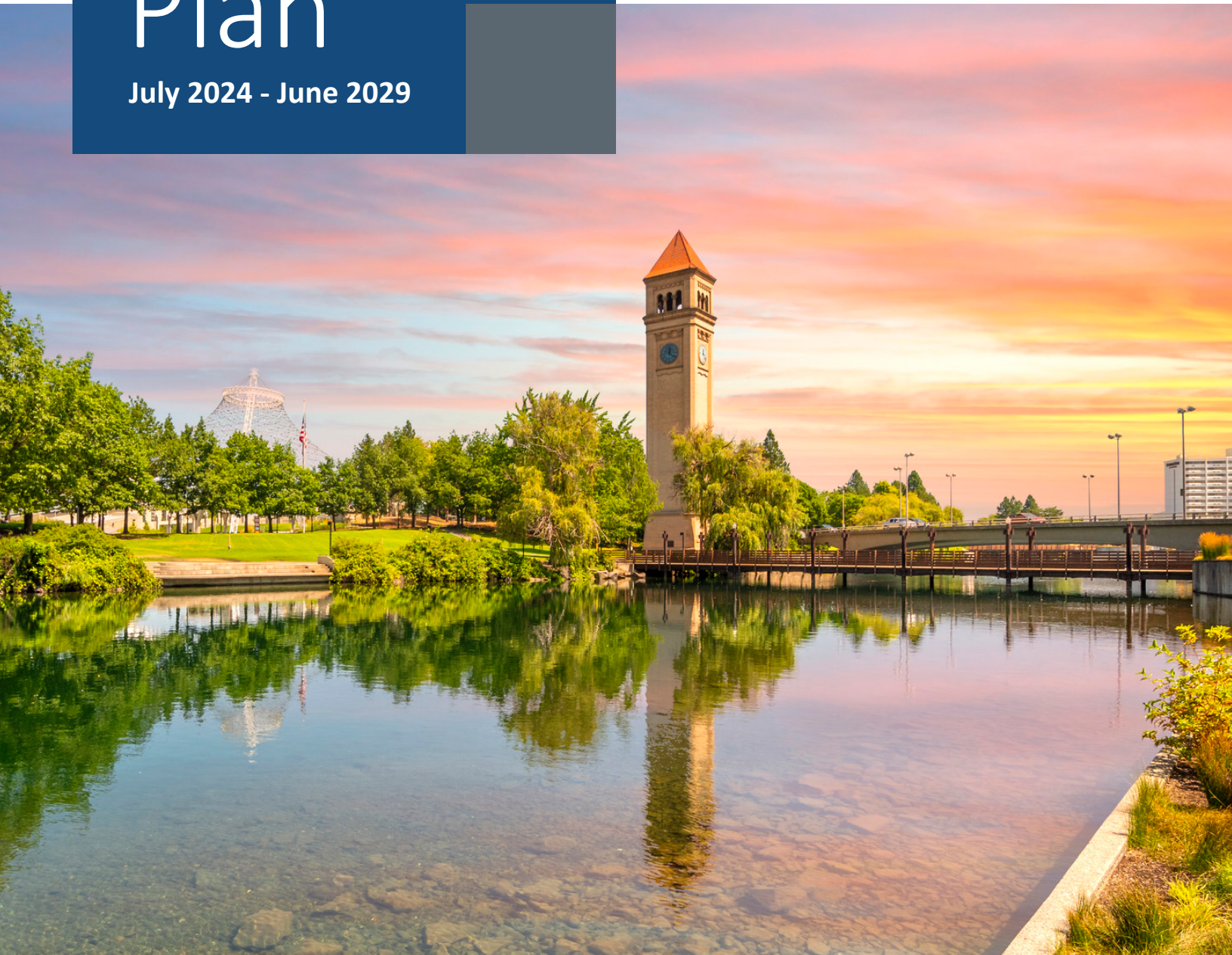


Strategic Business Plan

July 2024 - June 2029



Vision

Achieve the highest level of voluntary compliance by being the trusted leader in tax administration and public service.

Mission

To efficiently administer tax laws and public service programs with integrity.

Values

Integrity, Cooperation, Accountability, Respect, and Excellence.

Revenue at a Glance

Revenue collected (FY24)

State revenues (in billions):

Retail sales and use tax	\$15.9
Business and occupation	\$6.9
State property tax levy	\$4.6
Other state taxes	\$4.5

Local revenues:

Retail sales and use tax	\$7.1
Other local revenues	\$0.8

Total collections **\$39.8**

Cost per \$100 collected 56¢

Reporting/active businesses

Active reporting (as of 7/1/2024):

Monthly	176,102
Quarterly	240,007
Annual	216,529

Total **632,638**

Audits 4,331

Voluntary compliance 98.2%

Tax return filings

Monthly	2,090,158
Quarterly	882,297
Annual	192,980

Total **3,165,435**

Staffing

FTEs 1,501.6

Operating budget 2023-2025 biennial

FY24	\$224.1M
FY25	\$208.6M

Total **\$432.7M**

Unclaimed Property

Property reported	\$365M
Claims approved	419,718
Returned to owners	\$154M

Working Families Tax Credit (WFTC)

Applications approved	194,799
Children benefited	285,000

Total refunded **\$145.1M**

Tax revenue collected and what it provides

- \$15.9 billion — State retail sales and use tax
- \$6.9 billion — Business and occupation tax
- \$4.6 billion — State share property tax
- \$4.5 billion — Other state taxes and fees
- \$7.1 billion — Local retail sales and use tax
- \$0.8 billion — Other local taxes



Customer service



11.4 million
Website visits



344,773
Phone calls



804
WFTC outreach events



21,162
Live chats



424,773
Business license applications and renewals received



97
Educational workshops (2,254 attendees)

Our Story

Serving Washington

The Department of Revenue’s mission is to efficiently administer tax laws and public service programs with integrity. Headquartered in Tumwater, the agency has field offices statewide in Bellingham, Bothell, Kent, Port Angeles, Richland, Seattle, Spokane, Tacoma, Vancouver, Wenatchee, and Yakima. In addition, the Audit division has 55 out-of-state auditors located in 22 states. The agency’s staff of over 1,400 includes a wide variety of positions such as lawyers, agents, examiners, analysts, public benefit specialists, appraisers, programmers, foresters, auditors, and support staff.



Strategic Pyramid

The Strategic Pyramid communicates Revenue’s vision, mission, values, and goals to our staff and customers. It establishes the expectations we strive to achieve and the foundational elements that will ensure success. This pyramid also drives the agency strategic business planning process.

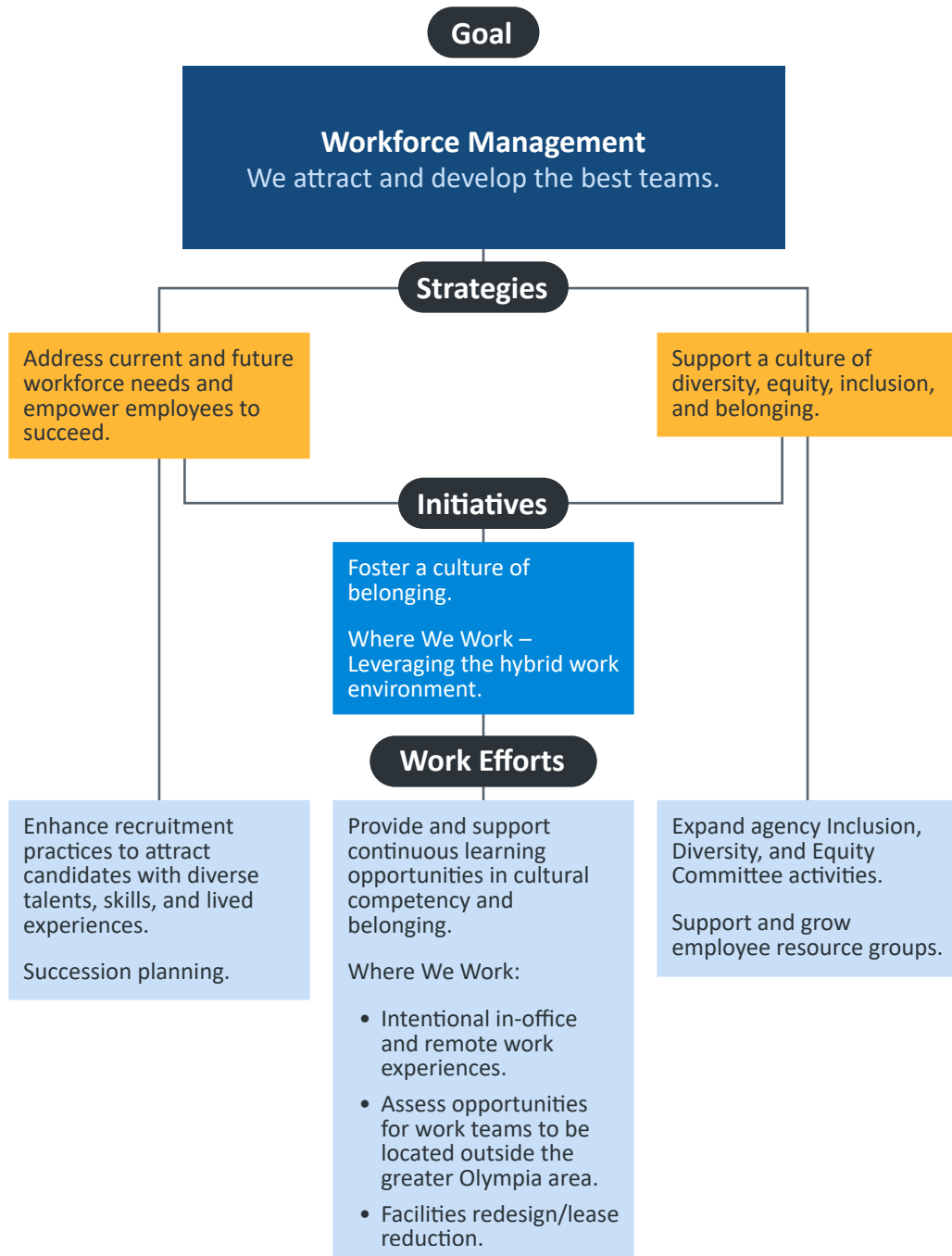
Strategic Business Plan

The next few pages illustrate how we’re building initiatives and work efforts to reach agency goals.



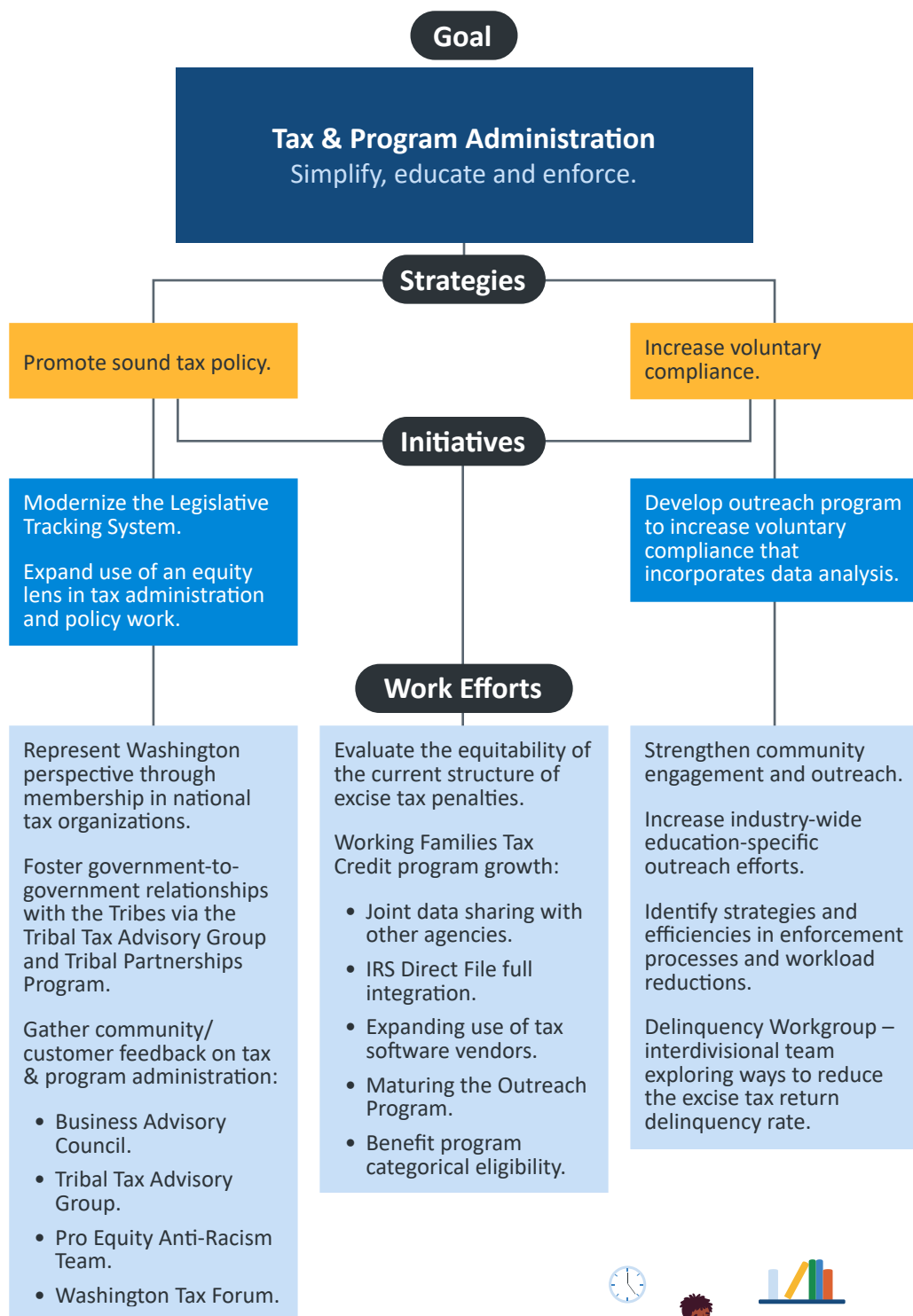
We are Washington’s primary tax collection agency.



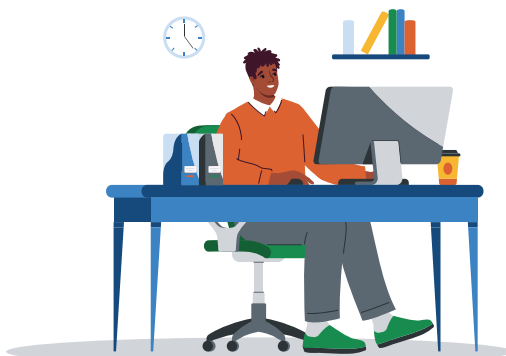


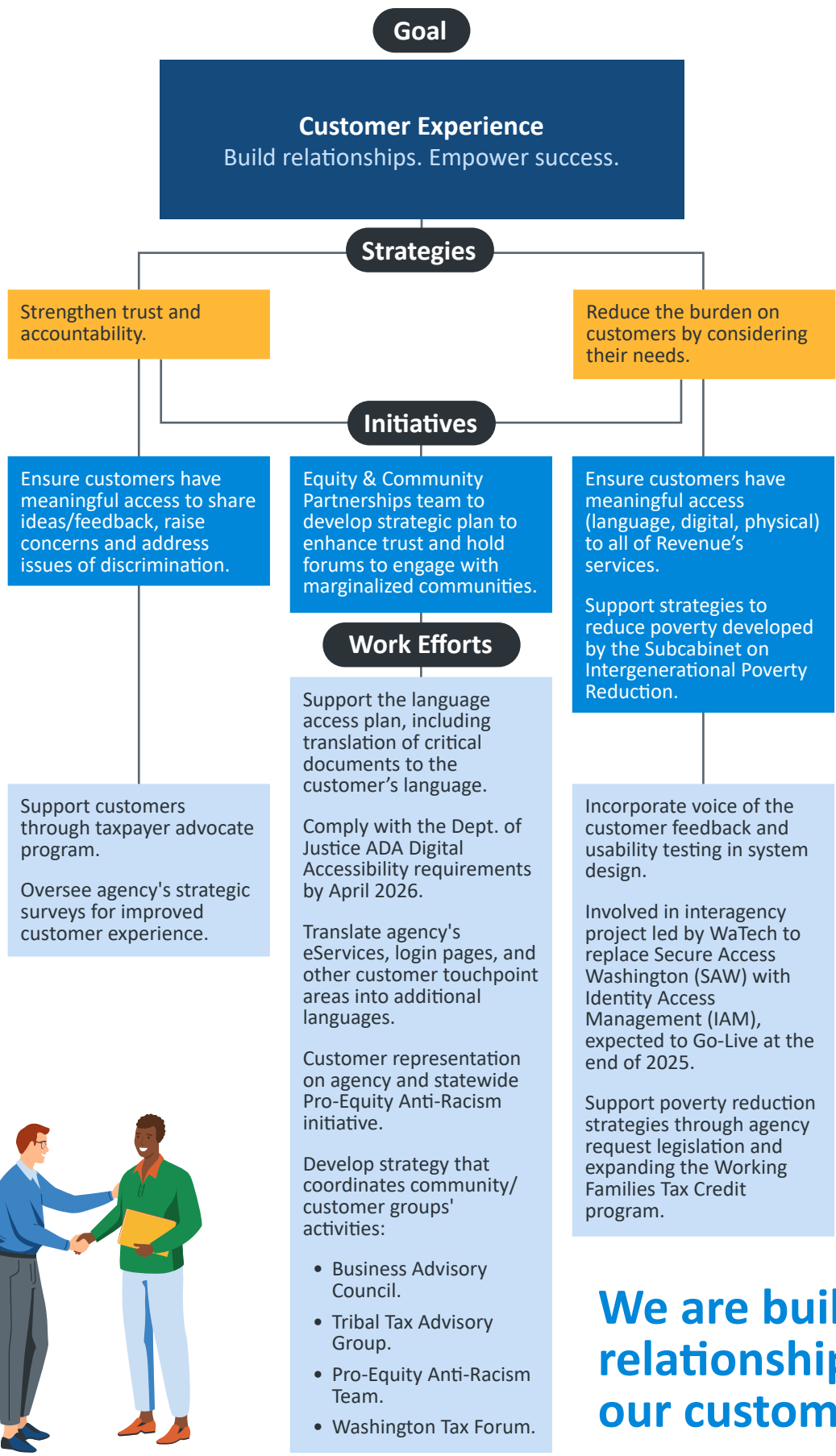
Our foundation is built on engaged employees.



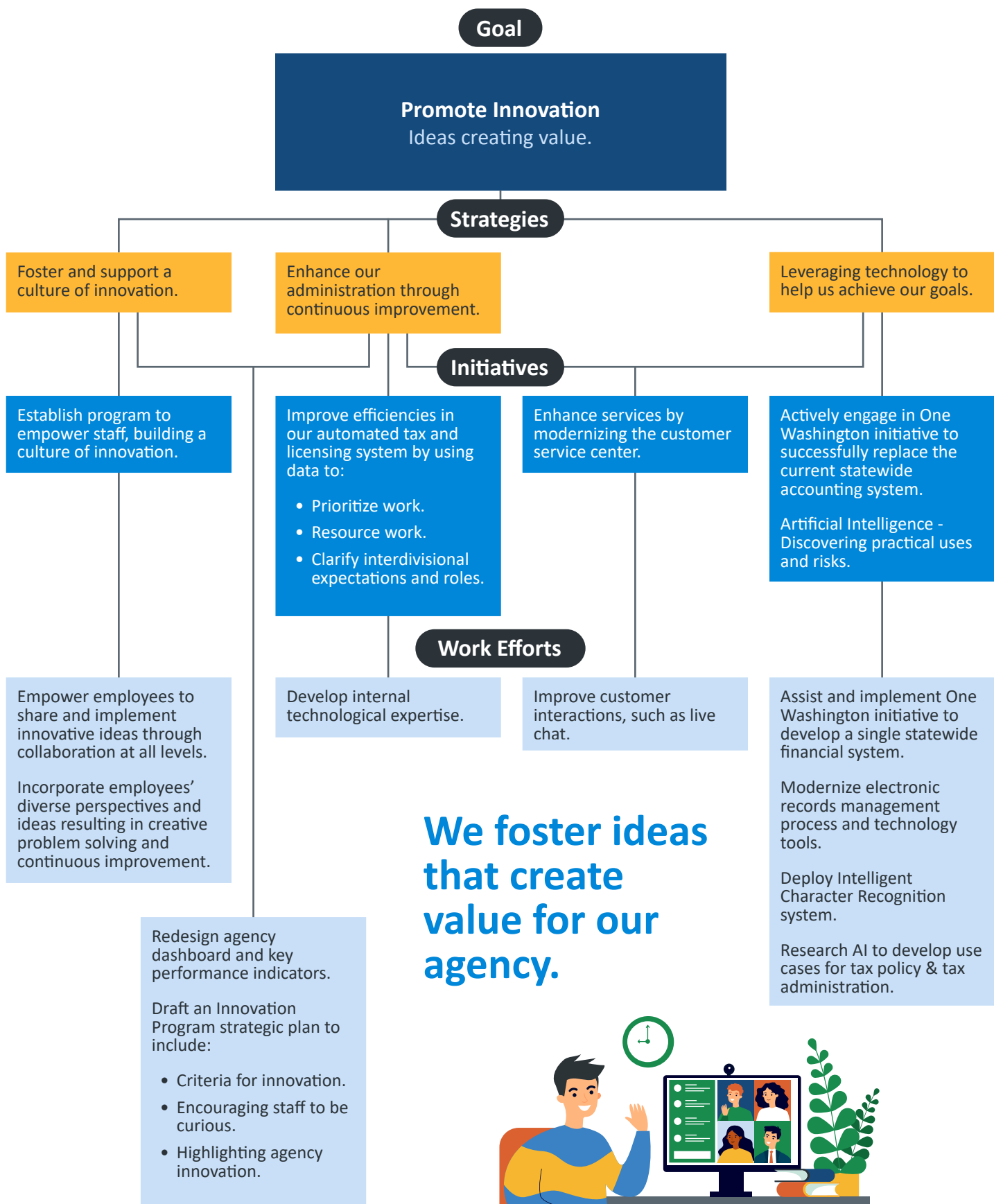


We believe in sound tax and operational policy.





We are building relationships with our customers.



We foster ideas that create value for our agency.





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