

**080 - DEPARTMENT OF REVENUE**

**Problem Gambling Treatment Sessions - PM8031**

The Problem Gambling program, featuring a Helpline and promotion of treatment options, was established in RIGL § 42-61.2-14, enacted in 2012. The previous iteration of this measure represented the percentage of individuals surveyed in the Needs Assessment Study who were aware of the existence of the Problem Gambling Helpline and available treatment options at that time. Since that Needs Assessment was completed, the Problem Gambling Program has expanded significantly and now includes (in addition to the Helpline number) a direct line to the Problem Gambling Services of Rhode Island Treatment Program, which was specifically established as part of the expansion of the Problem Gambling Program. The figures below represent the number of treatment sessions provided each year. [Note: Missing values appear as zeros in the measure.]

*Frequency: Annual Reporting Period: State Fiscal Year*

	2015	2016	2017	2018	2019
<b>Target</b>	200	250	300	350	606
<b>Actual</b>	245	285	606		

**Timeliness of Municipal Reporting - PM8009**

The Division of Municipal Finance uses numerous tools to track the fiscal health of Rhode Island's communities. RI General Laws § 45-12-22.2 requires municipalities to submit a quarterly report on or before the 25th day of the month succeeding the end of each fiscal quarter, certifying the status of the municipal budget, including the school budget. That data is used to identify potential areas for budget shortfalls. The figures below represent the percentage of municipal quarterly reports submitted to the Division on time. [Note: Missing values appear as zeros in the measure.]

*Frequency: Quarterly Reporting Period: State Fiscal Year*

	2015	2016	2017	2018	2019
<b>Target</b>	60.0%	45.0%	60.0%	70.0%	70.0%
<b>Actual</b>	40.0%	40.0%	32.0%		

**Tax Returns Filed Online - PM8029**

The figures below represent the percentage of tax returns that are filed online with the Division of Taxation versus traditional means of filing. This measure is under development, and currently includes the following categories of tax returns: bank, insurance, and other tax types/fees from legacy system, IFTA (fuel), and personal income tax. [Note: Missing values appear as zeros in the measure.]

*Frequency: Annual Reporting Period: State Fiscal Year*

	2015	2016	2017	2018	2019
<b>Target</b>		55.0%	70.0%	75.0%	85.0%
<b>Actual</b>	40.0%	65.0%	85.0%		

**DMV Transaction Wait Times - PM8028**

The Rhode Island Division of Motor Vehicles (DMV) tracks transaction wait times to examine operational efficiency. DMV uses the indicators to recommend process adjustments to improve customer experience. The figures below represent the average wait time for licenses and registrations at DMV's Cranston headquarters. [Note: Missing values appear as zeros in the measure.]

*Frequency: Annual Reporting Period: State Fiscal Year*

	2015	2016	2017	2018	2019
<b>Target</b>		30 Minutes	20 Minutes	30 Minutes	50 Minutes
<b>Actual</b>	40 Minutes	39 Minutes	59 Minutes		