

Approved 1-31-89
Date

MINUTES OF THE SENATE COMMITTEE ON GOVERNMENTAL ORGANIZATION

The meeting was called to order by SENATOR LANA OLEEN at
Chairperson

1:30 ~~XXX~~ p.m. on January 24, 19 89 in room 531-N of the Capitol.

All members were present except:

Committee staff present: Jill Wolters - Revisor
Julian Efird - Research
Nancy Jones - Secretary

Conferees appearing before the committee:

Secretary Ed Rolfs - Department of Revenue

Chairman Oleen introduced Secretary Rolfs to present a review of the organization and responsibilities of the Revenue Department.

Secretary Rolfs stated the Department has a commitment to improved technology, utilizing current systems to attain compatibility throughout the Department and supporting the staff in all areas to attain needed quality. Steps developed for reorganization within the Department were outlined as follows:

1. Statement of the mission to make our Revenue system fair, efficient, stable, competitive and understandable.
2. Responsibilities will be processing transactions efficiently, respond to all requests for information, enforcement of tax laws fairly, interpret current tax laws and propose needed changes, equitable administration of property tax laws and oversee the liquor tax laws.

(Attachment 1&2)

Secretary Rolfs feels cooperation and efficiency of a staff is achieved by their understanding what part they play and the opportunity to offer critiques as well as possible improvements for a strong circle of quality. Education of the staff as to whom they are servicing and the products offered is critical. A strong emphasis is being placed on quality and the Department needs to work smarter, not necessarily harder. An open environment with management and the staff is being encouraged, along with regards for excellence in performance.

Secretary Rolfs proposes divestiture to begin by transferring petroleum inspections to Agriculture, filing intangible returns directly to the counties, abolish the Sales Ratio Study as information is in the computer systems and the reassignment of the Reappraisal staff.

Proposals for investing include maximizing technological resources as streamlining is essential, a productivity enhancement program to improve the employee environment and create a criminal audit unit to identify citizens who do not file tax returns. Secretary Rolfs concluded with a pledge of offering excellent service, more productivity, further divesting and cooperation with all agencies and the legislature.

Discussion was held regarding the various Data Processing problems and possible solutions by the Committee and Secretary Rolfs.

Meeting adjourned. Next meeting will be January 30, 1989.

GUEST LIST

COMMITTEE: SENATE GOVERNMENTAL ORGANIZATION

DATE 1-24-89

<u>NAME</u>	<u>COMPANY / ORGANIZATION</u>	<u>ADDRESS</u>
<u>Ed Roy</u>	<u>Rev</u>	<u>SOB</u>
<u>Stuffy</u>	<u>Revenue</u>	<u>LSOB</u>
<u>Sherril Holliday</u>	<u>Budget</u>	<u>Capitol</u>
<u>Mark Wette</u>	<u>Revenue</u>	<u>DSOB</u>
<u>Mark Andrews</u>	<u>Revenue</u>	<u>DSOB</u>

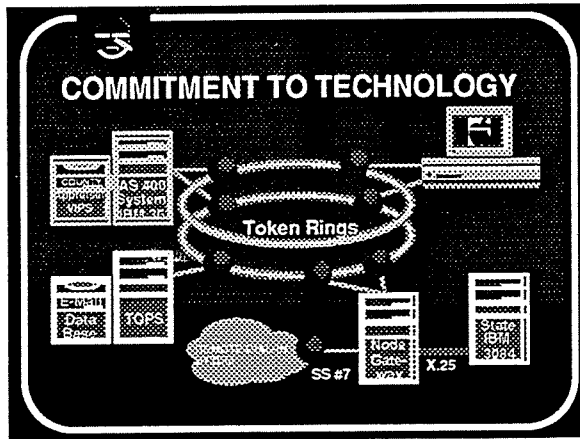
1-24-89

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**State of Kansas
Department of Revenue**

**SENATE COMMITTEE ON
GOVERNMENTAL ORGANIZATION**

**LANA OLEEN
CHAIRPERSON**

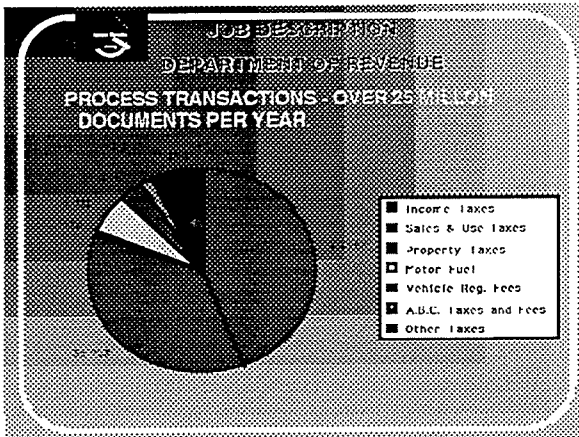


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THE MISSION:

**THE MISSION OF THE KANSAS
DEPARTMENT OF REVENUE
IS TO MAKE OUR REVENUE
SYSTEM FAIR, EFFICIENT,
STABLE, COMPETITIVE
AND UNDERSTANDABLE.**

S.G.O.
1-24-89
Attach 1



JOB DESCRIPTION
DEPARTMENT OF REVENUE
PROCESS TRANSACTIONS - OVER 25 MILLION
DOCUMENTS PER YEAR.
LICENSE DRIVERS AND TITLE AND REGISTER
VEHICLES

JOB DESCRIPTION
DEPARTMENT OF REVENUE
PROCESS TRANSACTIONS - OVER 25 MILLION
DOCUMENTS PER YEAR.
LICENSE DRIVERS AND TITLE AND REGISTER
VEHICLES
RESPOND TO REQUESTS FOR INFORMATION

3

JOB DESCRIPTION
DEPARTMENT OF REVENUE

**PROCESS TRANSACTIONS - OVER 25 MILLION
DOCUMENTS PER YEAR.**
**LICENSE DRIVERS AND TITLE AND REGISTER
VEHICLES**
RESPOND TO REQUESTS FOR INFORMATION
ENFORCE TAX LAWS FAIRLY

3

JOB DESCRIPTION
DEPARTMENT OF REVENUE

**PROCESS TRANSACTIONS - OVER 25 MILLION
DOCUMENTS PER YEAR.**
**LICENSE DRIVERS AND TITLE AND REGISTER
VEHICLES**
RESPOND TO REQUESTS FOR INFORMATION
ENFORCE TAX LAWS FAIRLY
INTERPRET TAX LAWS AND PROPOSE CHANGES

3

JOB DESCRIPTION
DEPARTMENT OF REVENUE

**PROCESS TRANSACTIONS - OVER 25 MILLION
DOCUMENTS PER YEAR.**
**LICENSE DRIVERS AND TITLE AND REGISTER
VEHICLES**
RESPOND TO REQUESTS FOR INFORMATION
ENFORCE TAX LAWS FAIRLY
INTERPRET TAX LAWS AND PROPOSE CHANGES
ADMINISTER PROPERTY TAX LAWS EQUITABLY

AA 1-3-89

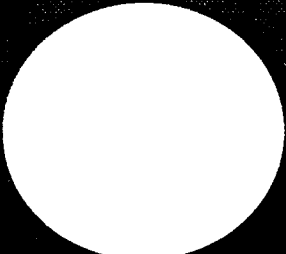
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JOB DESCRIPTION
DEPARTMENT OF REVENUE

PROCESS TRANSACTIONS - OVER 25 MILLION DOCUMENTS PER YEAR.
LICENSE DRIVERS AND TITLE AND REGISTER VEHICLES
RESPOND TO REQUESTS FOR INFORMATION
ENFORCE TAX LAWS FAIRLY
INTERPRET TAX LAWS AND PROPOSE CHANGES
ADMINISTER PROPERTY TAX LAWS EQUITABLY
OVERSEE LIQUOR TAX LAWS

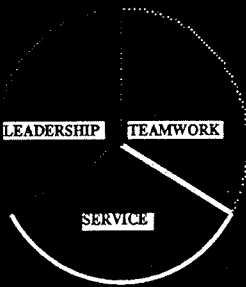
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THE CIRCLE OF QUALITY



3

COMMITMENT TO EXCELLENCE



3

SERVICE

IDENTIFY OUR CUSTOMERS
IDENTIFY OUR PRODUCTS
ENGAGE IN MARKETING

3

LEADERSHIP

DO QUALITY WORK
WORK SMARTER, NOT HARDER
MANAGE BY PERFORMANCE
INVEST / DIVEST

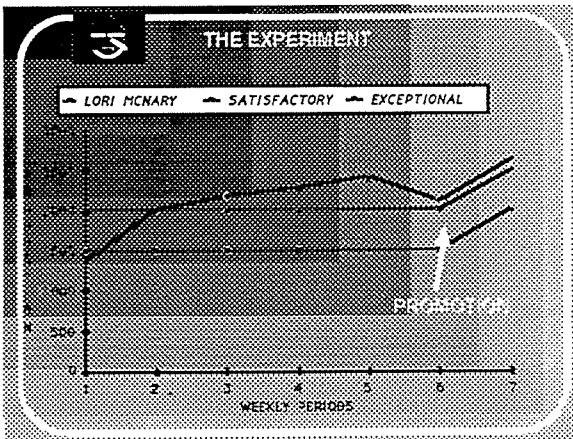
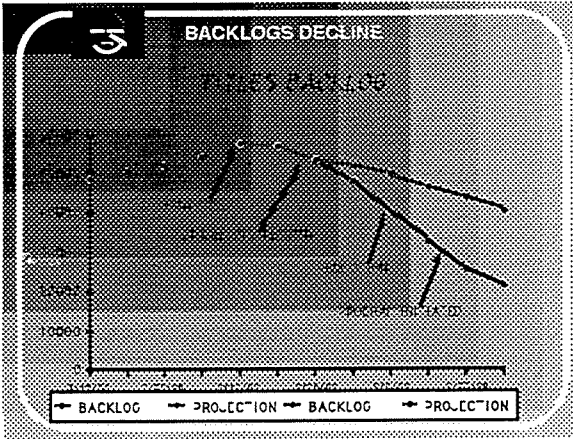
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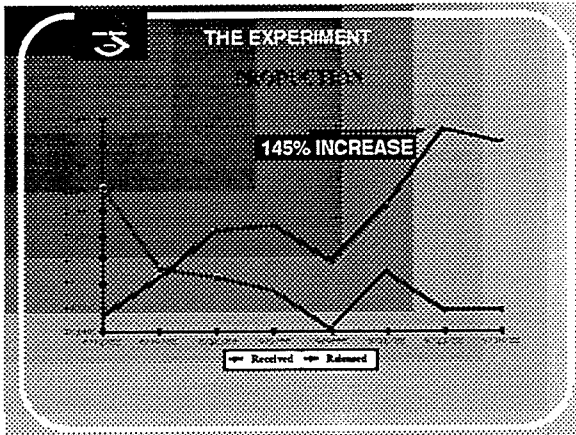
Teamwork

UNDERSTAND THE BIG PICTURE
KNOW WHAT OTHERS ARE DOING
COOPERATE WITH EACH OTHER

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THE EXPERIMENT





- DIVESTING**
- Out with the old. . .
- ✓ Transfer Petroleum Measurement Inspection to Agriculture
 - ✓ File Intangibles Tax Returns with Counties
 - ✓ Abolish Dealer Board of Review
 - ✓ Abolish Sales/Ratio Study
 - ✓ Transfer Reappraisal Staff to new Compliance Unit

- INVESTING**
- In with the new. . .
- ✓ Maximize Technological Resources
 - ✓ Productivity Enhancement Program
 - ✓ Criminal Audit Unit



SUMMARY

Our mission is defined:

We are committed to excellence

Service and Productivity will improve

Divesting is as important as investing

We will work as a team - with each other, with other agencies, and with the political leadership of Kansas

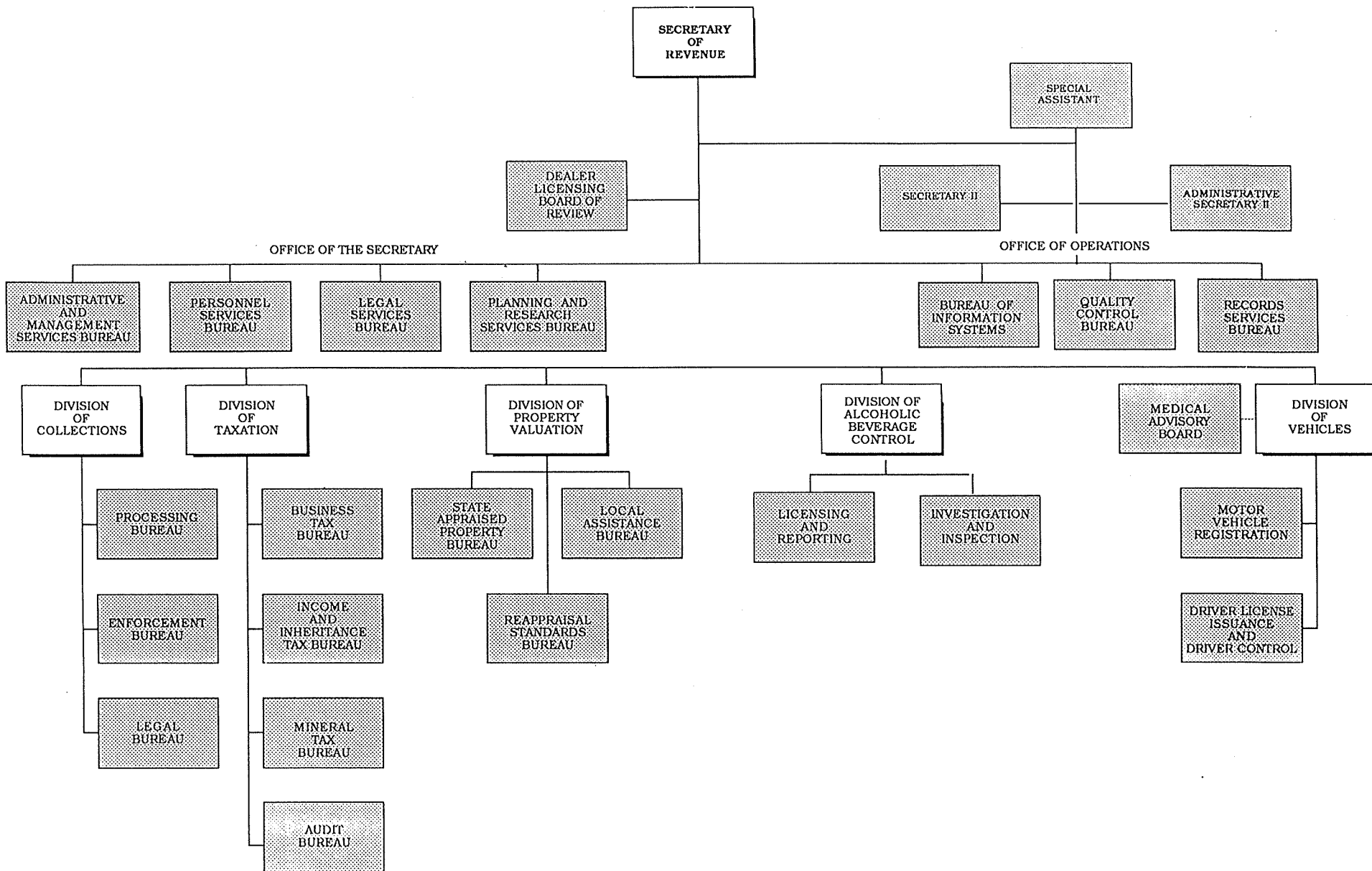
AH 1-8-89

ORGANIZATION CHART
KANSAS DEPARTMENT OF REVENUE

Rolls

Fiscal Year 1989 Authorized
1,333.5 TOTAL POSITIONS

AHS



Attachment A

*S.G.O.
1-24-89
ATTACH 2*