IOWA™ | Department of Revenue

Performance Report
for
Fiscal Year 2026

Mary Mosiman
Director

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Message From the Director



The Iowa Department of Revenue is proud to issue the FY26 Performance Report (Report). It includes information from three primary revenue-generators for the State of Iowa: tax, alcohol, and lottery.

Our teams have continued to strengthen operational and administrative activities across the Department. We are working collaboratively to streamline compliance efforts, make it easier to do business in Iowa, and provide a consistent customer experience. These initiatives have increased our efficiency and ensured our work remains focused on serving the people of Iowa. We continued to find synergy between our customer service operations and compliance activities, creating a more unified experience for Iowans as we continue to seek ways to promote ease of use, transparency, and consistency for our citizens and partners across the state.

The information in this Report shows the FY26 performance results of the Department. In December of 2025, the Department celebrated the successful completion of a multi-year technology modernization program. All staff transitioned to fully focusing on the core functions of responsible revenue generation and providing an excellent customer experience. The achievements listed in this report identify the significant progress made by the Department since we moved from technology system development to sustainment. I commend the dedicated team of Department employees for their hard work and their professionalism, expertise, and commitment to serving Iowans.

It is an honor and privilege to lead the Department of Revenue, and to serve the people of Iowa. I look forward to continuing to seek ways to operate strategically on behalf of the great State of Iowa.

Mission

To serve Iowans through the responsible collection and generation of revenue to support the public good.

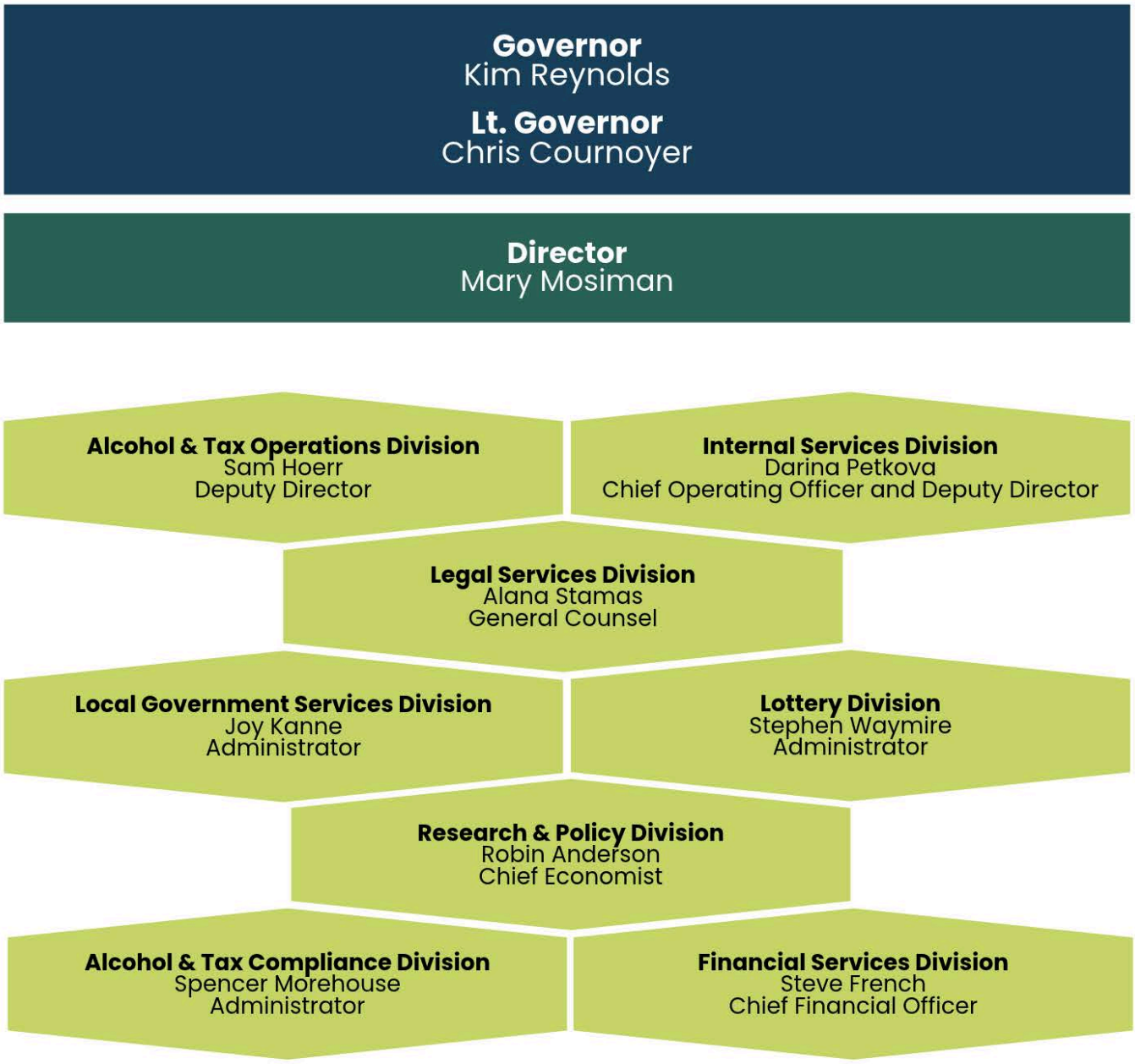
Vision

The Iowa Department of Revenue will be a state agency that uses innovation to make it simple to comply with tax obligations, follow alcoholic beverage industry requirements, and deliver fun and fair lottery experiences.

Values

I ntegrity first
D edicated to teamwork
R eady to serve

Organizational Chart



Executive Summary

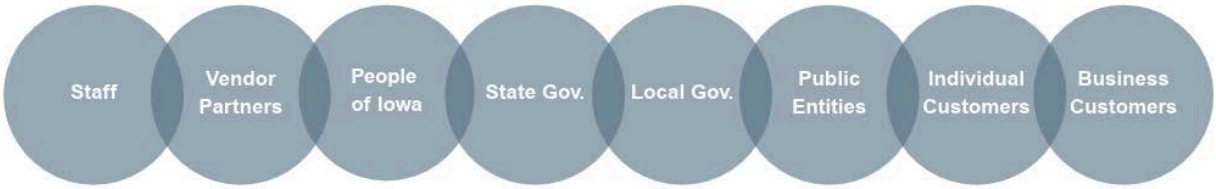
The Iowa Department of Revenue's Strategic Plan identifies two strategic initiatives, as well as the long-term goals and the key performance indicators tied to those goals with their respective targets. The initiatives that drive the Department's performance are Responsible Revenue Generation and Department Optimization. In contrast, the Department's FY26 Operational Plan identifies the key measures and their respective targets, set by Department leadership, that guide the work of staff members on various programs.

This FY26 Performance Report will provide detail around the Department's performance against the measures set in the FY26 Operational Plan and highlight key improvements made in that fiscal year that got the Department closer to reaching its long-term strategic goals.

Progress Made in FY26 on Strategic Initiatives

FY26 efforts reflected the Department's commitment to delivering an exceptional customer experience.

Figure 1. Iowa Department of Revenue Customer Groups



Responsible Revenue Generation

Goal: Complete the tax administration component of the Modernization Program to streamline workflows, increase knowledge and improve efficiency by FY28, ending with a revenue benefit realization index greater than 1.

KPI: Utilize IMPACT and GovConnectIowa to automate front end compliance programs and reallocate resources to back-end audit programs.

The Department continues to refine return suspension rules to streamline audits. To maximize these efficiencies and increase audit generation, the Department expanded audit programs and teams.

KPI: Reduce collections vendor costs based on automated processes and the ability to distinguish when payments were received on early case debt.

Updated inventory management processes made available through the Modernization Program allow the Department to prioritize high value collections for agent assignment. This new ability increased agent efficiency and reduced the Department's reliance on its collections contractor.

Goal: Support revenue generation from alcohol and lottery sales through a responsive, consultative selling approach by FY28.

KPI: Manage gross lottery sales and net proceeds as compared to current year budget performance and prior year actual performance.

Driven largely by winners hitting the Powerball and Mega Millions Jackpots, FY26 sales increased $29 million in this category alone.

KPI: Manage gross alcohol sales and net proceeds as compared to prior year actual performance

Alcohol sales gross receipts self-fund all alcohol related licensing, regulation, warehousing, distribution, accounting, and support functions. The strong 39.25% return rate highlights the Department's operational efficiency in consistently delivering funds to the State's General Fund.

Goal: Improve revenue generation by optimizing use of collections tools and back-end compliance programs by FY28.

KPI: Increase total amount of debt managed and collected for partners by 10% through expansion of centralized collections activities.

The Department did not add any new non-tax debt partners in FY26. Non-tax debt collections increased 11.5% year over year, primarily due to a 14% increase in Iowa Judicial Branch collections. The Setoff Program added one new credit vendor and 35 public agencies.

KPI: Increase dollars collected within 60 days after a recommendation is applied by the debt scoring model.

The Department has increased its total dollars collected year over year. The ability to measure dollars collected within 60 days of an applied recommendation remains under development.

Department Optimization

Goal: Improve customer service rates related to interactions with Iowans and Iowa employers by enhancing self-service and call center capabilities by FY28.

KPI: Unsure responses and interactions for the AI-supported chatbot (“The Kernel”) are below 10%.

During FY26, the Department prioritized scaling the depth of The Kernel, significantly expanding its knowledge base to address a wider variety of customer needs. Although integrating this vast amount of new content led to a marginal 1% year-over-year decline in precision, the chatbot continues to maintain an exceptional benchmark, answering correctly more than 90% of the time.

KPI: Utilize call center statistics to reduce abandonment rate and average call wait time.

Since the start of FY26, the Department has maintained an average call abandonment rate of 3% by enhancing the phone system's menu options and caller messaging, while offering voicemail and callback options for customers waiting in the queue. These changes reduced the amount of repeat callers and helped lower incoming call volume. The Department also expanded self-service capabilities through GovConnectIowa, improving customer access to information and services while reducing the reliance on live call center support.

KPI: Percent of “front-facing” web forms abandoned on GovConnectIowa is less than 50%.

GovConnectIowa successfully reduced its web form abandonment rate by 7% over the past fiscal year, resulting in more than 147,000 additional successful, first-time submissions out of over two million annual forms. By designing intuitive, user-friendly processes that encourage one-touch completion, the Department demonstrated its ability to understand and meet the diverse needs of its customers. This progress reflects a deeper alignment with customer behavior rather than just a shift in metrics.

Goal: Expedite appeal processing by implementing streamlined procedures and leveraging potential automation tools to reduce the average time to close a case or move it to litigation to 18 months by FY28.

KPI: Establish a Department policy and framework for the use of Generative AI and Automation Tools.

This KPI target was reached in FY25. An AI Taskforce was created in FY26 as a temporary body designed to build the foundation for the AI Center of Excellence utilizing a three-phased approach (i.e. Phase 1: Assess and Baseline, Phase 2: Build and Govern, and Phase 3: Educate and Engage) with deliverables and milestones. Some of the deliverables achieved for FY26 included an AI Maturity Assessment, an AI Use Case Intake Form, and an Initial AI Literacy training program. The AI Task Force will continue its efforts through FY27.

KPI: Establish a Department framework for the assessment and evaluation of Generative AI use cases.

This KPI target was reached in FY25. An official AI procedure was developed and implemented in FY26 to govern the safe adoption of AI technologies. It mandates that any proposed AI use cases must undergo rigorous evaluation and formal approval by the IDR Data Governance Committee and the Division of Information Technology at Department of Management before implementation. Furthermore, all internal resource users and third-party contractors are held strictly accountable for maintaining risk management standards, ensuring trustworthiness, and complying with annual policy and procedure acknowledgements. The framework details a comprehensive review process involving needs assessments, proof of concepts, and pilot programs to test feasibility. Finally, it establishes strict monitoring and enforcement controls.

KPI: Bring the department appeals pilot use case to successful closure and reach a “go/no-go” decision on full implementation.

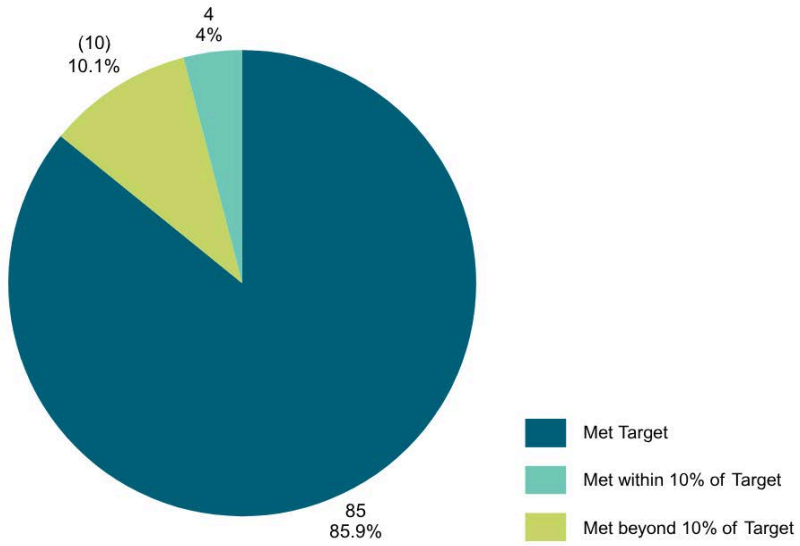
The Department concluded the Guided Appeals Review Pilot. Due to limitations in accurately retrieving legal citations and generating quality correspondence–issues that would require re-architecting–the pilot is not moving to production. Despite this outcome, the Department is able to apply valuable lessons learned about the capabilities and limitations of generative AI and the process of evaluating potential AI tools.

FY26 Operational Performance

Performance Against Targets

In FY26, the Department tracked 99 operational performance measures (see Figure 2), a 17% increase from the prior year. The Department met or exceeded 85 of these targets. Among the 14 missed measures, four fell within 10% of their target, while the remaining ten missed by 10% or more due to external factors beyond the Department’s control. All measures were actively monitored through the year, triggering pre-determined action plans to drive continuous improvement.

Figure 2. FY26 Performance Against Targets



Having completed its multi-year modernization program, the Department successfully transitioned to sustainment, shifting focus from major system development to long-term operational stability. With staff re-allocated from project delivery back to core functions, the Department returned to full operational capacity under a steady-state model driven by strategic resource alignment and continuous improvement. Notably, Production Support successfully shifted from high-intensity development to sustainment operations, exceeding service resolution targets with a streamlined team by replacing ad-hoc ticket handling with strategic, cross-agency prioritization.

Major Accomplishments

Customer Experience

Percent of hosted web forms abandoned on GovConnectIowa is less than 50%: Structured web forms into clear, easy-to-follow steps that promote one-touch submission, successfully adapting digital infrastructure to serve a diverse population. Built with the customer in mind, GovConnectIowa underscores the Department's commitment to customer-centric design.

Maintain a rate of abandoned calls of 10% or less: The Department kept call abandonment rates well below 10% by prioritizing high agent availability and minimal wait times. Direct access to live representatives ensures customers receive swift, reliable service during high-volume inquiry periods.

Achieve a response rate over 75% for GovConnectIowa customer messages, via 'Send A Message' feature, within 24 hours of receipt: Maintained a strict commitment to respond to all customer messages within 24 hours across every business area, emphasizing speed and accountability in the GovConnectIowa portals. Delivering timely responses optimizes the customer experience, reinforcing public trust by resolving inquiries swiftly on the first point of contact.

'Unsure' responses and interactions for the AI-supported Chatbot ("The Kernel") is below 10%: The Kernel, the Department's pre-programmed chatbot, correctly answered customers more than 90% of the time. Notably, accuracy rates were even higher during critical after-hours windows. By expanding The Kernel's capabilities while keeping error rates low, the Department provides dependable 24/7 automated support.

Process 100% of 12 month renewal applications within 90 days of receipt date: The Department exceeded the target goal by 5% while consistently processing new 12- and 8-month applications within just one business day. By improving operational efficiency the Department was able to reduce wait times for businesses, improving the customer experience, while maintaining high-quality review standards.

Fiscal Protection, Taxpayer Savings & Revenue

Process $7.5M in Individual Income Tax Refund Reductions via Fraud Programs: Sustained strong refund protection performance, adapting to emerging threats like preparer based fraud, such as second-party schemes, and tax software breaches. The Department's aggressive fraud detection directly safeguards millions in public revenue from bad actors.

Collect $200M from debt collection activities: Maximized tax revenue collection through the deployment of the integrated system alongside new self-service options for taxpayers. Modernizing outreach tools allows the Department to recover owed funds efficiently while offering customers accessible options to resolve their balances.

Percent of GovConnectIowa registered businesses that opt-in to electronic correspondence is greater than 50%: Digital delivery of the Department's more than 900 correspondence types provides businesses and individuals immediate, secure communication and a streamlined pathway for faster responses, while driving long-term operational savings for taxpayers.

InstaPlay Dollars Sold: Drove strong sales growth by expanding the InstaPlay portfolio with high-profile, recognizable titles like Monopoly and Jurassic World. Refreshing product offerings engages players and consistently maximizes proceeds returned to state programs.

Total Scratch Tickets sold in dollars: Maximized ongoing lottery revenue through proactive lifecycle management, high-impact second-chance promotions, and popular game expansions such as Monopoly and Jurassic World. Sustained sales growth directly boosts state returns that fund essential Iowa initiatives.

Average days to pay vendors is 60 days or less: Processed state vendor payments in under 20 calendar days—slashing the statutory 60-day allowance by more than two-thirds. Prompt payments strengthen state partnerships with local vendors and keep business moving across Iowa.

Statewide Policy & Intergovernmental Impact

Ensure that 75% of high priority fiscal estimates are completed in five days: The Department consistently delivered rapid, high-accuracy fiscal notes—including for complex tax reform legislation—exceeding key performance targets. These timely analyses directly empower State legislators to make informed, data-driven decisions.

Ensure that 100% of assessment limitations and taxable market valuations are issued to local governments by statutory date of November 1: Published assessment limitation figures on schedule by the November 1 statutory deadline. Meeting this critical cutoff gives local governments the exact valuation figures needed to calculate tax levies and establish municipal budgets on time.

Conduct all required appraisals and assessments as determined by the Equalization Process according to statutory deadlines: Delivered all required appraisal and model data on schedule, ensuring a fair, predictable, and uniform property tax equalization process statewide. On-time delivery equips local assessors with the accurate valuation tools needed to set fair local assessments without administrative delay.

Complete 75% of policy projects within the established deadlines: The Department maintained 100% on-time Policy project completion, leveraging the project tracking tool to establish a reliable flow of internal and external revenue policy guidance. By standardizing swift policy implementation, the Department provides businesses and taxpayers with clear, unambiguous direction when navigating state tax administration.

Operational Excellence & Risk Management

Average time for appeals to be closed or moved to litigation should be within 19 months: Reduced the average duration for legal appeals from 19 months down to 11.88 months—achieving a significant milestone. Streamlining dispute resolution balances thorough legal analysis with rapid closure, providing businesses and individuals with faster finality.

Ensure that 75% of legal requests in SMaRT (Project Management Tool) are completed by project due dates: The Department exceeded project timeliness goals by 20% in FY26 following the successful implementation of the Department's project tracking tool. By capturing legal intake and staff workloads in real time, the legal staff optimized cross-training and resource allocation, ensuring faster turnaround times.

Resolve at least 90% of all prioritized "System Service Requests" during the fiscal year: By implementing strategic ticket prioritization department-wide, the Production Support team exceeded the percentage target of service requests (tickets) despite a reduction in developer resources.

Ensure that 100% of contracts are renewed without any contract lapse: Achieved seamless contract renewals with zero lapses through proactive cross-division communication. Eliminating contract gaps ensures continuous state operations and prevents costly service interruptions for the public.

The total dollars spent in external advertising / public service announcements: Managed Public Service Announcement (PSA) outreach efficiently alongside Department partners while actively rebuilding the Lottery external relations team. Continued collaboration ensured key PSAs reached target audiences effectively.

FY26 Performance Measures

Program Name	FY2026 Measure	FY2026 Target	FY2026 Actual	FY2026 Target Met?
Alcohol Product Management	Percentage of return on alcohol sales during the FY	25	39.25	Met Target
Alcoholic Beverages Compliance	Complete 100% of annual audits / investigations / inspections in all 99 counties	100	100	Met Target
Alcoholic Beverages Licensing	Percentage of 12 & 8 month applications processed within one business day	90	95	Met Target
	Ensure 100% of renewal notice letters are sent to 'dramshop' applicants within one week of expiration date	100	100	Met Target
	Process 100% of 12 month renewal applications within 90 days of receipt date	100	90[1]	Did not meet target
Alcoholic Beverages Sales & Distribution	Increase revenue per delivery by 5% as compared to prior year	5	-4.89[2]	Did not meet target
	Increase revenue per gallon by 5% as compared to prior year	5	0.60[2]	Did not meet target
	Decrease cost per delivery by 5% as compared to prior year	5	0.00[2]	Did not meet target
	Decrease cost per gallon by 5% as compared to prior year	5	6.12[2]	Did not meet target
Legal - Alcohol Enforcement Actions	Resolve 100% of issued underage sales citations and subsequent adjudication in criminal courts within six months of receipt	100	100	Met Target
	Resolve 100% of completed and submitted cases within six months of assignment	100	100	Met Target
Tobacco Permitting & Compliance	Ensure 100% of tobacco permits are reviewed by July 1	100	100	Met Target
	The percentage of compliance checks that occur based on complaints for operating without retail tobacco permits	100	100	Met Target
Tobacco Compliance & Enforcement	Perform 100% compliance check on all retailers for tobacco sales to underage customers	100	94	Did not meet target
Cigarette / Tobacco Tax	Process 100% of cigarette/tobacco returns within 30 days if suspended	100	100	Met Target

1 The 12-Month Renewal Application KPI was missed due to initial review delays following the launch of Rollout 5, which required system stabilization, data cleanup, and team adaptation to new workflows. FY27 performance will be driven by platform optimization, targeted staff retraining, and streamlined review procedures to ensure timely processing.

2 Decelerating alcohol sales alongside rising operational costs—such as fuel, warehouse overhead, and expanding delivery points—have placed margin pressure on volume-dependent KPIs. While current market headwinds make these stretch targets challenging, the Department remains focused on optimizing controllable variables and driving process efficiencies with the third-party logistics partner.

Program Name	FY2026 Measure	FY2026 Target	FY2026 Actual	FY2026 Target Met?
Internal Services	'Unsure' responses and interactions for the AI-supported Chatbot ("The Kernel") is below 10%	10	8.4	Met Target
	Maintain a Service satisfaction percentage above 75% for data analytics projects, as measured by survey results post-project completion	75	96	Met Target
	Percent of hosted web forms abandoned on GovConnectIowa is less than 50%	50	32.45	Met Target
	Percent of GovConnectIowa registered businesses that opt-in to electronic correspondence is greater than 50%	50	30.5[3]	Met Target
	Achieve a response rate over 75% for GovConnectIowa customer messages, via 'Send A Message' feature, within 24 hours of receipt	75	88	Met Target
	Retain more than 85 percent of the department employees	85	97	Met Target
	Resolve at least 90% of all prioritized "System Service Requests" during the fiscal year	90	91	Met Target
	Ensure 80% of projects and initiatives have established benefit registers with regular monitoring and benefit realization reporting	80	70[4]	Did not meet target
	Initiate, plan, and execute the annual MUSL Rule 2 Compliance Review including applicable deliverables	100	100	Met Target
	Initiate, plan, and execute Penetration Test Project within 12 months of signing SOW with an independent 3rd party and undertake all necessary remediations	100	100	Met Target
	Initiate, plan, and execute at least one tabletop exercise of the Incident Response Procedure (project)	100	100	Met Target
	Initiate, plan, and execute the annual review/update of the agency Continuity of Operations and Continuity of Government (COOP COG) Plan in order to achieve certification by March 1 each year	100	100	Met Target
	Administer the annual submission of the Safeguards Security Review Report to IRS by April 30 each year and address all "not implemented" sections as required	100	100	Met Target
	Perform all required annual vendor site inspections (as required by MUSL & IRS)	100	100	Met Target

3 The Department successfully increased the adoption of electronic correspondence to over 30% in FY26, meeting the intended objective. However, due to an administrative error, the performance target was incorrectly recorded as 50% for the fiscal year, resulting in a technical variance against the established goal. A data-driven analysis has been completed, and the target has been corrected to 30% for FY27 to accurately reflect the program's baseline and growth trajectory.

4 The Department missed a deadline to keep the percentage complete above the target. The team is now on track and does not see missing this KPI in the future.

5 The Department met the established State government standard of 10 business days. The Department plans to hire and train staff to meet this target in the future.

Program Name	FY2026 Measure	FY2026 Target	FY2026 Actual	FY2026 Target Met?
Legal - Tax Appeals Management	Average time for appeals to be closed or moved to litigation should be within 19 months	19	11.88	Met Target
Legal Services	Ensure 75% of legal requests in SMaRT are completed by project due dates	75	95	Met Target
Research & Policy	Ensure the mean absolute error for the economic forecasts provided to the Revenue Estimating Conference is within 5%	5	1.72	Met Target
	Ensure 75% of high priority fiscal estimates are completed in five days	75	80	Met Target
	Complete 75% of policy projects within the established deadlines	75	90	Met Target
Mailroom and Data Capture	Electronically record 100% of paper returns and incoming correspondence within 30 days of receipt	100	100	Met Target
	Process 100% of paper payments within 12 days of receipt	100	100	Met Target
Registration	Process 100% of Business Tax Permit applications within 5 days of receipt	100	99.64	Did not meet target
	Process 100% of Third Party Authorization Applications within 5 days of receipt	100	98.74	Did not meet target
Financial Services	Average days to pay vendors is 60 days or less	60	19	Met Target
	Cash deposits are made/processed within 5 business days	5	10[5]	Did not meet target
	Ensure 100% of contracts are renewed without any contract lapse	100	100	Met Target
	Resolve 100% of all inquiries coming into the IDR EFT mailbox within 10 business days	100	99.02	Did not meet target
Customer Service Call Center	Maintain a rate of abandoned calls of 10% or less	10	3.26	Met Target
	Maintain 90% of average call wait time under 5 minutes	90	91.81	Met Target
	Maintain agent availability for calls at 75% on average	75	78.57	Met Target
Individual	Average days to process current tax year individual income tax refunds is within 30 days of the receipt of the tax return	30	26	Met Target
Fraud / Identity Theft	Process $7.5 M in Individual Income Tax Refund Reductions via Fraud Programs	$7,500,000	$21,856,864	Met Target
Withholding Tax	Collect $0.8M in TAX GAP funds from Withholding Taxes per FY	$800,000	$2,876,614	Met Target

Program Name	FY2026 Measure	FY2026 Target	FY2026 Actual	FY2026 Target Met?
Tax Gap Program	Collect $100M in TAX GAP funds per FY	$100,000,000	$105,250,887	Met Target
	Process $60M in Individual Income Tax Refund Reductions via compliance checks and Fraud Programs	$60,000,000	$40,041,663[6]	Did not meet target
Collection of Tax Debt	Collect $200M from debt collection activities	$200,000,000	$200,994,169	Met Target
Collection of Non-Tax Debt	Number of new non-tax debt partners	1	0[7]	Did not meet target
Setoffs	Onboard at least two new state setoff program participants	2	35	Met Target
Fiduciary / Inheritance Tax	Collect $4.5M in TAX GAP funds from Fiduciary/Inheritance Taxes per FY	$4,500,000	$1,871,343[8]	Did not meet target
Business Income Taxes	Collect $18.5M in TAX GAP funds from Business Income Taxes per FY	$18,500,000	22,328,025	Met Target
Sales & Use Tax	Collect $19M in TAX GAP funds from Sales and Use Taxes per FY	$19,000,000	$27,593,359	Met Target
	Average number of days to process IA843 Refund Returns (Claims) is within 180 days of receipt	180	45	Met Target
Local Option Sales Tax	Ensure 100% of dollars collected from voter-approved sales tax are distributed to local governments	100	100	Met Target
Tax Credit	Ensure the March aggregate tax credit claims forecast is within 20% of the actual claims	20	4.5	Met Target
Agricultural Land Tax Credit	Ensure 100% of distributions are made to local governments by statutory date of July 15	100	100	Met Target
Family Farm Tax Credit	Ensure 100% of fund distributions are made to local governments by statutory date of June 1	100	100	Met Target
Homestead Tax Credits, Exemptions, & Reimbursement	Ensure 100% of fund distributions are made to local governments by statutory dates of March 15 and November 15	100	100	Met Target
Military Service Tax Exemption	Complete Annual review of forms, rules, and guidance as it pertains to Military Service Tax Exemptions	100	100	Met Target
Fuel Taxes	Process 100% of fuel tax refunds within 60 days of receipt provided that tax has been collected	100	100	Met Target

6 Legislative changes reducing individual income tax (IIT) rates have decreased taxpayer liability. Rather than reducing IIT refunds, the Department's modernized system reduces upfront manual review, and instead bills taxpayers for incorrectly filed returns upon examination.

7 A shift in Department priorities made this KPI not attainable in FY26. The Department will likely retire this KPI in the next FY.

8 Legislative action has intentionally decreased these programs. This KPI will be revised in the new FY.

Program Name	FY2026 Measure	FY2026 Target	FY2026 Actual	FY2026 Target Met?
Hotel / Motel Tax	Assign 100% of hotel/motel tax returns to staff within 30 days of receipt	100	100	Met Target
Real Estate Transfer Tax	Complete annual review of forms, rules, and guidance as it pertains to Real Estate Transfer Tax	100	100	Met Target
Business Property Two-Tier Assessment Limitation	Ensure 100% of fund distributions are made to local governments by statutory dates of March 31 and September 30	100	100	Met Target
County Endowment	Ensure 100% of community foundation fund distributions are made to local governments annually in August	100	100	Met Target
Flood Mitigation	Ensure 100% of flood fund distributions are made to local governments on a quarterly basis	100	100	Met Target
Reinvestment Districts	Ensure 100% of economic development funds are distributed on a quarterly basis	100	100	Met Target
Moneys and Credits	Ensure 100% of funds are paid out to local governments annually in August	100	100	Met Target
Secure an Advanced Vision for Education	Ensure 100% of education/school funds are paid out to local governments every month	100	100	Met Target
Vehicle Fee for New Registration	Average number of days to process IA843 Refund Returns for "Vehicle Use" is within 180 days of receipt	180	48	Met Target
Assessor Education	Ensure 100% of Iowa Assessor certifications and continuing education requirements are verified by due dates	100	100	Met Target
Assessment Limitation Certifications	Ensure 100% of assessment limitations and taxable market valuations are issued to local governments by statutory date of November 1	100	100	Met Target
Commercial & Industrial Property Tax Replacement	Ensure 100% of fund distributions are made to local governments by statutory dates of March 31 and September 30	100	100	Met Target
Commercial Property Appraisers	Number of commercial appraisals produced per cycle which ensures the equitable valuation of commercial properties statewide	900	900	Met Target
Utility Replacement Tax (URT)	Conduct all required processes as determined by the URT process according to statutory deadlines to ensure that URT allocation is published by October 31	100	100	Met Target
Property Tax Central Assessment	Publish 100% of Certificates of Assessment by statutory due date of October 31	100	100	Met Target
Property Assessment Equalization	Conduct all required appraisals and assessments as determined by the Equalization Process according to statutory deadlines	100	100	Met Target
Statewide Property Tax	Process 100% of property tax returns within 1 business day of receipt	100	95	Met Target

Program Name	FY2026 Measure	FY2026 Target	FY2026 Actual	FY2026 Target Met?
Lottery Game Administration	Submission of World Lottery Association RGF Level 2 Certification (Certification designed to benchmark and improve responsible gaming practices)	1	1	Met Target
	Percent of Operating & Advertising to Total Sales to ensure efficient operational and advertising to support sales and to ensure that accounting of revenues and expenses are also tracked timely to monitor	8.5	4.9	Met Target
	Percent of prizes paid to prizes claimed above $600 at Lottery locations within 24 hours once winning tickets are verified and player documentation is provided	100	100	Met Target
	The total dollars spent in external advertising / public service announcements	$235,000	$186,243	Met Target
Lottery Investigations	Percent of game and security concerns investigated by Lottery Investigations	100	100	Met Target
	Percent of retailers that underwent compliance checks from Lottery Investigations within 45 days of receiving complaint	100	100	Met Target
	Percent of requests from law enforcement agencies and county attorney offices responded to by Lottery Investigations within 24 hours. Reports submitted within 15 days of investigation completion.	100	100	Met Target
	Percent of requests from Lottery Bureaus responded to by Lottery Investigations within 24 hours. Reports submitted within 15 days of investigation completion	100	100	Met Target
	Percent of established Lottery retailers that underwent unannounced compliance checks from Lottery Investigations during the fiscal year	100	100	Met Target
	Percent of established Lottery retailers that underwent unannounced compliance checks from Lottery Investigations during the fiscal year	20	25	Met Target
	Percent of new Lottery retailers that underwent unannounced compliance checks from Lottery Investigations during the fiscal year	100	100	Met Target
Lottery Products Sales	Total Lottery sales from all product categories sold in dollars	$417,685,000	$469,620,572	Met Target
	Total InstaPlay sold in dollars	$23,991,500	$35,206,075	Met Target
	Total Pull-tab sold in dollars	$10,800,000	$16,639,094	Met Target
	Total Scratch Tickets sold in dollars	$265,000,000	$291,408,651	Met Target
	Total Lotto sold in dollars	$117,893,500	$126,366,753	Met Target
Lottery Tickets Management	Percent of Scratch Tickets & Pull-tabs that passed testing criteria loaded into Central Gaming System production	100	100	Met Target
	Percent completion [within 90 days] of State Change Action Request (SCAR) for new installation or installation for new or existing terminals or selfserve kiosks	100	100	Met Target