



For more information, contact:

Kim Schmanke

Desk 360-534-1602 | Cell 360-688-6102

Follow us on Twitter: @WASStateDOR

## Revenue makes paying taxes a good experience

**OLYMPIA** – Jan. 2, 2015 – Taxpayers give high marks to the Washington State Department of Revenue for its treatment of customers and the services it offers, according to results of a recent [Taxpayer Satisfaction Survey](#).

Nearly 92 percent of taxpayers surveyed say they are satisfied with the quality of service Revenue provides.

Revenue partnered with the Washington State University Social and Economic Sciences Research Center to conduct the survey. Of the 1,145 taxpayers who responded to the 2014 survey:

- 96.9 percent agreed they were treated with courtesy and respect when calling the agency’s tax information specialists
- 92.6 percent said Revenue’s online filing and payment application is user-friendly
- 90.2 percent felt they were helped quickly when visiting an agency field office

Revenue’s director says the agency’s focus on delivering high quality customer-focused service is paying off.

“Agency employees are committed to delivering great service while efficiently collecting revenues. We take pride in our customer-focused service but know we can always improve,” said Director Carol K. Nelson. “The survey tells us how our taxpayers want to interact with Revenue, how well we’re meeting their expectations and guides our customer service improvement efforts.”

###

### About Revenue

The Department of Revenue is Washington state’s primary tax administration agency, nationally recognized for innovation and service quality. Revenue collected more than \$19.6 billion in tax revenues in Fiscal Year 2014. These funds go to support public schools, social services, health care, corrections, public safety and natural resources conservation.

