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## Performance Measures

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### Department of Revenue

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### Director of Revenue

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#### Timeliness of Invoice Payments

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The Directors' Office is responsible for creating, managing and paying invoices for all programs (excluding Lottery). The goal is to process requisitions, purchase orders and payment according to all applicable rules and regulations as stated per the Division of Purchasing and the Office of Accounts and Control and continue communication with each division and vendors. The figures below represent the percent of invoices paid within 30 days of receipt date. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

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*Frequency: Annual*

*Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
<b>Target</b>	--	--	100%	100%	100%
<b>Actual</b>	99%	99%	100%	--	--

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## Performance Measures

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### Department of Revenue

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### Office of Revenue Analysis

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#### Revenue Assessment Report Timeliness

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The figures below represent the number of days after last data received (typically, Housing Resources Commission transfer data) until ORA submits monthly revenue assessment report to the DOR Director for review. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

	<i>Reporting Period: State Fiscal Year</i>				
	2021	2022	2023	2024	2025
<i>Frequency: Annual</i>					
<b>Target</b>	--	--	4	4	3
<b>Actual</b>	6	3	2	--	--

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#### Cash Collection Report Timeliness

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The figures below represent the number of days to produce final report to the DOR Director for review. This report is used to analyze current year cash compared to prior year cash. ORA relies on collection data from the Division of Taxation and Accounts and Control. This measurement will start from the date ORA receives the complete necessary data from the Division of Taxation. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

	<i>Reporting Period: State Fiscal Year</i>				
	2021	2022	2023	2024	2025
<i>Frequency: Annual</i>					
<b>Target</b>	--	--	7	7	7
<b>Actual</b>	12	6	9	--	--

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## Performance Measures

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### Department of Revenue

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### Lottery Division

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#### Problem Gambling Treatment Sessions

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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 percent 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 link 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.

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*Frequency: Annual*

*Reporting Period: State Fiscal Year*

	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
<b>Target</b>	2,600	3,200	3,100	3,300	4,000
<b>Actual</b>	2,106	2,935	3,141	--	--

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## Performance Measures

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### Department of Revenue

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### Municipal Finance

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#### Municipal Finance Web Visitors

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The Division of Municipal Finance has found that the most effective medium of exchange with the division's stakeholders is the division's website. The metric is directly correlated with the division's mission and the multiple mandates of the division's enabling legislation under RI General Law 42-142-4 to provide assistance and guidance to municipalities; encourage the exchange of information between the division and other governmental entities; by making available, through the use of web-based applications any data the division deems appropriate; encourage compliance with state laws and give guidance to public decision makers. In addition to the division's mandates the website's utilization is the most effective metric in determining if the division is being successful based on its mission statement. The higher the number of users the more successful the division is at accomplishing its mandates and mission. If a need is identified that fits within the division's mandates, then the website is expanded to satisfy the need. The figures below represent the number of visitors to the municipal finance website. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

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*Frequency: Annual*

*Reporting Period: State Fiscal Year*

	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
<b>Target</b>	--	--	2,000	2,050	2,060
<b>Actual</b>	2,135	1,960	2,183	--	--

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## Performance Measures

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### Department of Revenue

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#### Taxation

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##### Collection Payments / Collections

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The figures below represent the amount of money collected by Taxation once the debt is established. This includes revenues collected both from initial bill payments and other collection activities. These are both payments and transfers, which are subject to offsets and various enforcement tools and techniques. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

	<i>Reporting Period: State Fiscal Year</i>				
	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
<b>Target</b>	--	--	\$68,346,553	\$71,061,878	\$73,193,735
<b>Actual</b>	\$56,925,331	\$66,355,876	\$68,992,115	--	--

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##### Online Tax Filing

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The figures below represent the percent of tax returns that are filed online with the Division of Taxation versus traditional means of filing by paper. This measure includes personal income tax returns for both residents and non-residents. [Note: Taxation is working to allow for more corporate income tax returns to be able to be filed via modernized efile program, scheduled to be completed for Tax Year 2024.]

	<i>Reporting Period: State Fiscal Year</i>				
	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
<b>Target</b>	92.0%	91.0%	92.0%	92.5%	92.8%
<b>Actual</b>	90.7%	91.9%	91.8%	--	--

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## Performance Measures

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### Department of Revenue

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### Registry of Motor Vehicles

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#### Online DMV Services

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The Rhode Island Division of Motor Vehicles is striving to make more services available online, and to encourage customers to utilize those services rather than making a reservation. The target figures below represent the percent of eligible transactions that will be able to be conducted online. The figures below represent the percent of eligible transactions that can be done online. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

	<i>Reporting Period: State Fiscal Year</i>				
	2021	2022	2023	2024	2025
<b>Target</b>	--	--	55%	60%	60%
<b>Actual</b>	--	--	50%	--	--

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#### In-Person DMV Service Availability

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The Rhode Island Division of Motor Vehicles is continually seeking to improve customer experience. In 2020 the DMV moved to a reservation only system for in-person transactions. The figures below represent the number of days to available reservations. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

	<i>Reporting Period: State Fiscal Year</i>				
	2021	2022	2023	2024	2025
<b>Target</b>	--	--	2	1	1
<b>Actual</b>	--	--	1	--	--

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#### DMV Wait Times

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The figures below represent the wait time (in minutes) for registration and license transactions at the DMV's Cranston headquarters.

	<i>Reporting Period: State Fiscal Year</i>				
	2021	2022	2023	2024	2025
<b>Target</b>	30	30	30	30	30
<b>Actual</b>	12	14	13	--	--

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## Performance Measures

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### Department of Revenue

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### Division of Collections

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#### Delinquent Debt Collected

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The Central Collections Unit (CCU) began collection activities on July 1, 2018, pursuant to R.I. Gen. Laws § 42-142-8. The CCU has executed 20 MOUs with agencies and sub-units of agencies, increasing the number of matters referred for collection. The total amount of revenue collected from delinquent debtors has increased each fiscal year of its existence, with the CCU staff continuing to search for additional streams of revenue. The figures below represent the total amount of delinquent debt collected per fiscal year.

*Frequency: Annual*

*Reporting Period: State Fiscal Year*

	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
<b>Target</b>	\$586,236	\$3,236,274	\$2,100,000	\$3,100,000	\$3,200,000
<b>Actual</b>	\$2,157,516	\$2,766,165	\$2,714,171	--	--