

Customer Service Scorecard as of September 30, 2016

Revenue strives to continuously improve its customer service by measuring our performance and setting “stretch” goals. This scorecard provides a snapshot of how we’re doing toward meeting our year-end benchmarks. Peak reporting periods and workloads can affect our results each quarter. However, we use your feedback to drive improvement efforts, such as updating our website to improve ease of use.

Goal/Key Measurement	Benchmark	Fiscal Year to date 2017 Performance (7/01/2016-09/30/2016)
Simple and efficient collection of taxes and program administration		
Percent responding favorably to ease of use of Agency website	90%	45%
Deliver customer-focused service		
Process online Business License applications within two business days	90%	18%
Process paper Business License applications within three business days	90%	56%
Answer incoming call center calls within two minutes	80%	67%
Process Unclaimed Property monetary claims within 30 days	90%	100%
Percent responding favorably to the following statements: *I was treated with courtesy and respect *I was provided clear and accurate informaton *I was responded to in a timely manner	85%	83%
Percent of customer satisfaction with overall service received from Agency	85%	64%
Maintain Agency website availability	99.9%	99.2%
Promote correct and timely reporting and payment of taxes		
Complete refund requests not requiring audit verification within 10 business days	95%	95%
Provide answers to written ruling requests within 10 business days	80%	93%
Increase usage of current mobile apps	102,662	117,398
Fair and consistent tax policy administration		
Adopt, amend, or repeal 75 agency rules or interpretive statements to recognize legislative changes, court decisions, and current business practices per year	3	7
Publish an average of 8 Washington Tax Decisions per month	24	28