



PittMAPS - Supporting Department Managers with Data Driven Decision Making

	A	B	C	D	E	F	G
		Jan'09	Feb'09	Mar'09	Apr'09	May'09	Jun'09
1	Performance Indicators						
2	# Positions Unfilled at months end	7	7	7	7	3	3
3	# of Internal Transfers of staff to other departments or position Resignations at months	1	0	0	0	0	1
4	# of Staff Hours spent implementing ".net ISAT upgrade"	0	30	25	10	20	15
5	# of Staff Hours spent planning and specifying either PA Act 32 of 2008 for EIT collection capacity, shared services, or new ERP system	2	21	3	20	2	3
6	# new business registrations in ISAT	122	146	170	192	256	166
7	# new business registrations using new on-line Web forms	n/a	n/a	n/a	n/a	n/a	n/a
8	Total taxes collected - from City Controller's report (including deed transfers)	\$ 8,929,419	\$ 25,596,108	\$ 16,402,761	\$ 16,720,683	\$ 24,222,735	\$ 15,948,250
9	Amount of Delinquent tax collected	\$ 134,841	\$ 120,949	\$ 142,960	\$ 169,253	\$ 198,287	\$ 173,743
10	# Total IRS Reviews/ Problem Accounts	5	13	11	5	0	1
11	# citations issued	96	31	37	146	26	59
12	# Total Investigations	2847	1897	1806	1043	1659	1397
13	# refunds requested	500	2095	5436	4605	4774	3949
14	# refunds submitted for payment	355	1090	4974	3587	3939	3163
15	Amount of refunds submitted for payment	\$ 87,044	\$ 106,955	\$ 388,580	\$ 263,638	\$ 322,358	\$ 397,657
16	# refund checks issued using new 2-way interface	n/a	n/a	n/a	n/a	n/a	n/a
17	# Telephone inquiries	6609	6979	7373	6885	5786	5916
18	# Walk-in inquiries	949	2892	2407	2749	724	805
19	% of requests for refunds processed within 75 days						
20	# of Letters sent after reviewing PA revenue tapes	46	0	0	0	0	1
21	# of Office Audits for Individuals	32	33	21	8	11	6
22	# of Field Audits for Businesses	10	7	9	3	3	7
23	# of audits resulting in No Tax Due	3	9	3	3	1	0
24	# of audits resulting in Refunds	1	2	5	1	1	0
25	# of audits resulting in Balance Due	38	29	22	7	12	13



PittMAPS - Supporting Department Managers with Data Driven Decision Making

	A	H	I	J	K	L	M
		Jul'09	Aug'09	Sep'09	Oct'09	Nov'09	Dec'09
1	Performance Indicators						
2	# Positions Unfilled at months end	3	3	3			
3	# of Internal Transfers of staff to other departments or position Resignations at months	1	0	0			
4	# of Staff Hours spent implementing ".net ISAT upgrade"	19	22	27			
5	# of Staff Hours spent planning and specifying either PA Act 32 of 2008 for EIT collection capacity, shared services, or new ERP system	3	6	8			
6	# new business registrations in ISAT	138	163	104			
7	# new business registrations using new on-line Web forms	n/a	n/a	n/a			
8	Total taxes collected - from City Controller's report (including deed transfers))	\$ 10,353,150	\$ 26,623,121	\$ 12,679,795			
9	Amount of Delinquent tax collected	\$ 129,259	\$ 79,107	\$ 111,337			
10	# Total IRS Reviews/ Problem Accounts	2	80	51			
11	# citations issued	92	46	93			
12	# Total Investigations	479	1549	1825			
13	# refunds requested	1560	889	676			
14	# refunds submitted for payment	1634	502	472			
15	Amount of refunds submitted for payment	\$ 311,512	\$ 134,538	\$ 100,340			
16	# refund checks issued using new 2-way interface	n/a	n/a	n/a			
17	# Telephone inquiries	6917	6115	5076			
18	# Walk-in inquiries	814	708	557			
19	% of requests for refunds processed within 75 days						
20	# of Letters sent after reviewing PA revenue tapes	0	0	0			
21	# of Office Audits for Individuals	0	20	18			
22	# of Field Audits for Businesses	5	4	13			
23	# of audits resulting in No Tax Due	0	8	9			
24	# of audits resulting in Refunds	0	2	2			
25	# of audits resulting in Balance Due	5	14	20			