SOUTH DAKOTA DEPARTMENT OF REVENUE

445 East Capitol Avenue • Pierre, SD 57501
(605) 773-3311 • dor.sd.gov

TO: Government Operations and Audit Committee
FROM: Jim Terwilliger, Department Secretary
DATE: November 15, 2019
SUBJECT: 2019 Performance Measures

The Department of Revenue's Strategic Plan, referred to as Revenue 2020, centers around a vision, values, and strategic directions aimed at managing and measuring performance to provide quality service to the State of South Dakota. We are currently in the third and final year of this plan before we review and develop the next strategic plan for the Department.

The values the Department still believes are critical to success are professionalism, dependability, accountability, and public service. The vision 'to create an open and collaborative environment that provides professional customer service, contributes to a favorable economic climate, and is accountable to the citizens of South Dakota' drives our work. The four strategic directions of Revenue 2020 are:

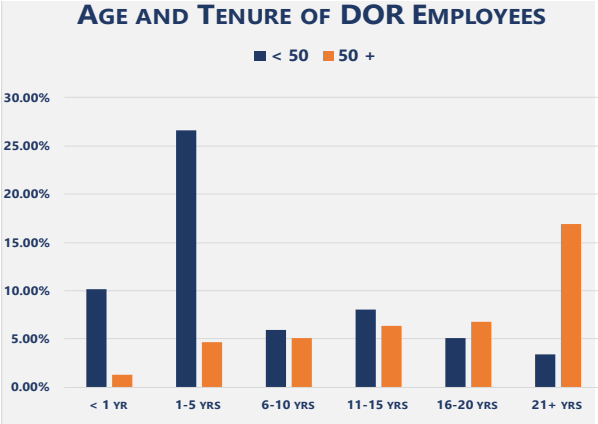
- Employees: Engaging and Developing our Team
- Resources: Managing Resources to Maximize Return on Investment
- Insights: Leveraging Information through Data Analytics to Support Decision Making
- Partnerships: Developing and Strengthening the Department's Relationships

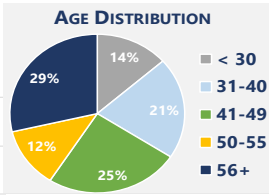
In the last year, we completed a number of large projects and initiatives, including implementing the US Supreme Court Ruling *South Dakota v.* Wayfair and the Marketplace provider legislation. We also launched a new customer friendly website and a new SD Lottery system.

In this final year of Revenue 2020, our focus lies with Engaging and Developing our Team and Leveraging Information through Data Analytics to Support Decision Making to include:

- Employees: Develop criteria for employees to work alternative/flexible schedules
- Employees: Increase training opportunities for employees
- Insights: Development of data standards
- Insights: Increase access to department data

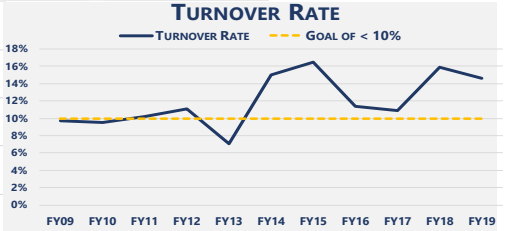
1. Our Workforce



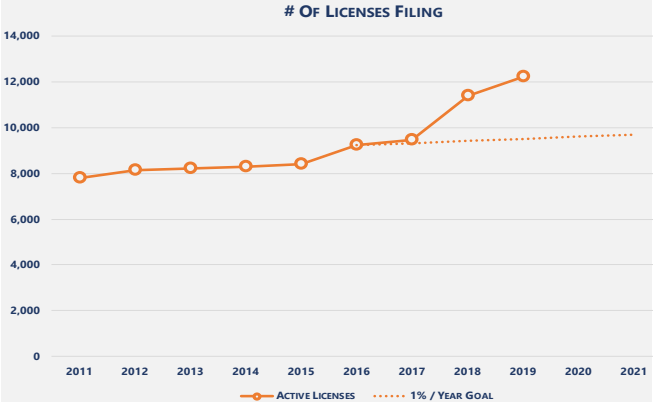


Avg. Age
45.1 years

Avg. Tenure
11.2 years



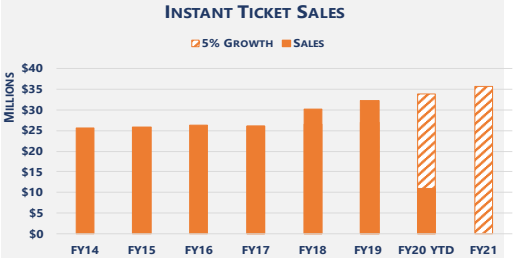
2. Increase Voluntary Compliance

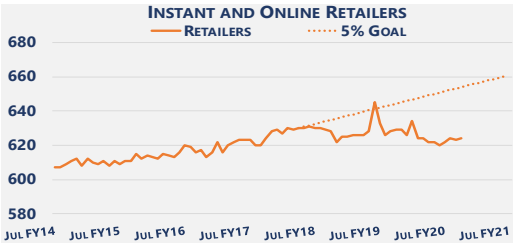


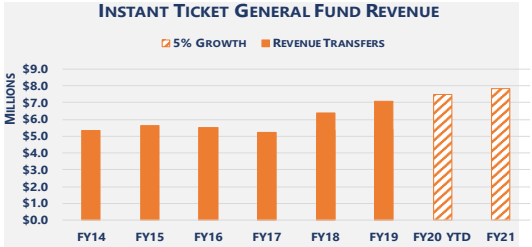
Remote seller licenses
Currently Active

Active Since November 1st	2,978
Total Non-Nexus Filers	8,973
Streamline Sales Tax	2,678

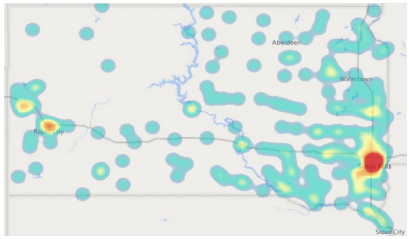
3. Lottery Instant Tickets and Online



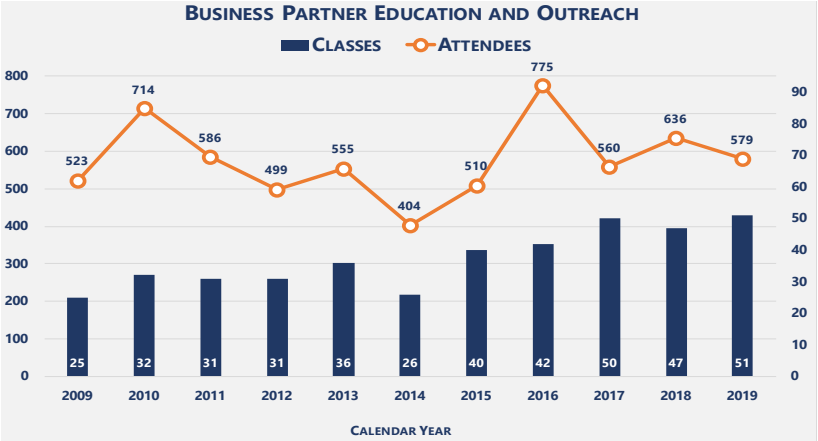




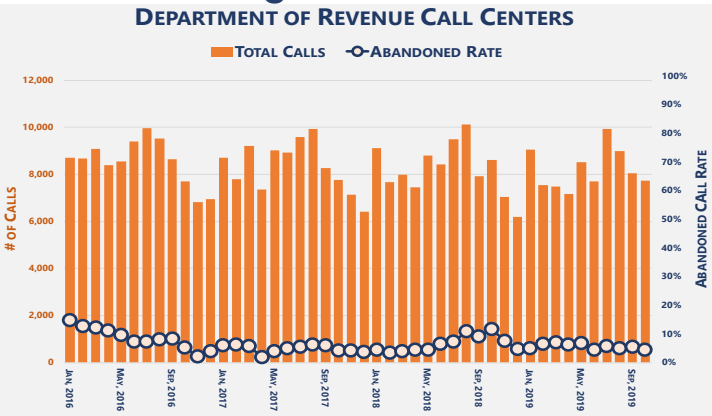
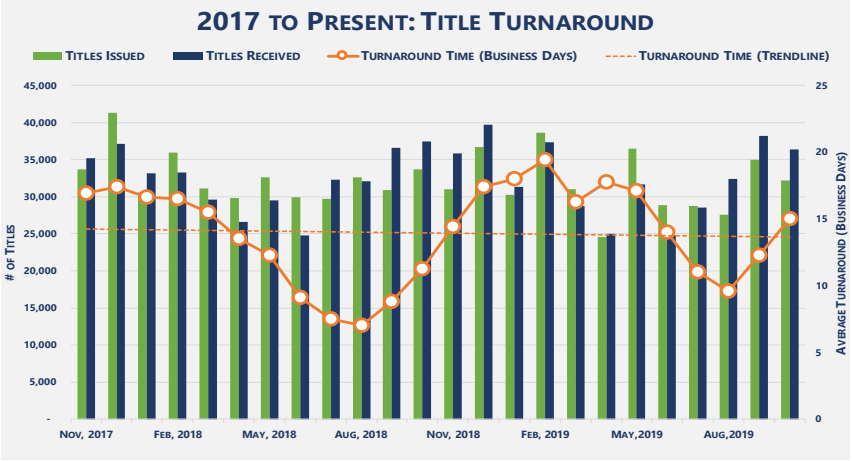
Instant and Online Retailer Saturation



4. Business Partner Outreach



5. Ensuring Customer Service



6. Title Turnaround Efficiency