### Revenue at a glance

#### Revenue collected (FY19)

**State revenues (in billions):**
- Retail sales and use tax: $11.9
- Business and occupation: $4.4
- State property tax levy: $3.4
- Other state taxes: $3.4

**Local revenues:**
- Retail sales and use tax: $5.3
- Other local revenues: $0.4

**Total collections**: $28.8

#### Reporting/active businesses

Active reporting (as of 7/1/19):
- Monthly: 149,240
- Quarterly: 220,136
- Annual: 235,088
- **Total**: 604,464

- Audits: 4,701
- Voluntary compliance: 97.5%

#### Staffing

- FTEs: 1,206.1

#### Efficiencies

Cost per $100 collected (FY19): 62¢

- Revenue collected: 136.1%
- Registered businesses: 31.2%
- FTEs: 23.9%

#### Agency budget 2017-2019 biennial (in millions):

<table>
<thead>
<tr>
<th>Year</th>
<th>Budget (in millions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY18</td>
<td>$160.2</td>
</tr>
<tr>
<td>FY19</td>
<td>$164.4</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$324.6</strong></td>
</tr>
</tbody>
</table>

### Tax revenue collected and what it provides

- $11.9 b — State retail sales and use tax
- $5.3 b — Local retail sales and use tax
- $4.4 b — Business and occupation tax
- $3.4 b — Business and occupation tax
- $3.4 b — Other state taxes and fees
- $3.4 b — State share property tax
- $0.4 b — Other local taxes

### Customer service

- **Visits to dor.wa.gov**: 11 million
- **Returns filed online**: 93.3%
- **Filed returns**: 2.7 million
- **Live chats**: 24,259
- **Phone calls**: 404,207
- **Unclaimed property returned to owners**: $87.6 million
- **Business license applications and renewals**: 331,441
- **Unclaimed property refunds processed**: 177,409
- **New business workshops**: 66 (872 attendees)
- **Visits to ClaimYourCash.org**: 1.4 million