



Wyoming Fuel Tax News

VOLUME 2, ISSUE 1

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SPECIAL POINTS OF INTEREST:

- Ag Customer Survey Results
- Peters CPM Graduation
- FTA & MVS Join Forces
- FTA Team Making a Difference
- Diversions

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Agricultural Customer Survey Results

The survey results from the Agricultural Customer Satisfaction Survey are in and have been analyzed by the Fuel Tax Team. We would like to express our sincere appreciation to our agricultural customers for taking the time to participate. Due to the number of agricultural customers we have, we performed a random sample survey, and we are proud to announce again that the response rate for this survey was well above the standard participation rate!

While our service scored high in the survey, we appreciate that we have opportunities and sincerely intend to attempt to address them in an efficient and methodical manner. After some careful analysis of the survey results, the following themes and action items were identified by the Fuel Tax Administration Team:

Prevalent Themes included that a large number of the respondents (80%) have been long-term customers, and an even larger percentage of respondents (87%) are satisfied with the service provided by our office. While there were definitely some concerns with how several processes are/have been worked, 75% of respondents rated our services higher than other state agencies or the federal government.

Action Items were prioritized into immediate, near future, and future based on how prevalent they were in the survey and the amount of time and resources that would be required to address each item. The *immediate* action items include over-communicating information about new or modified processes, ensuring that we are always timely and responsive, and investigating means to ensure a smooth transition to the agricultural refund process. The *near future* action item that we identified was to investigate the possibility of holding "town hall" meetings in various communities to discuss the agriculture related processes and how these processes and any changes impact them. The *future* action items include ensuring that we stay in contact with the agricultural community through additional surveys and town hall meetings to gauge our progress and become more effective, as well as looking for new ways to communicate with the agricultural community.

We are currently working towards completing these items, and we are happy to report that many of them are underway, and progress is being made.

Happy Holidays!



From The Fuel Tax Team



Kim Peters Completes C.P.M. Training Course

Kim Peters, Senior Fuel Tax Examiner, graduated from the Certified Public Managers training course on October 19th. Many of her Fuel Tax team members attended the graduation ceremonies held at Laramie County Community College.

The Certified Public Manager program is a nationally recognized, comprehensive training and development program for public sector managers at all levels of state and local government and non-profits. The CPM program aims to professionalize the practice of public and non-profit management, in much the same way that other professionals (such as CPAs) have organized themselves. The Wyoming Certified Public Manager's program is a practical learn-

ing program that embraces the idea of transferring the skills and tools shared in the classroom to the workplace. LCCC's program was developed and delivered by the Wyoming Certified Public Manager's Advisory committee. This committee is made up of subject matter experts from city and state government and local non-profits.

The Wyoming Certified Public Manager's program was approved for national accreditation in 2010. This distinguished accreditation is granted to only one entity in each state.

"I feel very fortunate to have been selected to participate in the CPM course as I learned a great deal about myself and about the processes and principles associated with managing in

the public sector," stated Peters following the graduation ceremony.

Without question, the Fuel Tax Program has already benefited from Kim's participation in the CPM course. The comprehensive selection process that was used to select the newest Senior Fuel Tax Examiner was actually the Capstone Project that Kim completed for the CPM course.

"The CPM course is a 12-month commitment in addition to the demands of the candidate's position, and Kim showed such a high level of dedication and commitment that it was a very beneficial experience for her," stated Sharon Gostovich, Program Manager.

Congratulations to Kim from the FTA Team!

FTA and MVS prepared a meal of ham, potatoes, green beans, and brownie sundaes for the weekly dinner. We were very excited to be able to feed 55 people at the event.



FTA & Motor Vehicle Services Lend A Hand

On November 2nd, the Fuel Tax Team partnered with the Motor Vehicle Services Program to help support a local charity known as Connections Corner.

Connections Corner is a charity located in Laramie County that *builds community resources, relationships, and understanding to bridge the gap between poverty and overall well-being*. They do this through several avenues: Working with individuals and families to explore the resources necessary for self-

sufficiency, training community members from all walks of life on the complex issues surrounding poverty, holding weekly community-building dinners, building and supporting intentional friendships, and finally offering a fifteen-week course called *Getting Ahead in a Just-Getting-By World*.

FTA and MVS prepared a meal of ham, potatoes, green beans, and brownie sundaes for the weekly dinner. We were very excited to be able to feed 55

people at the event. We were also able to send pre-packaged homemade meals of ham & beans with cornbread home with the participants to have at a future time. FTA and MVS would like to thank Jo-Ed Produce, King Soopers, and Wal-Mart for their support. Without their very generous donations, this event would not have been possible. If you would like more information about Connections Corner please visit their website at: connectionscorner.org.

FTA Team Making A Difference

FUN-draiser for the Friday Food Bag Foundation

In mid-September, the FTA Highly Functioning Strategic Work Team purchased several puzzles with the intent of providing a distraction to team members when they needed a break from the work on their desks. In short order, one of our team members hatched the idea of gluing and framing the completed puzzles and auctioning them off in an effort to raise money for a charity.

From that idea came the Friday Food Bag FUN-draiser where the FTA Team conducted a silent auction of 22 professionally framed and matted picture puzzles in support of the need being filled by the Friday Food Bag Foundation. Each team member committed to bringing in one puzzle, and team members were joined by other WYDOT employees to complete such a large number of puzzles in a little more than two months. The silent auction was held from November 28th to December 7th. The framing and matting of the puzzles was generously donated by Michaels of Cheyenne and Ken Hertel.

We were very pleased to have such a great turnout for the silent auction, and we were also

very fortunate that Thrivent offered to match 25% of the amount we raised. The puzzle fundraiser raised over \$3,500 for the Friday Food Bag Foundation, and we are very grateful to all who participated.

The Friday Food Bag Foundation works with educators and social workers from both LCSD #1 and LCSD #2 to deliver bags of nutritious, non-perishable food each Friday while school is in session to children who otherwise might not eat well, or at all, during the weekends.

While the students receive nutritional meals during the week through free or reduced fee breakfasts and lunches, many still do not have consistent access to nutritious food (or any food at all) on the weekends. Wyoming Department of Education data indicates, for the 2010-2011 school year, **45.8% of all students in LCSD #1, and 36.4% of all students in LCSD #2, qualified for free or reduced fee meals.**

“Children don’t create their circumstances, they just live them, and I think that is why our team is so focused on directing

our community service commitment to activities and events that directly benefit children,” stated Wayne Hassinger, Program Supervisor.

For more information about how you can help the Friday Food Bag Foundation, please call (307) 778-4254.

To view the puzzles that were recently auctioned off and to read more about our involvement in the community, please visit <http://www.wix.com/wyofta/communityservice>

Salvation Army Adopt-A-Family Program

Once again this year the FTA Team adopted a family for the holidays through the Salvation Army Adopt-A-Family program.

“It is so gratifying to come together as a team and help out people less fortunate than us—especially during the holiday season,” said Kim Peters, Senior Tax Examiner.

Team members donated money to the cause and then gathered for a holiday lunch prior to splitting up to go shopping for clothes and toys. All of the presents were wrapped the following week and delivered to the Salvation Army.

The puzzle fundraiser benefiting the Friday Food Bag Foundation raised over \$3,500.00



Debbie Lopez



Donna Crock



Tracy Willmarth

Diversions

In the fast-paced world that we live in, plans are always changing. Whether it's a week-end trip or the delivery of fuel, circumstances happen that alter our original plan. A diversion is the way to inform the State of Wyoming that the original plan for the fuel you delivered or purchased has changed.

There are four acceptable ways to file a diversion with the State of Wyoming. The first is a written explanation for each diverted load. This method is often cumbersome and is seldom used although acceptable. The second option is a diversion notice from the Fueltrac. Although Wyoming is not registered with Fueltrac, we still accept the printouts as a recognized way of notifying the state of a diversion. The third diversion option is a diversion spreadsheet that is available on

the Wyoming Fuel Tax Administration website. This option is often the most practical for companies with several diversions every month. The final option for diversion is a BOL with the destination corrected by the driver and/or the company diverting the load.

There are also four scenarios that require a diversion to be filed. When a load is pulled in Wyoming with an out-of-state destination, but the load stayed in Wyoming, a diversion is needed. The load would be reported on a Schedule 2E and a Schedule 5 with taxes being remitted on Lines 23 and 23A.

The second scenario is when a load is pulled in another state with a Wyoming destination, but the load went to a state other than Wyoming. In this scenario, the diversion allows us to see why a company may have reported a

load as sold with a Wyoming destination but the load was not reported on the purchasing company's report.

The third scenario is when a load is pulled in Wyoming with a Wyoming destination, but the load went to a state other than Wyoming. In this scenario, the diversion may allow for a refund of taxes paid to Wyoming.

The final scenario is when a load is pulled in another state with a destination state other than Wyoming, but the load is delivered in Wyoming. In this scenario the diversion allows for the collection of taxes that may be due to Wyoming but were not originally reported by the seller.

We hope this helps clear up the situations surrounding diversions. If there are any questions, please feel free to contact our office, and we will work through them.



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The Fuel Tax Team



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Mary Thompson, Heather Winchell,
Rebecca Grommon, Sharon Gostovich,
Kerri Couch, Cheryl Porter, and
Jan Hertel