



News Release

Comptroller Brooke E. Lierman Testifies Before Senate Budget Subcommittee on Agency Budget Proposal

Comptroller highlights modernization initiatives, requests additional positions to improve agency response to taxpayer needs

ANNAPOLIS, Md. (February 20, 2025) — Comptroller Brooke E. Lierman testified today before the Maryland Senate Budget and Taxation Subcommittee on Public Safety, Transportation, and Environment, outlining the agency’s budget requests for the 2026 fiscal year. Comptroller Lierman highlighted the agency’s ongoing modernization efforts – from staffing and information technology to facilities. She also reviewed multiyear data, compiled under the Comptroller’s Office’s newly launched CompStat program, which – among its duties – examines key metrics across the agency’s four customer-facing divisions: Taxpayer Services (TSD), Compliance, Unclaimed Property, and the newly established Office of Taxpayer Advocate (OTA), to identify process improvement opportunities.

This legislative session, the Office of the Comptroller is requesting additional staffing to handle significantly increased call volumes and emails, and to decrease customer wait times for responses.

“Despite our best efforts, we are unable to meet taxpayer demand with our current staffing level,” Comptroller Lierman said in her written testimony. “Callers experience extremely long waits and are frequently unable to even enter the queue to speak with an agent for assistance. Similarly, the written correspondence response time is over 20 days and taxpayers often have to wait over a month to secure an appointment with branch office staff.”

The expansion of the Maryland Tax Connect portal this fall to include personal income tax filers is expected to add to the volume of calls and emails the agency receives. Currently, the portal serves business, alcohol and tobacco tax filers.

The Comptroller commended the Moore-Miller Administration for including additional funding and new positions within the agency, including 34 conversions of contractual jobs to permanent positions, to increase its capacity to meet customer needs. The budget proposal also includes funding for tax education and outreach to support online personal income tax filing through the Maryland Tax Connect platform and increase awareness and claiming of the Earned Income Tax Credit for eligible low—and moderate-income Marylanders.

The agency is also carrying out 70 multiphase technology modernization initiatives including:

- **New agency website:** A mobile-friendly, 508-complaint website launching next month to make searching for tax information more convenient.
- **MyCOMConnect:** A customer relationship management system that will allow the agency to better manage and track taxpayer inquiries and requests.
- **Unclaimed Property:** The agency is implementing KAPS, which is currently used by 40 other states to proactively return unclaimed property below \$5,000 and track unclaimed property turned over to the state.
- **Maryland Tax Connect:** An upcoming roll-out will incorporate new tax types, including personal income tax and pass-through entity taxes.
- **FMIS Replacement:** Replacing the backbone of the state's fiscal services through a new system and launching the Maryland Accounting Academy to ensure compliance with Maryland's accounting practices.
- **Central Payroll Bureau:** Moving 100,000-plus state and university system employees to WorkDay.

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Media Contacts

Robyne McCullough

rmccullough@marylandtaxes.gov

410-980-0139 (cell)

Barbara Sauers

bsauers@marylandtaxes.gov

410-212-9414 (cell)

Comptroller of Maryland, 80 Calvert Street, Annapolis, Maryland 21401, United States