Revenue at a glance

Revenue collected (FY21)

State revenues (in billions):

Retail sales and use tax	\$13.4
Business and occupation	\$5.3
State property tax levy	\$4.4
Other state taxes	\$4.3

Local revenues:

Retail sales and use tax	\$5.8
Other local revenues	\$0.3

Total collections \$33.5

Reporting/active businesses

Active reporting (as of 7/15/2021):

Monthly	145,865
Quarterly	244,706
Annual	231,527
Total	631,098
Audits	3,825
Voluntary compliance	98.2%

Staffing

FTEs 1,148.3

Efficiencies

Cost per \$100 collected (*FY20*) 61¢ In the past 20 years, we've increased:

Revenue collected	164.3%
Registered businesses	17.7%
FTEs	23.4%

Agency budget 2021-2023 biennial (in millions):

FY22	\$192.4
FY23	\$439.2
Total	\$631.6

Tax revenue collected and what it provides

\$13.4 B — State retail sales and use tax

\$5.8 B — Local retail sales and use tax

\$5.3 B — Business and occupation tax

\$4.3 B — Other state taxes and fees

\$4.4 B — State share property tax

\$0.3 B — Other local taxes



Customer service



9.4 millionVisits to dor.wa.gov



95.6% Returns filed online



2.8 million
Filed returns



20,492 Live chats



321,567 Phone calls



\$74 millionUnclaimed property returned to owners



382,757Business license applications and renewals



121,080Unclaimed property refunds processed



78Educational workshops (3,384 attendees)