



# Revenue at a Glance

Working together to fund Washington's future

The Department of Revenue administered more than 60 different taxes and collected \$26.5 billion in state and local taxes in Fiscal Year 2018. The state collections make up at least 90 percent of the state's General Fund tax revenue that supports essential public services for Washingtonians.

## Our mission:

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

## Our vision:

To achieve the highest level of voluntary compliance and customer service through collaboration and innovation.

## Our responsibilities:

We strive to provide excellent service to our taxpayers while we:

- Provide taxpayer assistance and education
- Collect, process and distribute state and local tax revenues
- Issue business licenses
- Process corporate and business license renewals
- Audit and collect delinquent taxes
- Assist the Governor and legislators to develop fair tax legislation
- Conduct tax and fiscal research
- Administer property taxes
- Manage the state's Unclaimed Property program
- Review tax issues and appeals

## Statistics (FY18)

### Revenue collected

#### State revenues (in billions):

Retail sales and use tax	\$11.0
Business and occupation	\$4.2
State property tax levy	\$2.8
Other state taxes	\$3.2

#### Local revenues:

Retail sales and use tax	\$4.9
Other local revenues	\$0.4

**Total collections \$26.5**

### Reporting/active businesses

Active reporting (as of 7/1/18):

Monthly	142,896
Quarterly	201,284
Annual	259,684
<b>Total</b>	<b>603,864</b>

Audits	4,245
Voluntary compliance	97.5%

### Staffing

FTEs	1,190.9
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### Efficiencies

Cost per \$100 collected (FY18) 64¢

In the past 20 years, we've increased:

Revenue collected	133.4%
Registered businesses	41.7%
FTEs	22.4%

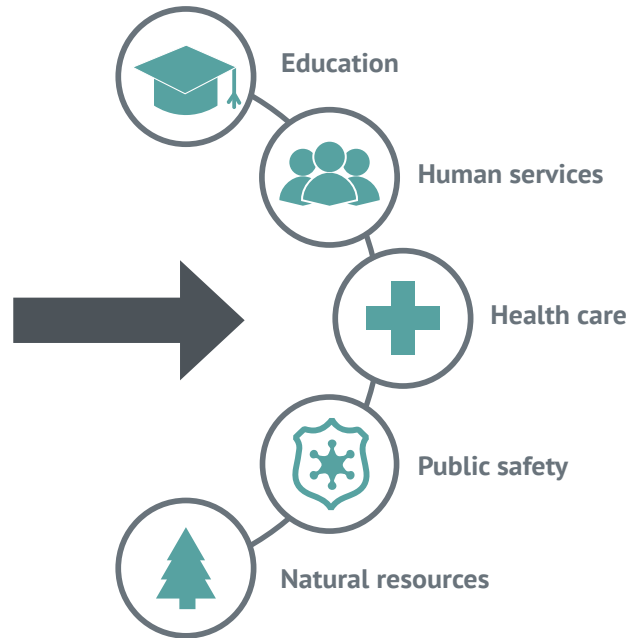
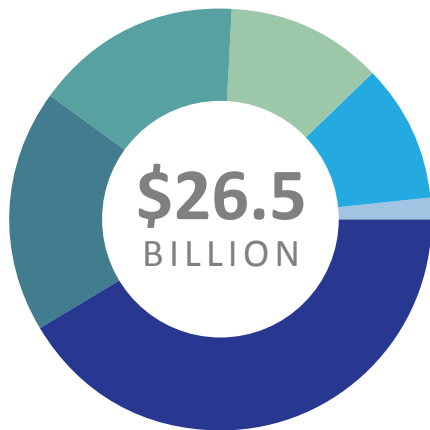
### Agency budget 2017-2019 (in millions):

FY18	\$160.2
FY19	\$161.1
<b>Total</b>	<b>\$321.3</b>

# Fiscal Year 18

## Tax revenue collected and where it goes

- \$11.0 billion**  
State retail sales and use tax
- \$4.9 billion**  
Local retail sales and use tax
- \$4.2 billion**  
Business and occupation tax
- \$3.2 billion**  
Other state taxes and fees
- \$2.8 billion**  
State share property tax
- \$0.4 billion**  
Other local revenues



## Customer service



**8.5 million**  
Visits to dor.wa.gov



**2.5 million**  
Filed returns



**490,000**  
Phone calls



**505,879**  
Business license applications and renewals



**71**  
New business workshops  
(889 attendees)



**93.2%**  
Returns filed online



**26,680**  
Live chats

## Unclaimed Property



**\$74.8 million**  
Unclaimed property returned to owners



**161,516**  
Unclaimed property refunds processed



**990,423**  
Visits to claimyourcash.org

Connect with us:



1-800-647-7706  
dor.wa.gov