



PRESS RELEASE

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Annual Report Reveals NH Department of Revenue Administration Collected \$2.3 Billion in Taxes Last Year, Improved Internal Efficiency and Customer Service

Commissioner Lindsey Stepp credits improvements to DRA's strategic approach to technology and utilization of performance metrics

Concord, NH – The New Hampshire Department of Revenue Administration ([NHDRA](#)) recently published its [Fiscal Year 2018 Annual Report](#), which provides insight into NHDRA's operational initiatives, data regarding the taxes NHDRA collects, and municipal finance and assessing laws administered by NHDRA. NHDRA collected \$2.3 billion in taxes during FY2018, most of which went to the New Hampshire General Fund and Education Trust Fund. Under Commissioner Lindsey Stepp's guidance, NHDRA continued to make progress on its strategic approach to improved customer service and overall modernization by completing the final phase of its electronic filing project, establishing a taxpayer services department and creating internal performance trackers for identifying areas for improvement.

"It's been nearly a year since I was confirmed as commissioner, and I'm proud to share the Department of Revenue's accomplishments," Commissioner Stepp said. "For a number of years we have been working toward a modernized process of interacting with our customers – New Hampshire's taxpayers – and last year we were able to see many of our goals come to fruition. I can tell you there is more to come very soon, particularly on the technology front, and we're eager to continue improving our customers' experience."

Since it began accepting New Hampshire Interest & Dividends (I&D) Tax returns through the IRS's Modernized e-File System (MeF System) in 2015, NHDRA has been implementing a

convenient electronic filing and payment system for most Business Tax and I&D Tax returns. The four-year process was completed this year with the final phase of launching electronic Business Tax return filing and payment for proprietorships and fiduciaries. NHDRA is also preparing for a complete backend technology system launch referred to as the Revenue Information Management System (RIMS). RIMS, which will be implemented in phases, will house and consolidate taxpayer data for an all-inclusive view of information and processes with direct accessibility for taxpayers, practitioners and DRA staff.

In anticipation of needing additional customer support during the modernization process and the rollout of RIMS, NHDRA reorganized the Document Processing Division and Central Tax Services Unit to establish the Division of Taxpayer Services, which was launched in FY2018. The Division of Taxpayer Services is dedicated to answering taxpayer questions, account maintenance and processing documents and revenue. This group is also trained on special projects, such as RIMS and the MeF System, so the team is equipped to assist with front end and back end processing of returns and information.

In order to dedicate more resources to general support and streamline internal workflows, NHDRA's goal is to reduce the number of documents scanned and processed manually by increasing the utilization of electronic document processing. By communicating the option to submit electronic files to taxpayers, NHDRA was able to reduce the number of scanned and manually processed files and increase electronic document processing by nearly 4-percent, respectively. In addition to improving overall customer service through documentation processing and the call center, Taxpayer Services led NHDRA through the tax season "rush" period in March and April. In March 2018, DRA processed 32,537 documents representing more than \$168 million in revenue, and 72,975 documents representing more than \$271 million in revenue in April 2018 – a 7-percent increase compared to the 2017 rush.

During FY2018, NHDRA also focused on establishing and tracking performance metrics by creating what is referred to as the Balanced Scorecard. Staff from each unit of NHDRA now track key measures against 23 specific objectives which are assessed on a monthly basis by managers in order to identify areas for improvement. Objectives include customer satisfaction, internal processes, resource management and employee development.

"Our mission is to fairly and efficiently administer New Hampshire's tax laws," said Commissioner Stepp. "With internal reorganization that has allowed for cross-training and career development, and with a continued focus on technology, customer service and communication, we are already headed in a positive direction for FY2019 for the benefit of taxpayers who interact with us and as an organization."

Additional highlights of the report include statistics and overviews as it relates to the Audit Division, Collections Division, Municipal and Property Division, Department of Information Technology and distribution of revenue. The full report can be viewed online [here](#).

About the New Hampshire Department of Revenue Administration

The New Hampshire Department of Revenue Administration (NHDR) is responsible for fairly and efficiently administering the tax laws of the State of New Hampshire. NHDR collects approximately 80% of New Hampshire's general taxes. During Fiscal Year 2018, DRA collected \$2.3 billion in taxes, most of which went to the New Hampshire General Fund and Education Trust Fund. DRA also provides assistance to municipalities in budgeting, finance and real estate appraisal.

NHDR administers and collects the following taxes at the state level: Business Enterprise Tax, Business Profits Tax, Communications Services Tax, Electricity Consumption Tax, Interest and Dividends Tax, Meals and Rooms Tax, Medicaid Enhancement Tax, Nursing Facility Quality Assessment, Tobacco Tax, Taxation of Railroads, Utility Property Tax, Real Estate Transfer Tax; and the following taxes at the local level: Property Tax, Excavation Tax, Timber Tax. To learn more about NHDR, please visit www.revenue.nh.gov.

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