNIZATION EFFORTS

KDOR has replaced ACSS, the agency’s legacy compliance and discovery application, with Revenue Premier Portfolio Warehouse. Modernizing this system has allowed for an automated and data-driven refund fraud and prevention process and modern application for field audits, self-audit, and new desk-based audit types using Revenue Premier Selection Manager software.

A full electronic case management and a state-of-the-art data warehouse for field audits is in production using Revenue Premier Audit Manager.

KDOR has also completed replacement of legacy applications and physical hardware in the Financial and Document Management area (Channel/Mailroom). New technology optimizes paper tax form and check remittance processing using OCR (optical character recognition) software for greater efficiency. This project combined the remittance and forms workflow into one system.

STAFFING LEVEL

The Division of Taxation requests authorization for 369.25 FTE positions for FY2024 and FY2025 to maintain services at current levels.

Department	FY2024 FTE Positions	FY2025 FTE Positions
Tax Operations Administration	4.50	4.50
Customer Relations	127.50	127.50
Cigarette and Tobacco Enforcement	16.00	16.00
Revenue Recovery	139.75	139.75
Financial and Document Management	46.00	46.00
Business Support Services	35.50	35.50
TOTAL	369.25	369.25

EXPENDITURE SUMMARY FOR FY2024 and FY2025:

Account Category	FY2024 Budget Request	FY2025 Budget Request
Salaries and Wages (51000)	\$24,794,333	\$24,671,643
Contractual Services (52000-52900)	\$5,081,400	\$5,101,800
Commodities (53000-53900)	\$234,450	\$234,450
Capital Outlay (54000)	\$14,300	\$14,300
TOTAL	\$30,124,483	\$30,022,193

51000: Salaries and Wages

Employee salary and employer benefit costs for 369.25 FTE positions. Also includes temporary employee wages and overtime during periods of heavy workload during tax return processing season.

FY2024: \$24,794,333

FY2025: \$24,671,643

52000-52900: Contractual Services

The major expenditures in this category are communication costs (postage and state printer costs), building space rental in leased property and state-owned buildings, technical services, licensing/support and upgrade costs for tax administration software, and travel costs (both in-state or out-of-state) for recovery activities and training/conferences. Other costs include fees due per tribal compacts as part of the Master Settlement Agreement (MSA).

FY2024: \$5,081,400

FY2025: \$5,101,800

53000-53900: Commodities

Expenditures in this category include gasoline for employee travel, general office supplies, data supplies, decals for various permits, and cigarette tax stamps.

FY2024: \$234,450

FY2025: \$234,450

54000: Capital Outlay

This expenditure category includes computer equipment and hardware costs to maintain KDOR tax administration and remittance systems.

FY2024: \$14,300

FY2025: \$14,300

PROPERTY VALUATION DIVISION

The Property Valuation Division (PVD) provides overall supervision, training and education, assistance and support, and reporting for the Kansas ad valorem property tax system. The Director of Property Valuation has general supervision and direction of the county assessors in their duties and the system of taxation throughout the state. The PVD program has many duties, encompassing the following:

- Provides county assistance, guidelines, and rules for a uniform valuation system to local officials responsible for the valuation and assessment of property for tax purposes, including personal property, oil and gas, and agricultural use;
- Annual reporting of property assessments and taxes for all 105 counties in Kansas;
- Educates county appraisers and other local officials and provides on-site and classroom valuation and assessment training;
- Administers the Computer Assisted Mass Appraisal System (CAMA), providing each county with the tools needed to value real property in its jurisdiction;
- The annual appraisal, assessment, and distribution of value for approximately 450 public utility companies operating to, from, through, or in Kansas; and
- Prepares the annual sales/assessment ratio study that statistically measures the accuracy and uniformity of appraisals.

PROGRAM GOALS

Provide counties, taxpayers, and staff with clear, useful, and accessible rules for valuing property. Provide education for county appraisers and officials, taxpayers, and staff regarding the valuation of property and other tax-related issues. Ensure that uniform and accurate valuations and assessments occur.

The CAMA system is crucial to statewide uniform appraisals and assessments. It provides each county with the tools needed to value real property in its jurisdiction each January 1st. PVD staff maintains the CAMA system and provides state and county personnel training on its use through training courses and workshops, in-depth procedural manuals, and user meetings to address and resolve system functionality issues.

PVD also conducts an annual independent review of county appraisal procedures to ensure compliance with Kansas laws, rules and regulations, and related policies. This includes maintaining an independent annual sales ratio study in compliance with the requirements of the Kansas Real Estate Ratio Study Act and conformance with accepted mass-appraisal industry standards.

Key Performance Measure IX: Qualified Appraisers in Kansas

	FY2022 Actual	FY2023 Actual	FY2024 Estimate	FY2025 Estimate
Number of counties with qualified appraisers	103	101	103	105

Another objective of the Division is to assure that 99% or more of residential and 97% or more of commercial property in the State is in statistical compliance. Extra guidance is provided to counties failing to meet these requirements through additional training and development opportunities, with a goal of compliance within two years. PVD staff is continuing to work with county officials to restore compliance within an acceptable timeframe.

Key Performance Measure X: State Appraisal Statistical Compliance Standards

	FY2022 Actual	FY2023 Actual	FY2024 Estimate	FY2025 Estimate
Percent of residential valuations meeting state appraisal statistical compliance standards	92%	98%	90%	95%
Percent of commercial valuations meeting state appraisal statistical compliance standards	53%	58%	65%	75%

The Public Utilities section annually determines the fair market value of all property of every public utility that is allocated to the State of Kansas and distributes the proper apportionment of value to the appropriate tax units within the state and certifies the assessed valuations to the counties. Defense and explanation of public utility values is required during the annual appeals process and may require expert testimony from staff and outside sources during formal litigation.

Table VII: Public Utility Statistics by Year

	Actual FY2022	Actual FY2023	FY2024 Estimate	FY2025 Estimate
Public utility appraisals/companies	330	340	340	340
Tax dollars generated from distribution to counties based on assessed value	\$680.4M	\$691.9M	\$719.6M	\$748.4M
Appraised value of utility companies	\$216.5B	\$227.5B	\$236.6B	\$246.1B

STAFFING LEVEL

The Property Valuation Division requests 34.50 FTE positions for FY2024 and FY2025 to maintain current service levels for the supervision, administration, and reporting for the Kansas ad valorem property tax system.

EXPENDITURE SUMMARY FOR FY2024 and FY2025:

Account Category	FY2024 Budget Request	FY2025 Budget Request
Salaries and Wages (51000)	\$2,731,711	\$2,727,569
Contractual Services (52000-52900)	\$2,535,950	\$2,532,950
Commodities (53000-53900)	\$21,200	\$21,200
Capital Outlay (54000)	\$8,000	\$8,000
TOTAL	\$5,296,861	\$5,289,719

51000: Salaries and Wages

Employee salary and employer benefit costs for 34.50 FTE positions.

FY2024: \$2,731,711

FY2025: \$2,727,569

52000-52900: Contractual Services

The major expenditures in this category are communication costs, building space rental in leased property, licensing/support fees for the mass appraisal system (CAMA) and ORKA (public access to property data), professional fees to Kansas State University for the agricultural land use value reporting, and travel costs in-state for on-site assistance and technical support to county offices.

FY2024: \$2,535,950

FY2025: \$2,532,950

53000-53900: Commodities

Expenditures in this category include gasoline for in-state travel, general office supplies, and data supplies (under \$500).

FY2024: \$21,200

FY2025: \$21,200

54000: Capital Outlay

This expenditure category includes computer equipment and software/hardware costs for operating system upgrades and maintenance to the CAMA appraisal system.

FY2024: \$8,000

FY2025: \$8,000

DIVISION OF VEHICLES

The Division of Vehicles administers Kansas law relating to vehicle titling and registration, motor vehicle dealer licensing, and the issuance, maintenance, and renewal of drivers' licenses.

To carry out these duties, the Division of Vehicles is comprised of the following departments:

Division of Vehicles Administration

- Management and oversight of the Division;
- Grants and contract management;
- Quality assurance for Division of Vehicles call centers.

Vehicle Services

- Administers Kansas law relating to vehicle titling and registration of all motor vehicles, automobile dealers and salespersons, and registration of commercial motor vehicles;
- Issues certificates of title, records/verification requests, disabled placards, and specialty and personalized license plates. Provides support to all 105 county treasurers who act as agents of the State in processing vehicle titles and registrations. Maintains the MVS system and administers the KS Web Tags application for online vehicle registration renewals;
- Licenses and monitors approximately 3,000 new and used vehicle dealerships, 4,500 salespersons, and 300 manufacturers, distributors, converters, and manufactured home dealers for compliance with federal and state statutory requirements;
- Processes lien and lien releases related to dealers and the public;
- Vehicle registration for all commercial vehicles, issues oversize/overweight and other temporary permits required by law, and administration of policies and procedures established by the International Registration Plan (IRP).

Driver Services

- Conducts driver's license examinations required for the issuance and renewal of drivers' licenses and includes the commercial driver's license program;
- Issues identification documents according to federal and state guidelines.
- Maintenance of driving privileges and the suspension, revocation, and reinstatement of licenses for traffic-related violations and medical reasons.

PROGRAM GOALS

Provide exceptional service to customers, business partners, and stakeholders. Ensure information is presented in a consistent, efficient manner. Monitor business needs closely and adjust staffing to maintain quality service levels. Motivate and empower Division of Vehicles associates through cross-training and continuous learning and development.

A goal for the Vehicle Services unit is to continue to improve consistency in service delivery statewide. We continue to identify methods and technologies to improve efficiency for both internal and external customers, including county partners, lenders, and dealers.

In 2022, there were 2,562,939 vehicles and 132,277 trailers registered in Kansas.

Key Performance Measure XI: Titles and Registration Processing Statistics

Activity	CY2022 Actual	CY2023 Estimate	CY2024 Estimate	CY2025 Estimate
Title applications processed at the county level	749,984	755,000	762,000	765,000
Number of mail and walk-in registration renewal applications received and processed at county treasurers	2,079,318	2,000,000	1,900,000	1,800,000
Number of online or mobile app registration renewal applications received and processed at county treasurers	718,215	784,000	790,000	890,000

Vehicle Services also manages the KS E-Lien and Dealer Licensing applications, which assists in the licensing and regulation of dealerships, manufacturers, and salespersons annually. This unit also processes liens and lien releases related to dealers and the general public. A goal of the unit is to improve customer service through servicing of dealer accounts and transfer of lien data from vehicle dealers and lenders to KDOR systems electronically.

EMBOSSSED LICENSE PLATE REPLACEMENT

The 2023 Legislature allocated \$9.8M of federal funding from the American Rescue Plan to replace all standard embossed license plates in 2024. Any vehicle owner with a standard embossed plate will receive a new plate free of charge by mail during their renewal month in calendar year 2024. The replacement was requested due to the diminishing readability and deterioration of the embossed plate, creating safety concerns for Law Enforcement. In 2018, the department switched to digital license plate production, which creates license plates on demand and are mailed to the owner’s home, usually within 10-14 days of registration. The replacement will be completed in December, 2024.

THE NATIONAL MOTOR VEHICLE TITLE INFORMATION SYSTEM (NMVTIS)

In August 2021, Kansas went live with the National Motor Vehicle Title Information System (NMVTIS). NMVTIS is an electronic system providing consumers with valuable information about a vehicle's condition and history. Prior to purchasing a vehicle, NMVTIS allows consumers to find information on the vehicle's title, most recent odometer reading, brand history, and, in some cases, historical theft data. NMVTIS is designed to protect consumers from fraud and unsafe

vehicles and to keep stolen vehicles from being resold. It also provides law enforcement access to provide local, state, and federal law enforcement with information to investigate, deter, and prevent vehicle related crimes.

COMMERCIAL MOTOR VEHICLES

The Commercial Motor Vehicle (CMV) Office continues to partner with the Kansas Highway Patrol, the Kansas Department of Transportation, and Kansas Corporation Commission to create an information network that will enhance efficiency, safety, compliance, and enforcement for commercial vehicle operations. The Division is working to continue to increase the number of counties offering CMV services.

Key Performance Measure XII: Driver Services Statistics by Year

Activity	CY2021 Actual	CY2022 Actual	CY2023 Estimate	CY2024 Estimate	CY2025 Estimate
Number of active drivers' licenses	1,947,829	1,898,229	2,023,195	1,981,540	1,989,871
Number of active commercial drivers' licenses	119,028	109,483	115,944	113,790	114,221
Number of licenses/ID cards processed	613,500	640,212	638,000	638,000	638,000

The Driver Services unit supports the statewide effort to have safe drivers on Kansas roadways and focuses on providing excellent customer service and a pleasant experience at driver's license station locations across the state.

Key Performance Measure XIII: Driver Solutions Statistics

Activity	CY2021 Actual	CY2022 Actual	CY2023 Estimate	CY2024 Estimate	CY2025 Estimate
Number of inbound calls	167,355	171,222	278,123	179,852	172,603
Number of calls handled	133,476	123,049	167,343	130,296	125,361
Percent handled	80%	72%	60%	72%	71%
Number of licenses withdrawn	55,532	52,180	64,880	58,530	61,705
Number of licenses suspended due failure to comply	25,359	22,151	31,603	26,877	29,240
Number of licenses restricted	11,908	11,522	5,162	8,342	6,752

Additionally, The REAL ID Act was passed by Congress in 2005 to establish minimum security standards for state-issued drivers' licenses and identification cards. Travelers are required to provide a REAL ID or another TSA-approved form of identification to fly on or after May 7, 2025. Almost 75% of Kansas driver's license and ID card holders have a REAL ID.

DRIVER’S LICENSE STATION AND SERVICE MODERNIZATION

KDOR has also been actively upgrading driver’s license exam stations across Kansas over the last three fiscal years. Recent location improvements completed in FY2023 to improve customer experience and reduce wait times include office renovation and expansion in the Mission office, relocation of the Great Bend office, and minor renovations in offices across the state.

Many online services are offered by the Division of Vehicles, including the scheduling of appointments for driver’s license offices, online renewals for vehicles and driver’s license/ID cards, and online address changes. The Division of Vehicles partners with PayIt to provide a single mobile app for Division of Vehicles services on the iKan platform, which allows customers to do both vehicle and driver’s licenses renewal transactions online, saving a trip to a local office for service. Over 805,000 vehicle renewals and 16,000 driver’s license renewals were completed online in 2022.

The Division also has partnerships with AAA Kansas, the Kansas Department of Corrections, and the Wichita Police Department and has assisted almost 3,000 Kansas residents with renewals and the issuance of identification cards. The Mobile Unit team offers driver’s license services at universities, senior centers, CDL events, and the Kansas State Fair.

Key Performance Measure XIV: Average Wait Time at Largest Driver’s License Stations

Location	CY2021 Actual	CY2022 Actual	CY2023 Estimate	CY2024 Estimate	CY2025 Estimate
Andover	7:51	9:00	10:43	9:00	9:00
Lawrence	14:20	14:00	10:14	10:00	10:00
Mission	4:10	9:00	8:02	10:00	10:00
Olathe	6:27	9:00	6:59	9:00	9:00
Overland Park	3:53	8:00	8:42	8:00	8:00
Topeka	3:03	4:21	4:10	10:00	10:00
Wichita Twin Lakes	11:23	12:00	14:18	10:00	10:00
Wichita West	5:37	12:00	14:26	10:00	10:00

STAFFING LEVEL

The Division of Vehicles requests authorization for 349.10 FTE positions in FY2024 and FY2025 for the Division to continue providing services at the current level.

Department	FY2024 FTE Positions	FY2025 FTE Positions
Division of Vehicles Administration	14.00	14.00
Vehicle Services	45.00	45.00
Driver Services	290.10	290.10
TOTAL	349.10	349.10

EXPENDITURE SUMMARY FOR FY2024 and FY2025:

Account Category	FY2024 Budget Request	FY2025 Budget Request
Salaries and Wages (51000)	\$21,593,706	\$21,582,749
Contractual Services (52000-52900)	\$13,425,450	\$13,425,450
Commodities (53000-53900)	\$6,470,150	\$6,470,150
Capital Outlay (54000)	\$45,250	\$45,250
TOTAL	\$41,534,556	\$41,523,599

51000: Salaries and Wages

Employee salary and employer benefit costs for 349.10 FTE positions. Also includes seasonal temporary employee wages during periods of heavy workload.

FY2024: \$21,593,706

FY2025: \$21,582,749

52000-52900: Contractual Services

The major expenditures in this category are postage, printing, and production costs for mailing of drivers' licenses, license plates, handbooks, and renewal notices. Also includes building space rental, utilities, janitorial costs for driver's license stations statewide; licensing and support fees for the KCOVRS cashiering and queueing systems; and travel costs for employees who work at multiple sites or mobile units and training/conference expenses.

FY2024: \$13,425,450

FY2025: \$13,425,450

53000-53900: Commodities

Expenditures in this category include production costs for license plate inventory, title stock, general office supplies, and gasoline for in-state travel.

FY2024: \$6,470,150

FY2025: \$6,470,150

54000: Capital Outlay

This expenditure category includes office furniture and equipment and computer software and hardware costs.

FY2024: \$45,250

FY2025: \$45,250

SUMMARY OF KEY PERFORMANCE MEASURES

Key Performance Measure I: Litigation Statistics

Type of Action	FY2022 Actual	FY2023 Actual	FY2024 Estimate	FY2025 Estimate
Total number of driver's license administrative hearings	6,158	5,024	6,000	6,000
Total number of driver's license appellate court cases	426	391	500	500
Total number of administrative tax appeals received	406	243	400	400
Total number of appellate court tax cases	19	2	15	15

Key Performance Measure II: Fiscal Notes Completed

	FY2022 Actual	FY2023 Actual	FY2024 Estimate	FY2025 Estimate
Fiscal notes completed	292	321	350	350
% of fiscal notes completed within five working days	89%	90%	80%	80%

Key Performance Measure III: Compliance and Education Statistics

	FY2022 Actual	FY2023 Actual	FY2024 Estimate	FY2025 Estimate
Number of random controlled buys performed	922	769	950	950
Percent of licenses issued within the statutory timeframe	100%	100%	100%	100%
Face-to-face training sessions completed within 14 days of new liquor license issue date	93%	86%	90%	90%

Key Performance Measure IV: Compliance for Controlled Buys

	FY2022 Actual	FY2023 Actual	FY2024 Estimate	FY2025 Estimate
Compliance rate for the controlled buys for the sale of alcohol to underage persons	83%	85%	85%	85%

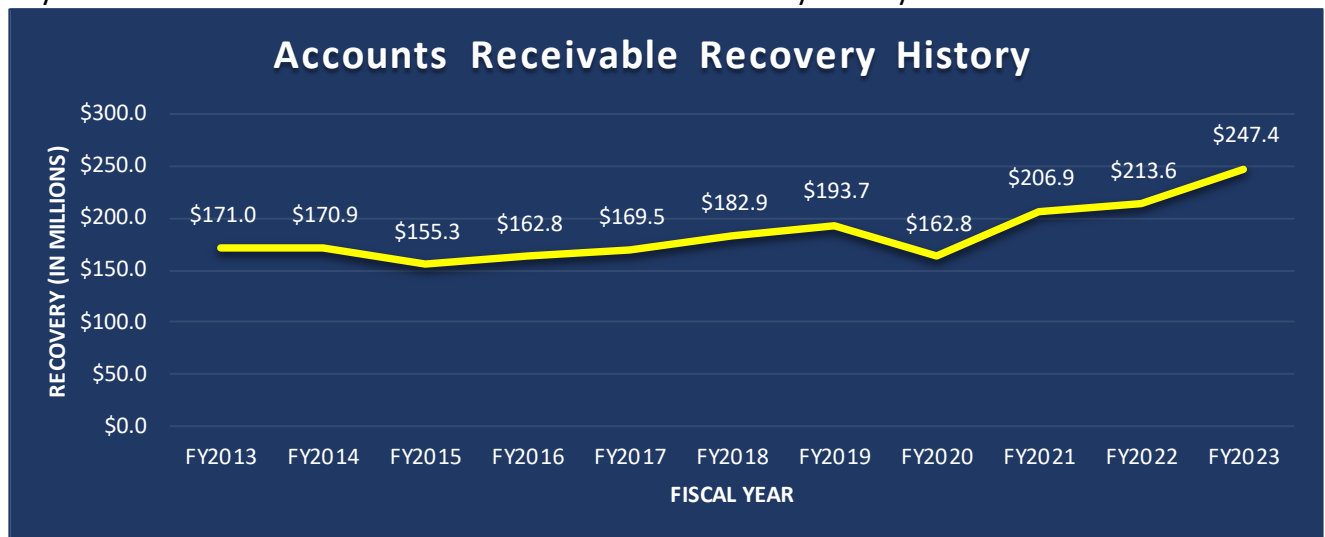
Key Performance Measure V: Electronic Transmission Percentages by Year

	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Estimate	FY2025 Estimate
Percentage of electronic individual income tax returns filed electronically	90%	95%	90%	91%	91%
Percentage of sales and use tax returns filed electronically	98%	99%	98%	98%	98%
Percentage of tax payments received electronically	83%	85%	85%	85%	86%
Percentage of electronically filed individual income tax return refunds issued within 14 days of receipt	94%	94%	92%	97%	97%

Key Performance Measure VI: Completed Audit Activity by Type

Activity	FY2022 Actual	FY2023 Actual	FY2024 Estimate	FY2025 Estimate
Corporate Income Tax File Analysis	137	133	200	200
Corporate Income Tax Audits	23	19	26	26
Vehicle Tax Audits	96	86	126	126
Sales and Excise Tax Audits	167	155	236	236
Mineral Tax Audits	0	0	2	2
Historical Credits Reviewed	13	7	12	12
Self-Audit/Direct Bill letters issued	741	404	1,500	1,500
Refund Reviews	812	824	700	700
Voluntary Disclosures	234	179	200	200

Key Performance Measure VII: Accounts Receivable Recovery History



Key Performance Measure VIII: Controlled Buy Compliance Statistics

	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Estimate	FY2025 Estimate
Number of controlled buys performed by CATE inspectors	3,305	2,876	1,804	2,500	2,500
Compliance rate for random controlled buys for the sale of cigarette/tobacco products to minors	93%	93%	94%	90%	90%

Key Performance Measure IX: Qualified Appraisers in Kansas

	FY2022 Actual	FY2023 Actual	FY2024 Estimate	FY2025 Estimate
Number of counties with qualified appraisers	103	101	103	105

Key Performance Measure X: State Appraisal Statistical Compliance Standards

	FY2022 Actual	FY2023 Actual	FY2024 Estimate	FY2025 Estimate
Percent of residential valuations meeting state appraisal statistical compliance standards	92%	98%	90%	95%
Percent of commercial valuations meeting state appraisal statistical compliance standards	53%	58%	65%	75%

Key Performance Measure XI: Titles and Registration Processing Statistics

Activity	CY2022 Actual	CY2023 Estimate	CY2024 Estimate	CY2025 Estimate
Title applications processed at the county level	749,984	755,000	762,000	765,000
Number of mail and walk-in registration renewal applications received and processed at county treasurers	2,079,318	2,000,000	1,900,000	1,800,000
Number of online or mobile app registration renewal applications received and processed at county treasurers	718,215	784,000	790,000	890,000

Key Performance Measure XII: Driver Services Statistics by Year

Activity	CY2021 Actual	CY2022 Actual	CY2023 Estimate	CY2024 Estimate	CY2025 Estimate
Number of active drivers' licenses	1,947,829	1,898,229	2,023,195	1,981,540	1,989,871
Number of active commercial drivers' licenses	119,028	109,483	115,944	113,790	114,221
Number of licenses/ID cards processed	613,500	640,212	638,000	638,000	638,000

Key Performance Measure XIII: Driver Solutions Statistics

Activity	CY2021 Actual	CY2022 Actual	CY2023 Estimate	CY2024 Estimate	CY2025 Estimate
Number of inbound calls	167,355	171,222	278,123	179,852	172,603
Number of calls handled	133,476	123,049	167,343	130,296	125,361
Percent handled	80%	72%	60%	72%	71%
Number of licenses withdrawn	55,532	52,180	64,880	58,530	61,705
Number of licenses suspended due failure to comply	25,359	22,151	31,603	26,877	29,240
Number of licenses restricted	11,908	11,522	5,162	8,342	6,752

Key Performance Measure XIV: Average Wait Time at Largest Driver's License Stations

Location	CY2021 Actual	CY2022 Actual	CY2023 Estimate	CY2024 Estimate	CY2025 Estimate
Andover	7:51	9:00	10:43	9:00	9:00
Lawrence	14:20	14:00	10:14	10:00	10:00
Mission	4:10	9:00	8:02	10:00	10:00
Olathe	6:27	9:00	6:59	9:00	9:00
Overland Park	3:53	8:00	8:42	8:00	8:00
Topeka	3:03	4:21	4:10	10:00	10:00
Wichita Twin Lakes	11:23	12:00	14:18	10:00	10:00
Wichita West	5:37	12:00	14:26	10:00	10:00