

# TAX SUCCESS FACTORS AND PERFORMANCE MEASURES

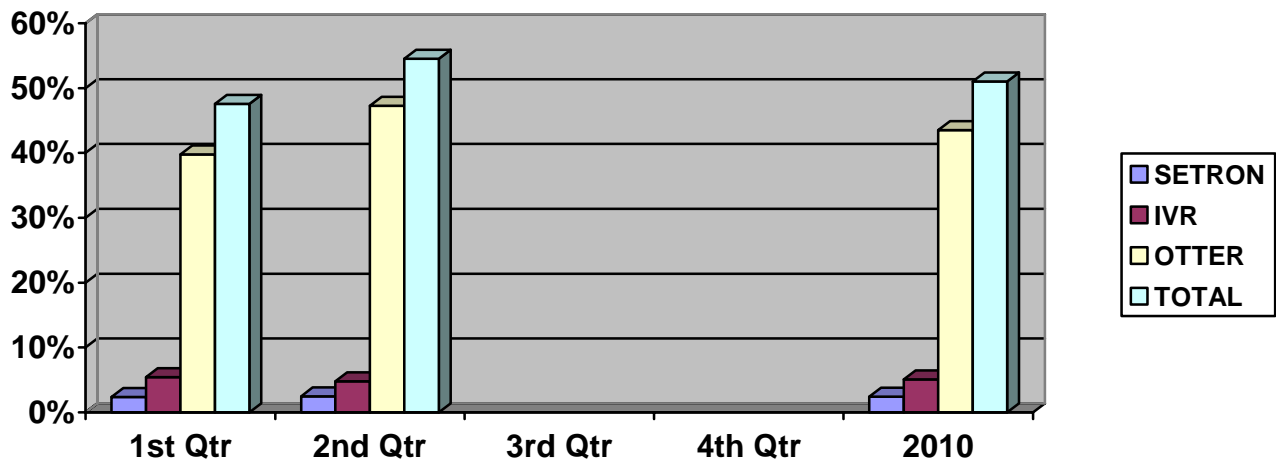
## EMPLOYER REPORTING:

Employer reporting covers two areas: Percentage of employers reporting electronically and timeliness of employer reports.

### PERCENTAGE OF EMPLOYERS REPORTING ELECTRONICALLY

This state factor measures the percentage of employers reporting electronically. It shows the percent of employers who report OTTER (PC based reporting method), IVR No Payroll, and SETRON (web-based reporting method).

### Electronic Filing Percentages



	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2010
SETRON	2.39%	2.45%	%	%	2.42%
IVR	5.41%	4.79%	%	%	5.10%
OTTER	39.76%	47.28%	%	%	43.51%
TOTAL	47.57%	54.52%	%	%	51.03%

The goal is to have an annual increase in the percentage of employers reporting electronically of 1%.

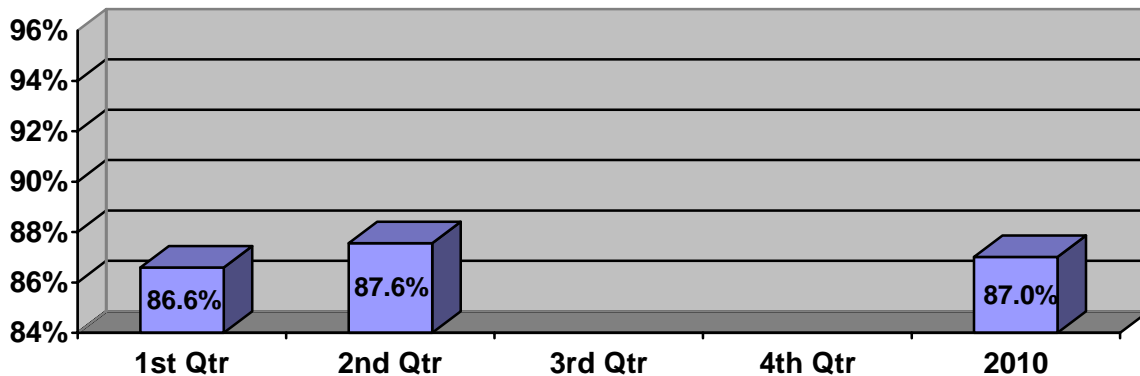
Increasing the number of employers reporting electronically helps improve the accuracy of wage records and decreases staff workload.

# TAX SUCCESS FACTORS AND PERFORMANCE MEASURES

## BLOCKED CLAIM INVESTIGATIONS

This factor is a state measure. It measures the length of time to resolve a blocked claim. A blocked claim occurs if an individual files a claim for unemployment and wages are either missing or less than the individual thinks they should be. The measurement is from the date the claimant requests a redetermination to the date we complete the investigation. This information is tracked monthly, and evaluated quarterly.

**Timeliness of Investigations**



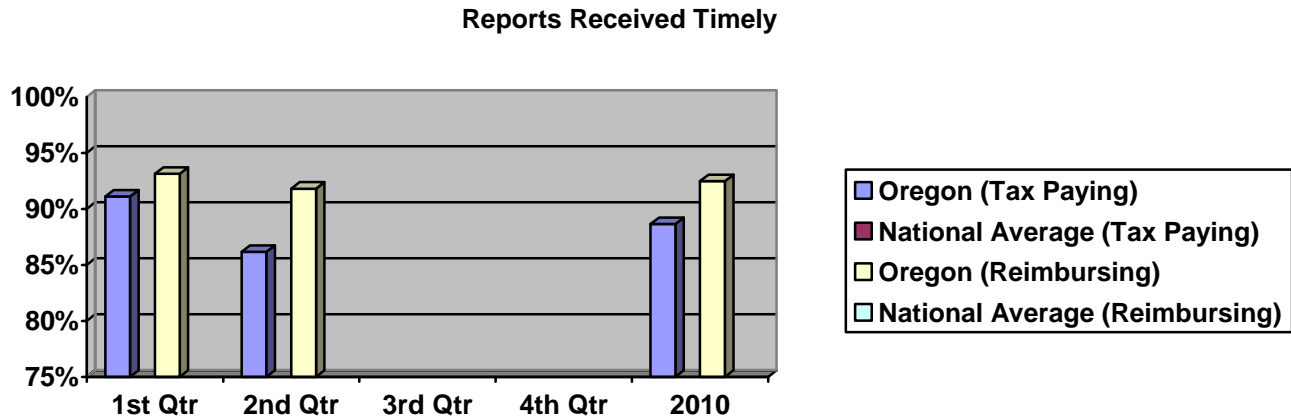
The goal is 90% cleared within 10 days.

# TAX SUCCESS FACTORS AND PERFORMANCE MEASURES

## TIMELINESS OF EMPLOYER REPORTS

This factor measures the percent of employers that submit their reports by the due date, the percent that were secured by the following quarter, and the percent that are resolved (i.e. subject date changes, closings, estimated reports) within 180 days.

Obtaining the reports quickly is key to successful collections. Collection efforts can not begin until the amount of tax is legally set. This factor measures the effectiveness of our voluntary compliance (timely reporting) and our report enforcement efforts.



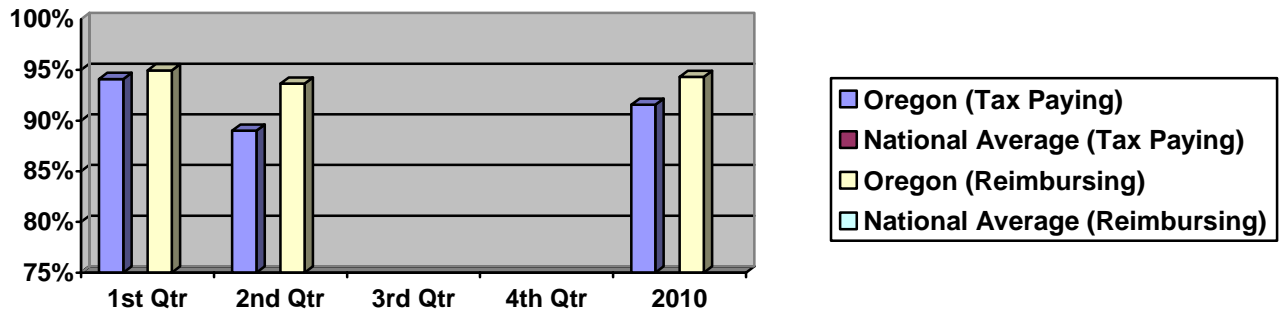
The federal desired level of achievement is 90% for reports received timely.

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2010
Oregon (Tax Paying)	91.11%	86.16%			88.64%
National (Tax Paying)					
Oregon (Reimbursing)	93.13%	91.80%			92.47%
National (Reimbursing)					

Note: The National Averages are only done annually. The 2010 national average will not be available until about June 2011.

# TAX SUCCESS FACTORS AND PERFORMANCE MEASURES

## Reports Received by end of following quarter

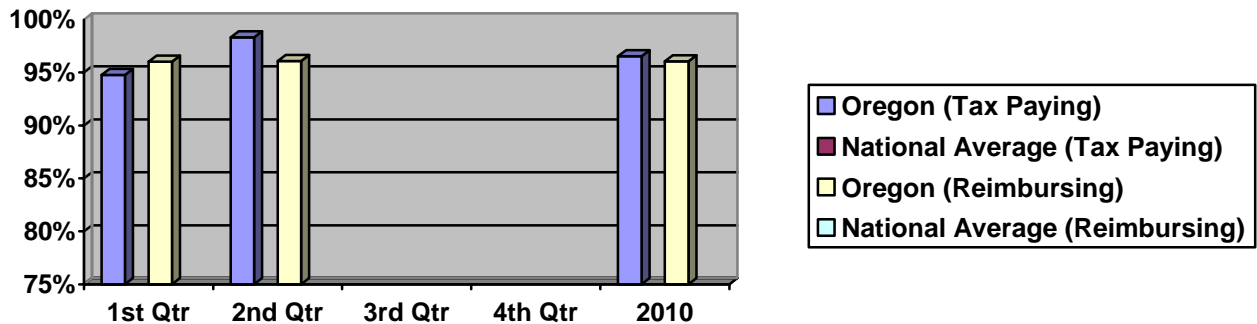


The federal desired level of achievement is 95% for secured by the following quarter.

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2010
Oregon (Tax Paying)	94.11%	89.00%			91.56%
National (Tax Paying)					
Oregon (Reimbursing)	94.96%	93.64%			94.31%
National (Reimbursing)					

Note: The National Averages are only done annually. The 2010 national average will not be available until about June 2011.

## Reports Received within 180 Days



The federal desired level of achievement is 98% resolved within 180 days.

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2010
Oregon (Tax Paying)	94.76%	98.33%			96.54%
National (Tax Paying)					
Oregon (Reimbursing)	96.02%	96.10%			96.06%
National (Reimbursing)					

Note: The National Averages are only done annually. The 2010 national average will not be available until about June 2011.

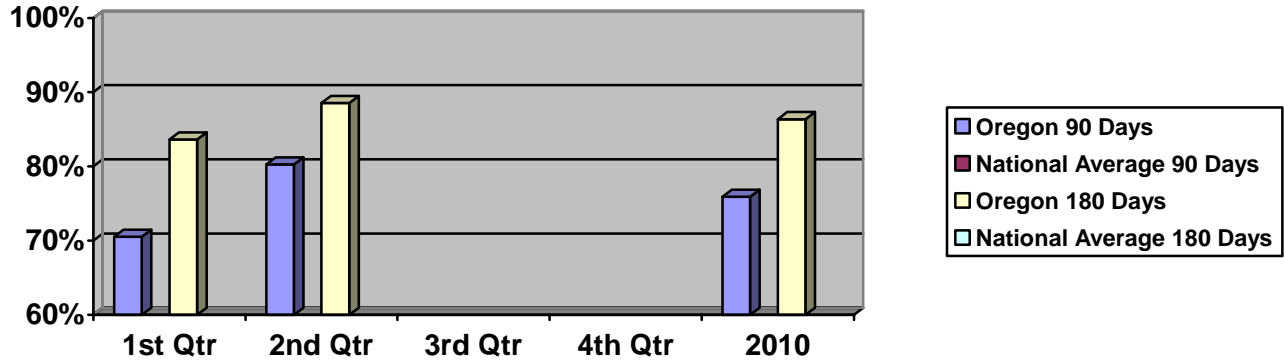
## TAX SUCCESS FACTORS AND PERFORMANCE MEASURES

### STATUS:

Status performance is measured by the timeliness of status determinations.

Status determination time lapse is defined as: The number of days from the end of the quarter in which liability occurred to the date the determination was entered into the state's system.

### New Status Determinations



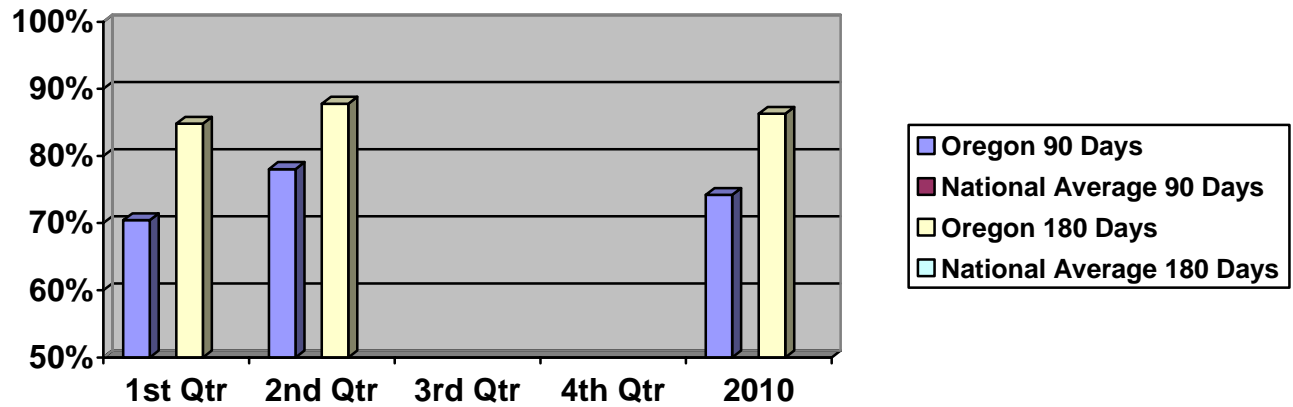
The federal desired level of achievement is 70% within 90 days.  
The federal desired level of achievement is 80% within 180 days.

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2010
Oregon (90 Days)	70.51%	80.26%			75.91%
National (90 Days)					
Oregon (180 Days)	83.63%	88.55%			86.36%
National (180 Days)					

Note: The National Averages are only done annually. The 2010 national average will not be available until about June 2011.

# TAX SUCCESS FACTORS AND PERFORMANCE MEASURES

## Successor Status Determinations



	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2010
Oregon (90 Days)	70.45%	78.05%			74.21%
National (90 Days)					
Oregon (180 Days)	84.82%	87.80%			86.30%
National (180 Days)					

Note: The National Averages are only done annually. The 2010 national average will not be available until about June 2011.

# TAX SUCCESS FACTORS AND PERFORMANCE MEASURES

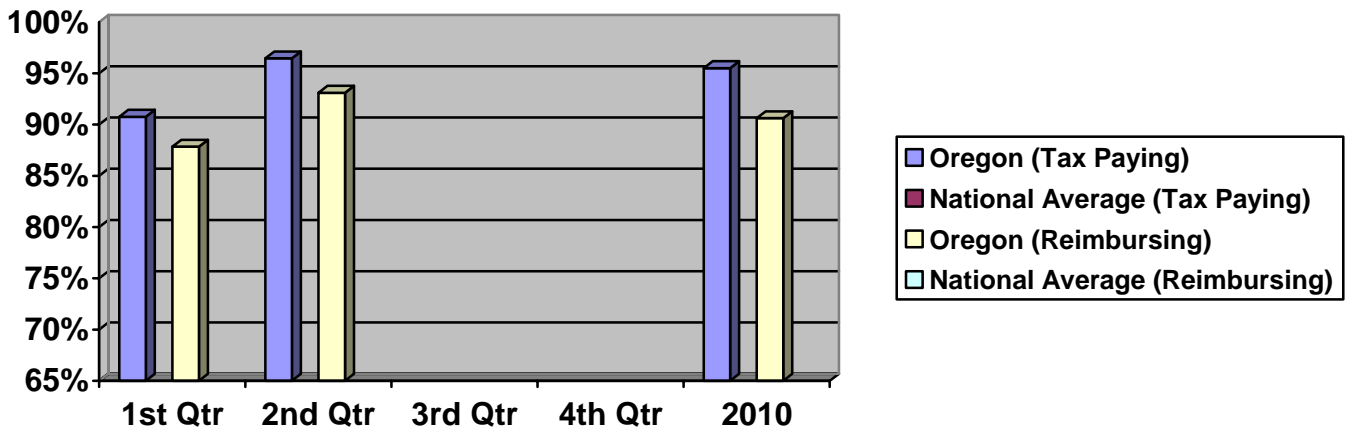
## COLLECTIONS

Collection performance is measured in the following areas: timeliness of payments, percent of uncollectible taxes, and percent of unpaid taxes.

### TIMELINESS OF PAYMENTS

This factor measures the percent of payments submitted by the due date.

### Percent of Timely Payments



	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2010
Oregon (Tax Paying)	90.75%	96.46%			95.51%
National (Tax Paying)					
Oregon (Reimbursing)	87.83%	93.10%			90.62%
National (Reimbursing)					

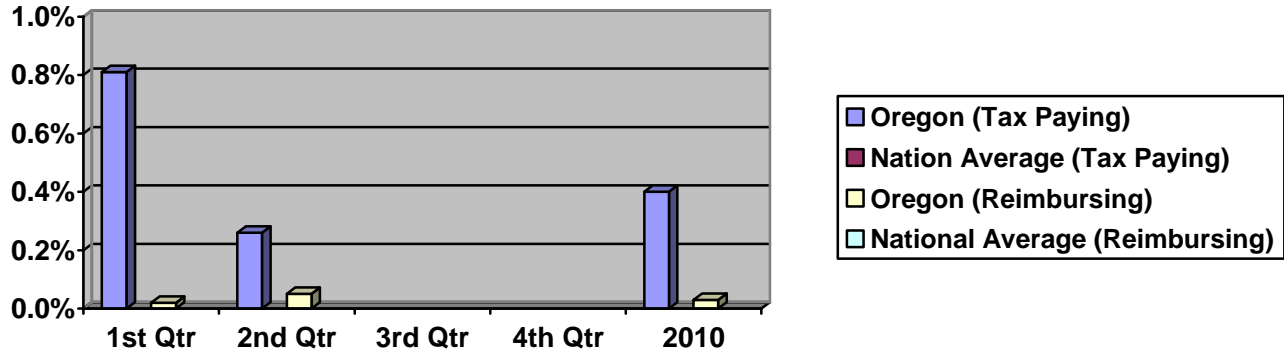
Note: The National Averages are only done annually. The 2010 national average will not be available until about June 2011.

# TAX SUCCESS FACTORS AND PERFORMANCE MEASURES

## PERCENTAGE OF UNCOLLECTIBLE TAXES

This factor measures the percentage of tax due declared uncollectible. This includes amounts written off or removed from active accounts receivable.

Percentage of Uncollectible Taxes



The state goal is to have the amount of tax due declared uncollectible at less than 1%.

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2009
Oregon (Tax Paying)	0.81%	0.26%			0.40%
National (Tax Paying)					
Oregon (Reimbursing)	0.02%	0.05%			0.03%
National (Reimbursing)					

NOTE: Lower is better.

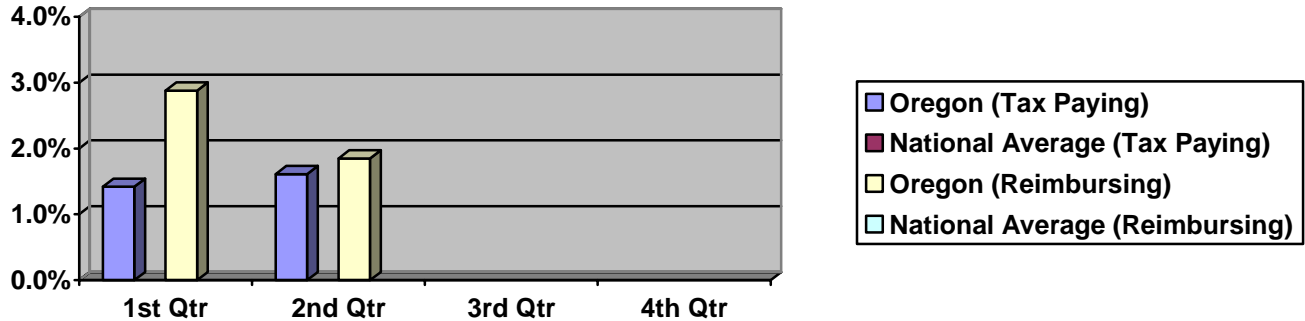
Note: The National Averages are only done annually. The 2010 national average will not be available until about June 2011.

# TAX SUCCESS FACTORS AND PERFORMANCE MEASURES

## PERCENTAGE OF UNPAID TAXES

This factor measures the percent of accounts receivable, excluding penalties and interest, at the end of the quarter compared to the tax due.

Percentage of Unpaid Taxes



The state goal is to have accounts receivable at less than 3% of the total tax due.

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Oregon (Tax Paying)	1.42%	1.61%		
National (Tax Paying)				
Oregon (Reimbursing)	2.88%	1.85%		
National (Reimbursing)				

NOTE: Lower is better.

Note: The National Averages are only done annually. The 2010 national average will not be available until about June 2011.

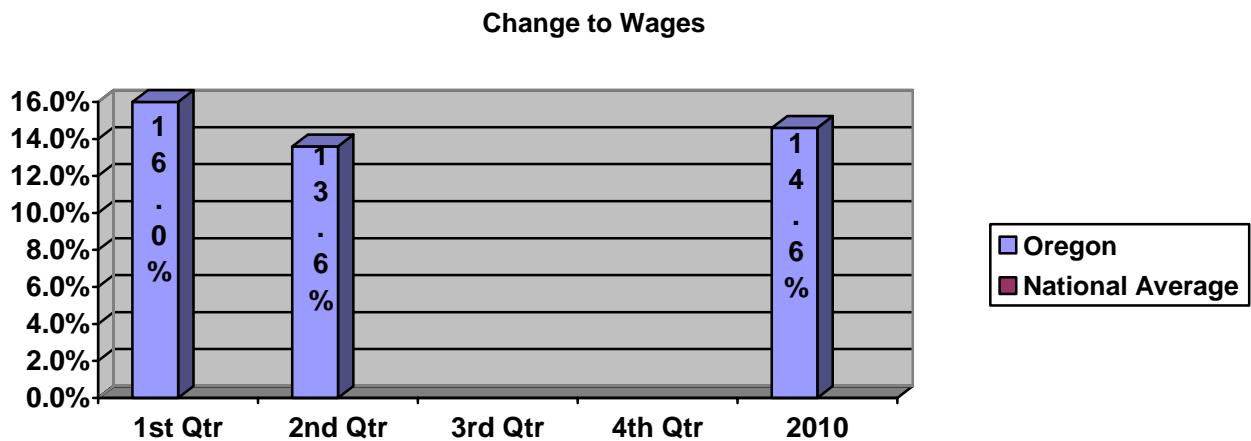
# TAX SUCCESS FACTORS AND PERFORMANCE MEASURES

## AUDITS

Audit performance is measured in the following areas: change in total wages from audits, percentage of employers audited and percentage of wages audited.

### CHANGE IN TOTAL WAGES FROM AUDITS

This factor measures the change to total wages as a result of an audit. It measures the percentage of wage records that have a change entered. Successfully discovering unreported wages helps ensure a more equitable tax program and that wages are available for prompt payment of benefits. It may also reflect the degree of employer compliance and understanding of reporting requirements.

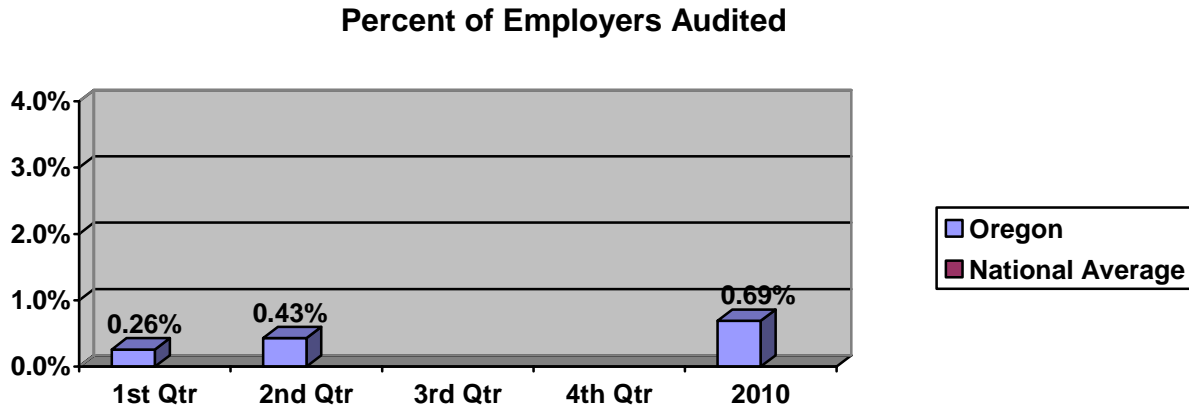


Note: The National Averages are only done annually. The 2010 national average will not be available until about June 2011.

## TAX SUCCESS FACTORS AND PERFORMANCE MEASURES

### PERCENTAGE OF EMPLOYERS AUDITED

This factor measures the percentage of employers audited. Adequate audit penetration helps ensure an equitable tax program.



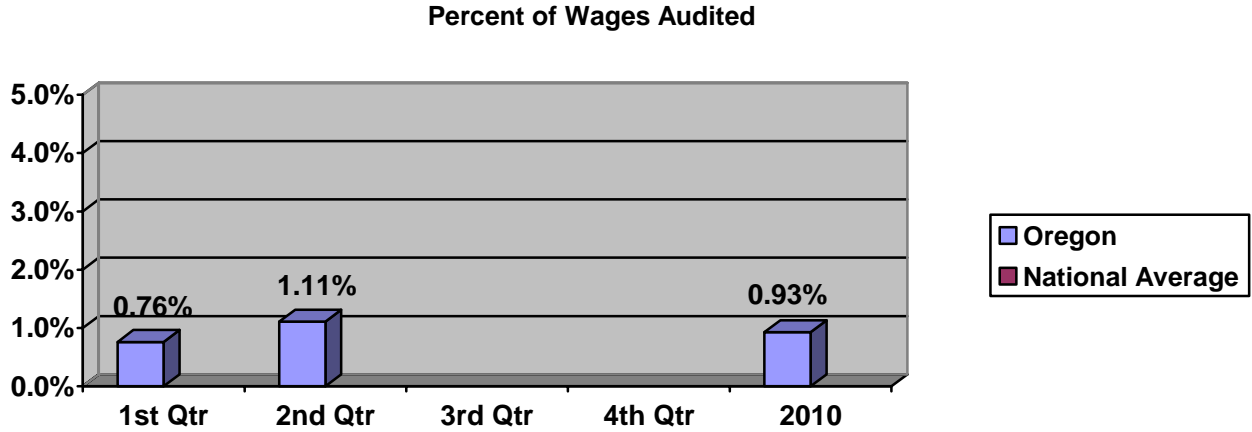
The federal desired level of achievement is 2% of employers audited annually.

Note: The National Averages are only done annually. The 2010 national average will not be available until about June 2011.

# TAX SUCCESS FACTORS AND PERFORMANCE MEASURES

## PERCENTAGE OF WAGES AUDITED

This factor measures the percent of wages audited. It is an indicator of the size of employers audited.



For Oregon, the annual goal is 1.5% of the total wages audited.

Note: The National Averages are only done annually. The 2010 national average will not be available until about June 2011.