

# Revenue at a Glance

Working together to fund Washington's future

## Our Mission

To fairly and efficiently collect revenues and administer programs to fund public services and advocate sound tax policy.

## Our Role

As Washington state's primary tax collection agency, the Department of Revenue oversees over 60 different taxes and:

- Collects the majority of state General Fund tax revenues
- Collects all local sales tax revenue
- Processes 2.23 million tax returns a year from 514,112 businesses filing monthly, quarterly and annually
- Processes over 569,000 business license applications and renewals

## Our Organization

Revenue is headquartered in Olympia with public offices across the state. Our staff includes a wide variety of professions such as lawyers, analysts, appraisers, programmers, foresters, auditors and support staff.

Revenue is recognized nationally for its leadership, innovation and high voluntary taxpayer compliance.

## Our Responsibilities

- Process \$20.8 billion in state and local tax revenues a year
- Provide taxpayer assistance, information and education
- Issue business licenses
- Process corporate and business license renewals
- Respond to more than 501,000 telephone calls through our Telephone Information Center
- Audit and collect delinquent taxes
- Enforce compliance
- Locate unregistered businesses
- Conduct appeals
- Develop tax legislation
- Conduct tax and fiscal research
- Administer property taxes
- Manage the state's Unclaimed Property Program
- Administer special programs affecting timber, cigarette, real estate, leasehold and estate taxes

## Statistics (FY15)

### Revenue collected

#### State Revenues: (in billions)

Retail sales & use tax	\$8.9
Business & occupation	\$3.4
State property tax levy	\$2.0
Other state taxes	\$2.7

#### Local revenues:

Retail sales & use tax	\$3.5
Other local revenues	\$0.3

**Total collections** **\$20.8**

### Reporting/active businesses

#### Active reporting (as of 7/1/15):

Monthly	125,910
Quarterly	146,883
Annual	241,319

**Total** **514,112**

### Staffing

FTEs	1,151.9
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### Efficiencies

Cost per \$100 collected (FY15) 68¢

#### Since 1994, we've increased:

FTEs	11.4%
Registered businesses	77.1%
Revenue collected	139.0%

### Budget 2013-2015 (in millions – all funds)

FY14	\$122.4
FY15	\$128.6

**Total** **\$251.0**

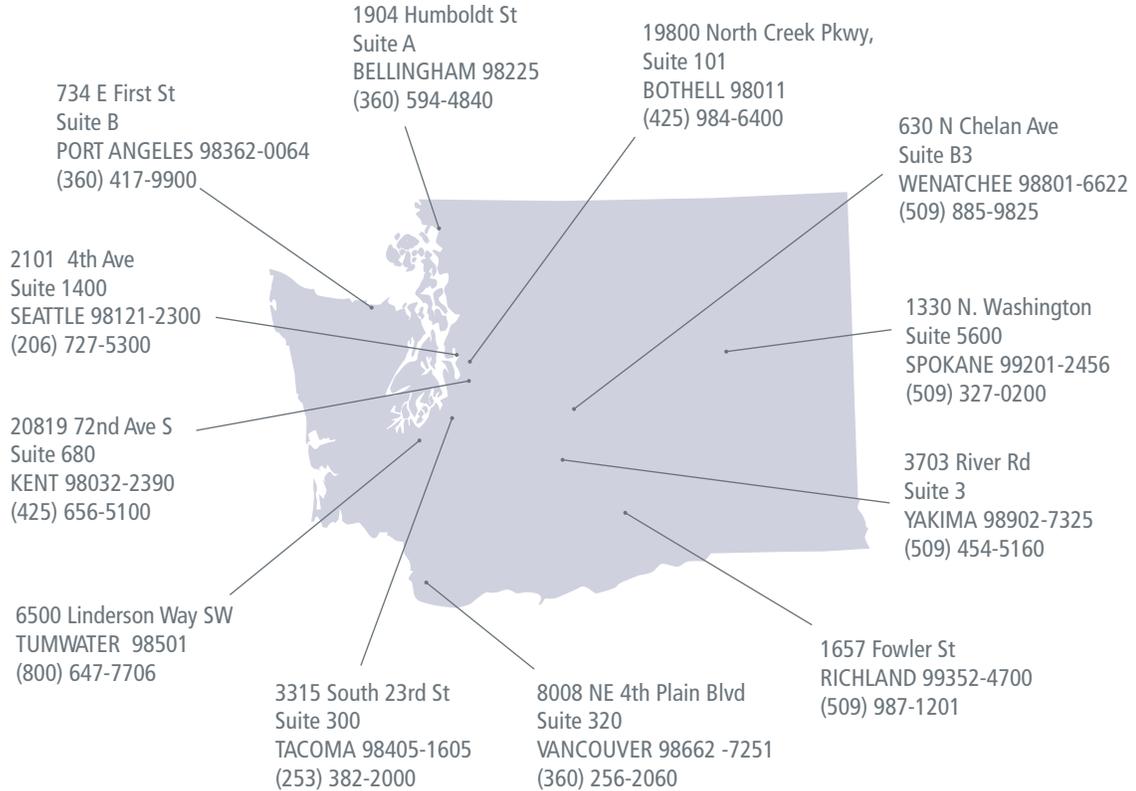
### Unclaimed Property returned

Refunds processed	127,802
Amount (in millions)	\$62.0

### Miscellaneous

Filed returns	2,230,370
Returns filed electronically	92.9%
Excise taxes paid electronically	97.8%
Average tax return error rate	13.8%
Online amended returns filed	49,747
Audits conducted	7,413
Telephone calls	501,000
Live Chats	14,006
Average monthly website visits	645,000
Voluntary compliance rate	97.0%

# Department of Revenue Field Offices



## Contact Us

### General Information

Website: [dor.wa.gov](http://dor.wa.gov)

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### Mailing Address

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