

Approved

*Thomas F. Walker*  
Date

MINUTES OF THE HOUSE COMMITTEE ON GOVERNMENTAL ORGANIZATION

The meeting was called to order by REPRESENTATIVE THOMAS F. WALKER at  
Chairperson

9:00 a.m./~~p.m.~~ on WEDNESDAY, FEBRUARY 1, 1989 in room 522-S of the Capitol.

All members were present except:

Representative Ramirez - Excused

Committee staff present:

Avis Swartzman - Revisor  
Carolyn Rampey - Legislative Research  
Julian Efird - Legislative Research  
Jackie Breymer - Committee Secretary

Conferees appearing before the committee:

Ed Rolfs - Secretary, Department of Revenue

Chairman Walker called the meeting to order. He stated the minutes would stand approved if there were no corrections or additions by the end of the meeting.

A tentative date of February 27 was set for the Governmental Organization party, hosted by John Peterson.

The Chairman introduced Ed Rolfs, Revenue Secretary. Mr. Rolfs introduced his staff and distributed an organizational chart of the Department. (Attachment 1)

Mr. Rolfs said his goal was to give focus and direction to the Department and to establish priorities as it moves into the '90's. This entails a commitment to technology. Several computers were placed around the committee table, with chairs placed in clusters. Mr. Rolfs had his presentation placed on the computer and enlarged on each area on view.

The mission of the Department is to make the revenue system fair, efficient, stable, competitive, and understandable.

The main duty is to process transactions.

To license drivers and title and register vehicles used to be a very paper intensive process. Now VIPS is in place and is one of the most comprehensive programs in the country today.

Another service is to respond to requests for information.

The Department is also responsible for enforcement of tax laws in a fair manner. Mr. Rolfs mentioned that 97% of Kansans pay their taxes in full and on time. He said the sales tax laws are the grayest on the statutes books. The Department tries to interpret the laws as the legislature intended. The Department is also responsible for the administration of property tax laws. Senate Bill 164 has gone well from an administration side. The Department also oversees the liquor tax laws.

A pie chart on the screen was entitled "The Circle of Quality". A Commitment to Excellence from the three areas of Service, Leadership, and Teamwork was shown.

The three goals in the Service area are to indentify customers, identify products and to engage in marketing. Leadership goals are quality work, work smarter, work harder; manage by performance, and invest/divest. Under Teamwork goals: Understand the big picture, know what others are doing and cooperate with each other.

Mr. Rolfs spoke at length on the titles backlog and how he spent time finding out how the unit functioned. Some of the problems with the unit included, low wages, low morale and high turnover. He used charts and bar graphs to show the workers how their performance measured individually and as a group. This way they could readily see the performance in relation to each other. The production/promotion idea turned out to be a very controversial one. Now it takes 5 days to produce a title.

Several moves the Department is in the process of making are to transfer Petroleum Management Inspection to the Weights and Measures section of the Board of Agriculture.

File intagibles tax returns with the counties.

Unless specifically noted, the individual remarks recorded herein have not been transcribed verbatim. Individual remarks as reported herein have not been submitted to the individuals appearing before the committee for editing or corrections.

CONTINUATION SHEET

MINUTES OF THE HOUSE COMMITTEE ON GOVERNMENTAL ORGANIZATION

room 522-S Statehouse, at 9:00 a.m./p.m. on WEDNESDAY, FEBRUARY 1, 1989

Abolish Dealer Board of Review, (cost savings \$5,000 per year).

Abolish Sales Ratio Study, and Transfer Reappraisal Staff to new Compliance Unit. On the organizational chart the Compliance Unit would come under Reappraisal Standards Bureau. None of the staff would lose a job because of ongoing updates and other duties.

Under the Investing aspect, the goals of maximizing technological resources, a productivity enhancement program and and Criminal Audit Unit were highlighted.

Secretary Rolfs would like to see a tuition program established whereby employees would be reimbursed 75% for an "A", 50% for a "B" and 25% for a "C".

The Department will aggressively go after criminal cases. The Department of Revenue will not tolerate tax cheats.

In summary, the Department will be committed to a standard of excellence; service and productivity will improve. The Department will work as a team with each other, with other agencies and with the political leadership of Kansas.

Secretary Rolfs answered several questions asked by committee members. Several comments regarding the Department were made.

Secretary Rolf stated that what employees want most are recognition, a good working environment and a good salary.

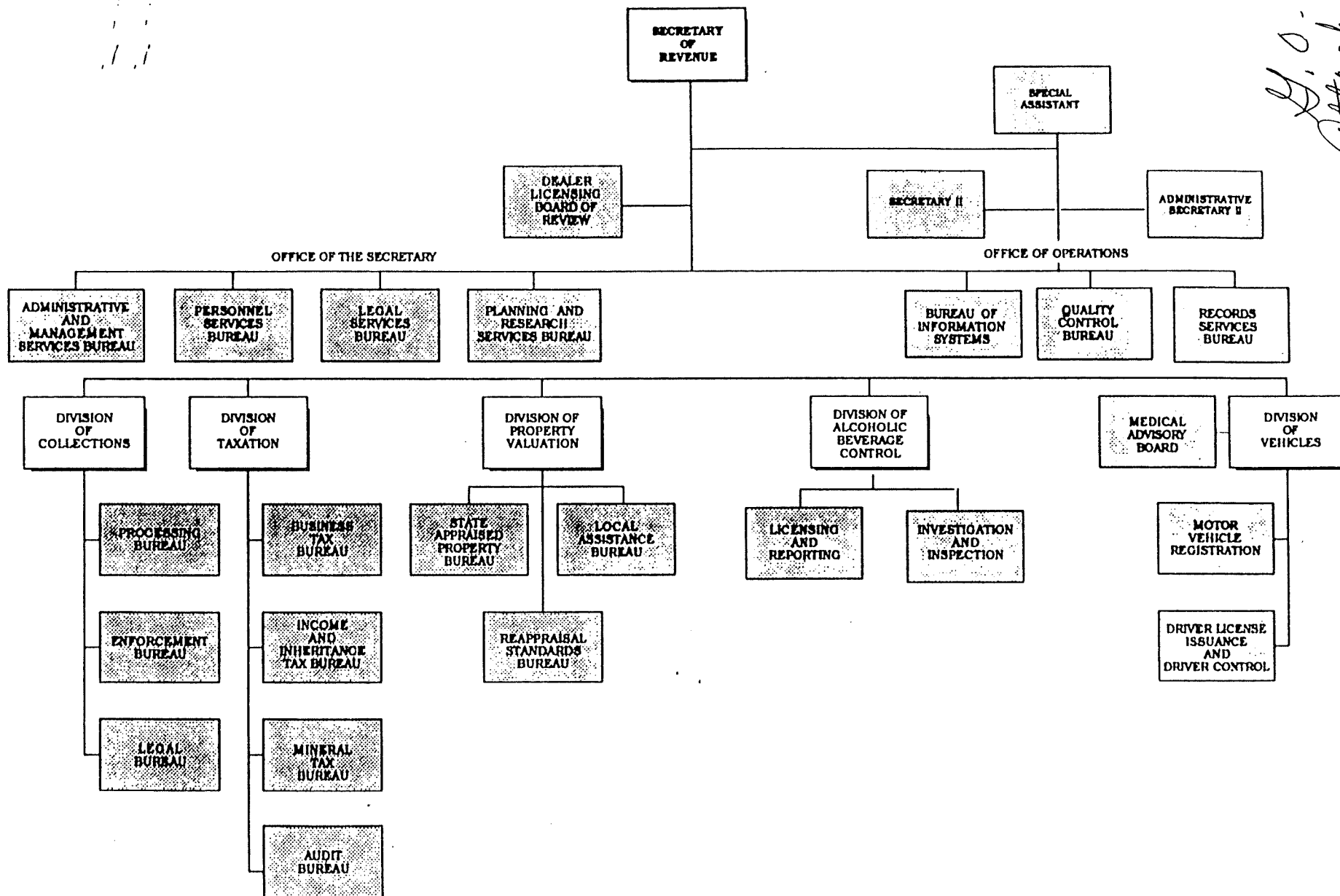
Basically the positions in the Department are production positions. It is basically an assembly line operation.

The Chairman thanked Mr. Rolfs for appearing and adjourned the meeting.



**ORGANIZATION CHART  
KANSAS DEPARTMENT OF REVENUE**

Fiscal Year 1990 Authorized  
1,333.5 TOTAL POSITIONS



*L.O.  
Attach. 1  
7/1/89*