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 2.19 million tax returns a year from nearly 525,000 businesses filing monthly, quarterly and annually
- Processes over 560,500 business license applications and renewals

Our Organization
Revenue is headquartered in Olympia with public offices in Tumwater, Seattle, Bellingham, Bothell, Spokane, Wenatchee, Yakima, Richland, Vancouver, Tacoma, Kent and Port Angeles. Our staff of 1,147 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
- Provide taxpayer assistance, information and education
- Process $19.6 billion in tax revenues a year
- Respond to more than 466,000 telephone calls through the Telephone Information Center
- Conduct appeals
- Administer property taxes
- Develop tax legislation
- Conduct tax and fiscal research
- Manage the state’s Unclaimed Property Program
- Locate unregistered businesses
- Audit and collect delinquent taxes
- Enforce compliance
- Administer special programs affecting timber, cigarette, real estate, leasehold and estate taxes
- Issue business licenses
- Process corporate and business license renewals

Statistics (FY14)
Revenue Collected
State Revenues: (in billions)
- Retail Sales & Use Tax $8.29
- Business & Occupation $3.25
- State Property Tax Levy $1.97
- Other State Taxes $2.62
Local Revenues:
- Retail Sales & Use Tax $3.20
- Other Local Revenues $0.33
Total Collections $19.66

Reporting/Active Businesses
Active Reporting (as of 7/1/14):
- Monthly 121,680
- Quarterly 143,474
- Annual 259,810
Total 524,964

Staffing
- FTEs 1,147

Efficiencies
- Cost per $100 collected (FY14) 69¢
- Since 1994, we’ve increased:
  - FTEs 10.9%
  - Registered businesses 91.9%
  - Revenue collected 126.0%

Budget 2013-2015 (in millions – All funds)
- FY14 $122.4
- FY15 $129.1
Total $251.5

Unclaimed Property Returned
- Monetary claims processed 140,443
- Refunds processed 126,507
- Amount (in millions) $63.7

Miscellaneous
- Filed returns 2,186,344
- Returns filed electronically 91.8%
- Excise taxes paid electronically 97.6%
- Average tax return error rate 13.8%
- Online amended returns filed 48,737
- Audits conducted 7,576
- Telephone calls 466,000
- Live Chats (since January 2014) 5,597
- Average monthly website visits 611,107
- Compliance rate 97%
Contact Us

General Information
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