Comptroller of Maryland

MISSION

The Comptroller of Maryland provides executive leadership for Maryland's financial management services. The Comptroller is accountable for the fair and efficient collection of taxes, regulation of businesses, accurate forecasting and accounting of revenues and expenses, and the provision of technological services to State agencies.

VISION

The Comptroller of Maryland will achieve a favorable national reputation for fiscal management of the State by providing superior tax, regulatory, and technological services that promote the prosperity of the people and businesses of Maryland.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. Provide efficient, timely, and friendly service to Maryland taxpayers.

Obj. 1.1 Ensure that tax returns are processed promptly.

Obj. 1.2 Ensure that all taxpayer correspondence, emails, and phone calls receive a prompt response.

Obj. 1.3 Promptly authorize and process payments to vendors and State agencies while minimizing cost to taxpayers.

Performance Measures	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Est.	2022 Est.
Percent of electronic returns filed during tax season that are processed within 4 days	94.0%	95.0%	92.6%	94.0%	93.0%	95.0%	95.0%
Percent of paper returns filed during tax season that are processed within 22 days	93%	94%	95%	98%	98%	95%	95%
Percent of paper correspondence that is responded to within 8 business days	99%	99%	100%	100%	100%	100%	100%
Percent of email transmission responded to within 2 business days	100%	100%	100%	100%	100%	100%	100%
Average number of seconds taxpayers are in hold queue before calls	190	166	90	93	53	120	100
Percent of payment requests processed within five days	95.6%	94.4%	99.9%	97.1%	98.4%	90.0%	90.0%
Total rebates received from State agencies using corporate charge cards (millions)	$5.637	$5.708	$5.676	$5.819	$5.603	$3.225	$3.909

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Goal 2. Ensure taxpayer fairness through aggressive, equitable and compassionate enforcement of tax laws.

    Obj. 2.1 Maximize collection of delinquent taxes.

    Obj. 2.2 Encourage voluntary compliance and identify non-compliant taxpayers.

    Obj. 2.3 Identify unclaimed property and present it to the rightful owners.

Performance Measures	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Est.	2022 Est.
Dollars collected on unpaid income tax cases (in thousands)	$358,254	$380,207	$417,566	$427,542	$401,252	$395,000	$400,000
Dollars collected on delinquent business tax cases (in thousands)	$259,994	$255,731	$256,369	$261,719	$225,086	$222,000	$225,000
Dollars collected using the Data Warehouse and the Integrated Tax System (in thousands)	$70,431	$63,610	$44,852	$84,485	$76,249	$76,000	$78,000
Number of business tax audits and investigations	1,027	832	1,014	822	604	400	500
Percent of business tax accounts audited or investigated	0.2%	0.2%	0.2%	0.2%	0.1%	0.1%	0.2%
Dollars of unclaimed property reported (millions)	$162.4	$169.7	$202.3	$177.4	$186.6	$188.0	$189.0
Dollars of unclaimed property paid to its rightful owner (millions)	$62.9	$76.2	$68.2	$71.2	$56.4	$60.0	$61.0

Goal 3. Provide mainframe services and technology management to support the Comptroller's Office and its customer agencies.

    Obj. 3.1 Ensure State agencies have reliable, timely access to the Annapolis Data Center mainframe services virtually 100 percent of the time.

    Obj. 3.2 Utilize new technologies, techniques, and products to improve efficiency and customer service at the Comptroller's Office.

Performance Measures	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Est.	2022 Est.
Percent of hours the mainframe system was available	99.0%	99.5%	99.6%	99.7%	99.7%	99.7%	99.7%
Percent of transactions that process in three seconds or less	99.8%	99.9%	100.0%	100.0%	100.0%	99.5%	99.5%
Tax forms downloaded (millions)	12.96	6.92	12.40	6.39	6.50	6.50	6.50
Unclaimed property searches (millions)	1.00	1.37	1.51	1.03	1.04	1.00	1.00
Internet tax filings (millions)	1.55	1.47	1.49	1.54	1.51	1.50	1.50
Percent of surveyed customers who were satisfied or very satisfied with web based services	86.7%	85.1%	83.6%	83.8%	83.2%	84.0%	84.0%