

Fuel Tax Program's BSC

Committed to providing world class service by accurately collecting taxes, distributing revenues and administering the laws associated with fuel tax

GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YR
Provide Outreach to Customers and Stakeholders						
	# of visits to taxpayer annually		At least 3 trips per year	TBD		
	Completion date for training program		10/31/2013	TBD		
	Completion date for training delivery		41790	TBD		
		Communicate advantages of education to customers				
		Develop training modules			Web cast, web based, stand-up, etc.	
		Continue newsletters mailings				
		Institute non-compliance procedure				
		Collaboration with customers and stakeholders				
		Assess the effectiveness of training				

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GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YR
Focus on Customer Experience						
	Rating from customer		not <85%	TBD		
	Rating from customer satisfaction survey - Dealer		not <80%	TBD		
	Rating from customer		TBD	TBD		
	Completion date for customer service training		TBD	TBD		
		Continue customer surveys				
		Develop customer etiquette criteria				
		Team attend customer service training				
		Finish world class training video				
		Create daily and monthly measurements for service levels				
		Research and implement FTA best practices				

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GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YR
Improve Program Efficiency and Effectiveness						
	Completion date for redesign to be		42490	TBD		
		Redesign FTA processes				
		Effectively transition to a new operating system				
		Use individual team strengths and preferences to perform processes more efficiently and effectively				
		Develop and Implement electronic filing for Dealers and Carriers				
		Develop process measurements				
		Define and rewrite internal policies and procedures to improve processes and accuracies				

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GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YR
Focus on Team Experience						
	# of hours of team building		TBD	TBD		
	Rating from team assessment:					
	Trust		At least 3.75	TBD		
	Conflict		At least 3.75	TBD		
	Commitment		At least 3.75	TBD		
	Accountability		At least 3.50	TBD		
	Results:		At least 3.75	TBD		
		Continue team building				
		Be consistent in everything we do				
		Follow through on everything we do and hold each other accountable				
		Foster a team environment that encourages openness of opinions				

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GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YR
FTA's Ability to Effectively Administer Fuel Tax Law						
	Completion date for Fuel Tax Rules and Regulations		41639	TBD		
	Completion date for review and rewrite of FTA policies and procedures		7/1/2014	TBD		
		Propose new Fuel Tax Rules and Regulations by modeling them after other successful rules and regulations per proposed House Bill 0254				
		Identify a legislative sponsor for clean-up bill				
		Review and rewrite of FTA internal policies and procedures				