

## 140 - Department of Revenue

### A001 Administration

Internal administrative services support activities to effectively carryout agency operations and the strategic business plan. These services include the overall management of the agency through executive oversight, internal auditing, accounting and budgeting, payroll administration, facilities management, purchasing, human resources, organizational development, and legal services provided by the Attorney General's Office.

	FY 2006	FY 2007	Biennial Total
FTE's	72.4	70.0	70.0
GFS	\$9,638,000	\$10,606,000	\$20,244,000
Other	\$35,000	\$75,000	\$110,000
Total	\$9,673,000	\$10,681,000	\$20,354,000

\*FTE is second year only

**Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively**

**Statewide Strategy: Provide state financial services and resources**

#### Expected Results

Administrative activities provide essential support to all activities within the agency. In addition, legal services, included in this activity, defend the state's interests through successful litigation of tax issues.

The Department's cost of collecting revenue (cents per \$100 of revenue collected).				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	\$0.69	\$0	\$(0.69)
	4th Qtr	\$0.71	\$0.67	\$(0.04)
2003-05	8th Qtr	\$0.75	\$0.72	\$(0.03)
	4th Qtr	\$0.75	\$0.74	\$(0.01)
2001-03	8th Qtr	\$0.75	\$0.74	\$(0.01)
	4th Qtr	\$0.75	\$0.71	\$(0.04)

*Cost of collections is available in December following the close of the fiscal year.*

### A002 Property Tax Administration

Appropriation Period: 2005-07 Activity Version: 81 - 2007 Enacted Supplemental Budget

The Department of Revenue has a statutory obligation to ensure uniformity within the state's property tax system and oversee the administration of property taxes at both the state and local levels. The Department also determines the state school levy; conducts complex appraisals on commercial, industrial, and special use properties; administers property tax exemptions and deferral programs; and provides guidance, training, and assistance on property tax issues to county officials. The Department also performs appraisals throughout the state on inter-county and inter-state utility companies. These activities have a combined assessed value in excess of \$15 billion and provide over \$179 million dollars in property tax each year for local government and state schools.

	FY 2006	FY 2007	Biennial Total
FTE's	53.7	52.7	52.7
GFS	\$5,901,000	\$6,081,000	\$11,982,000
Other	\$0	\$28,000	\$28,000
Total	\$5,901,000	\$6,109,000	\$12,010,000

\*FTE is second year only

**Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively**

**Statewide Strategy: Provide state financial services and resources**

**Expected Results**

To meet the statutory obligations of RCW 84.48.080, the Department performs appraisals of real and personal property to develop ratios of assessed value to fair market value. The Department then applies these ratios to equalize utility property assessments and to equalize the state school levy that counties pay to the general fund. As a result, each county pays its fair proportion of the taxes for the state school levy. Property tax levy collections for the state school levy in calendar year 2008 are estimated to be \$1.763 billion, and in calendar year 2009, \$1.823 billion. In addition to conducting appraisals and audits for the ratio, the Department seeks to ensure uniformity in assessments by conducting advisory appraisals in counties who request them and by administering property tax exemptions and deferrals across the state for senior citizens and for over 10,000 nonprofit organizations.

**A003 State and Local Revenue Collection and Distribution**

The Department of Revenue is responsible for the fair, efficient, and uniform administration of state tax laws. Primary activities include taxpayer registration, tax return processing collection activities, accounting for and distributing state and local tax revenues, promotion of voluntary compliance through taxpayer education, information and assistance, and enforcement. These activities are conducted from offices throughout the state and are supported by a statewide computer network.

	FY 2006	FY 2007	Biennial Total
FTE's	565.9	562.4	562.4
GFS	\$44,803,000	\$45,521,000	\$90,324,000
Other	\$4,797,000	\$4,832,000	\$9,629,000
Total	\$49,600,000	\$50,353,000	\$99,953,000

\*FTE is second year only

**Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively**

**Statewide Strategy: Provide state financial services and resources**

**Expected Results**

The Department provides ongoing education and assistance to taxpayers while maximizing the collection of tax dollars owing on delinquent accounts. Total dollars collected from delinquent accounts and through tax discovery efforts exceeded \$342 million in Fiscal Year 2006. Total dollars collected from Real Estate Excise Tax (REET) exceeded \$1.1 million in Fiscal Year 2006, and a modest increase is expected in Fiscal year 2007. In Fiscal year 2006, \$2.4 billion in local tax was collected on behalf of local jurisdictions. At the end of Fiscal year 2006, there were 759,235 registered accounts on record. By the end of Fiscal Year 2009, the Department estimates that registered accounts will reach 854,000. In Fiscal Year 2006, 93 percent of the over 2.4 million documents received were processed and corrected within 48 hours. Although the number of documents to process is projected to increase, the Department expects to continue to process and correct at least 90 percent of these documents within the 48 hour goal throughout the 2007-09 Biennium. In Fiscal Year 2007, an estimated 231,745 in-coming calls will be received by the call center, of which 73 percent will be answered in sixty seconds or less. It is estimated that in Fiscal Year 2008, 285,500 in-coming calls will be received and 70 percent of these will be answered in sixty seconds or less.

Total enforcement collections (In Thousands).				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	\$843,060	\$1,083,182	\$240,122
	7th Qtr	\$752,222	\$954,455	\$202,233
	6th Qtr	\$625,364	\$804,958	\$179,594
	5th Qtr	\$539,700	\$621,363	\$81,663
	4th Qtr	\$423,000	\$484,139	\$61,139
	3rd Qtr	\$329,900	\$354,888	\$24,988
	2nd Qtr	\$201,400	\$227,797	\$26,397
	1st Qtr	\$112,200	\$118,734	\$6,534
2001-03	8th Qtr	\$788,620	\$825,835	\$37,215
	7th Qtr	\$697,860	\$743,722	\$45,862
	6th Qtr	\$596,460	\$633,839	\$37,379
	5th Qtr	\$483,160	\$521,187	\$38,027
	4th Qtr	\$390,960	\$406,202	\$15,242
	3rd Qtr	\$311,500	\$317,118	\$5,618
	2nd Qtr	\$214,900	\$193,786	\$(21,114)
	1st Qtr	\$104,600	\$106,652	\$2,052
<p><i>Target includes a base commitment which is negotiated with the Forecast Council and all revenue enhancements committed to by the Department. Target and actual collections are cumulative over a biennium.</i></p>				

**A004 Tax Auditing**

Appropriation Period: 2005-07 Activity Version: 81 - 2007 Enacted Supplemental Budget

Audit Division activities support the voluntary reporting and payment of taxes and the administration of the tax system. Audit Division staff are assigned to field offices across the state and other locations throughout the United States, or as roving out-of-state auditors based out of Washington. Auditors conduct audits of businesses that have activity in Washington State, working directly with taxpayers to verify the accuracy of taxes reported, and to identify and correct improper reporting, leveling the tax burden on Washington State businesses. Audit Division activities also include educating taxpayers about tax reporting through business outreach seminars, consultation visits, and other speaking engagements. Internally, the Audit Division assists the Department in understanding the practical application of tax law by identifying changes in technology, business activities, and industries. Externally, the Audit Division is, in many cases, a face for the Department and often serves as a taxpayer's first and only primary contact with the Department.

	FY 2006	FY 2007	Biennial Total
FTE's	291.5	288.5	288.5
GFS	\$23,953,000	\$24,366,000	\$48,319,000
Other	\$0	\$125,000	\$125,000
Total	\$23,953,000	\$24,491,000	\$48,444,000

\*FTE is second year only

**Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively**

**Statewide Strategy: Provide state financial services and resources**

**Expected Results**

The Department's auditing function is intended to provide fair and uniform application of tax laws and promote an optimal level of accurate tax reporting and payment through continuing auditing presence and taxpayer education. The gross dollar value of tax assessments in Fiscal Year 2006 totaled \$302.5 million. The annual gross value of tax assessments in Fiscal Year 2007 is estimated at \$235.4 million and at \$239.5 million in Fiscal Years 2008 and 2009.

Percentage of active reporting taxpayer accounts contacted by the Audit division.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	3.5%	3.4%	(0.1)%
	4th Qtr	3.5%	3.7%	0.2%
2003-05	8th Qtr	3.5%	3.8%	0.3%
	4th Qtr	3.5%	4.1%	0.6%

**A005 Tax Policy Research, Analysis, and Interpretation**

*Appropriation Period: 2005-07 Activity Version: 81 - 2007 Enacted Supplemental Budget*

Tax policy activities focus on providing timely and accurate information for policy decision makers, clear guidance to tax payers, employees, and the public regarding tax law and policy application, and coordinating interdivisional policy analysis and studies. Specific functions include coordinating interdepartmental policy analysis and studies; preparing fiscal notes; analyzing and drafting legislation; reviewing and drafting rule revisions; providing technical policy advice to operating divisions; forecasting non-general fund revenues; and analyzing proposed changes to tax statutes on small business.

	FY 2006	FY 2007	Biennial Total
FTE's	44.7	42.1	42.1
GFS	\$3,997,000	\$4,005,000	\$8,002,000
Other	\$10,000	\$45,000	\$55,000
<b>Total</b>	<b>\$4,007,000</b>	<b>\$4,050,000</b>	<b>\$8,057,000</b>

*\*FTE is second year only*

**Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively**

**Statewide Strategy: Improve decision support for government decision makers**

**Expected Results**

The Department's objective is to provide accurate, timely, and clear information that encourages informed tax policy decisions.

Appropriation Period: 2005-07 Activity Version: 81 - 2007 Enacted Supplemental Budget

Review all agency rules or interpretive statements for adoption, revision, or repeal to reflect legislative changes, court decisions, and current business practices.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	50%	53.9%	3.9%
	7th Qtr	44.2%	43.7%	(0.5)%
	6th Qtr	38.9%	43.5%	4.6%
	5th Qtr	32%	35.9%	3.9%
	4th Qtr	25%	29.7%	4.7%
	3rd Qtr	19.2%	16%	(3.2)%
	2nd Qtr	13.9%	14%	0.1%
	1st Qtr	7%	13%	6%
2003-05	8th Qtr	100%	100%	0%
	7th Qtr	95.2%	89%	(6.2)%
	6th Qtr	88.9%	83%	(5.9)%
	5th Qtr	82%	82%	0%
	4th Qtr	75%	81%	6%
	3rd Qtr	69.2%	72.4%	3.2%
	2nd Qtr	63.9%	66.1%	2.2%
	1st Qtr	57%	59.4%	2.4%
2001-03	8th Qtr	50%	53.4%	3.4%
	7th Qtr	44.2%	45.3%	1.1%
	6th Qtr	38.9%	44.3%	5.4%
	5th Qtr	32%	38.3%	6.3%
	4th Qtr	25%	27.9%	2.9%
	3rd Qtr	19.2%	15.2%	(4)%
	2nd Qtr	13.9%	11.1%	(2.8)%
	1st Qtr	7%	6%	(1)%
<p><i>Measure is % of rules reviewed each year. Executive Order 07-02 requires review of all rules every four years. Target is cumulative over the four year period. 471 rules were in existence on July 1, 2005. Although the initial estimates provided divide the total rules to be reviewed equally across the four year cycle (25% each year), the estimated percent to be reviewed in years 2, 3, and 4 are dependent upon the percent complete in the previous year(s).</i></p>				

**A006 Taxpayer Appeals**

Appropriation Period: 2005-07 Activity Version: 81 - 2007 Enacted Supplemental Budget

The Department receives over 900 taxpayer appeals each year. These appeals are comprised of five case types: small claims (single issue, up to \$50,000 in tax, penalties, and interest); executive (first impression, industry wide significance); maintenance (regular appeals); revocations (business registration revocations), and Board of Tax Appeals (BTA) informal appeals from agency final decisions). When an appeal is concluded the Department issues written determinations, renders confidential tax law interpretations, negotiates settlements of tax disputes, executes settlement closing agreements when appropriate, and publishes select determinations. When these cases are appealed to the BTA, the Appeals Division presents the agency case during informal proceedings. The BTA renders the final decision.

	FY 2006	FY 2007	Biennial Total
FTE's	22.2	21.2	21.2
GFS	\$2,103,000	\$2,090,000	\$4,193,000
Other	\$0	\$12,000	\$12,000
Total	\$2,103,000	\$2,102,000	\$4,205,000

\*FTE is second year only

**Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively**

**Statewide Strategy: Provide state financial services and resources**

**Expected Results**

The Appeals Division's goals are to timely resolve tax appeals and provide written guidance on Washington State tax laws. In Fiscal Year 2006, 927 total appeals were received and 1147 cleared. During Fiscal Year 2006 mainstream cases accounted for 72 percent of all case types. Small claims made up 14 percent of the appeals, revocations 10 percent, BTA and executive were each two percent. Although the percent by type of case is expected to be similar for Fiscal Year 2007 through Fiscal Year 2009, the total number of appeals is expected to gradually increase. With two additional staff in Fiscal Years 2008 and 2009, the number of cases cleared will more closely align to filings and will potentially reduce the number of backlog cases - those not cleared within one year.

Mainstream tax appeals cleared within one year of receipt.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	70%	73%	3%
	4th Qtr	90%	64%	(26)%
2003-05	8th Qtr	90%	68%	(22)%
	4th Qtr	90%	78%	(12)%
<p><i>Mainstream appeals don't fit into specilized categoizes like small claims or exective level. This measure includes mainstream regular appeals (majority of case load) that have not been placed on hold. The target was re-evaluated in January 2007 and changed to 70%. Targets in FY08 and FY09 assume an increasing volume of appeals and the addition of 2 FTEs.</i></p>				

**A007 Unclaimed Property Management**

Appropriation Period: 2005-07 Activity Version: 81 - 2007 Enacted Supplemental Budget

The Department administers the provisions of the State Uniform Unclaimed Property Act. The unclaimed property program is a consumer protection program charged to return abandoned property to the property owner. The Department receives the transfer of abandoned property to the state and attempts to locate the owners through advertising and by providing public access to abandoned property information. The Department's role is to act in the interest of the property owners and return the abandoned property to the rightful owners whenever possible. Examples of abandoned property include utility deposits, insurance policies, safety deposit box contents, dividends, and savings accounts. Unclaimed property does not include real estate, vehicles, and most other physical property. (Unclaimed Personal Property Account-Nonappropriated)

	FY 2006	FY 2007	Biennial Total
FTE's	27.7	27.7	27.7
GFS	\$0	\$0	\$0
Other	\$3,044,000	\$3,365,000	\$6,409,000
Total	\$3,044,000	\$3,365,000	\$6,409,000

\*FTE is second year only

**Statewide Result Area: Improve the economic vitality of businesses and individuals**  
**Statewide Strategy: Provide consumer protection**

**Expected Results**

The Department's Unclaimed Property section efficiently administers unclaimed property programs and the return of abandoned property to property owners. The Department notifies the reported owners of property valued at \$75 or more, and advertises the program through publications. Currently, all owners with property exceeding \$25 in value are posted to the Department's website. Statute requires the Department to process all owner claims within 90 days of receipt. In Fiscal Year 2006, over 475,000 owner names, representing \$93.6 million in unclaimed property, was reported to the state by businesses and other holders from around the nation. At the same time, nearly \$35 million was returned to 90,121 owners who filed claims. In Fiscal Years 2008 and 2009, the Department expects moderate increases in both dollars returned and owners who file claims.

Percentage of monetary unclaimed property claims processed within 30 days of receipt.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	80%	78%	(2)%
	4th Qtr	80%	73%	(7)%
2003-05	8th Qtr	80%	80%	0%
	4th Qtr	80%	39%	(41)%

*Prior to fiscal year 2007 the measure was "Percentage of monetary unclaimed property claims processed within 10 days of receipt."*

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**Grand Total**

	<b>FY 2006</b>	<b>FY 2007</b>	<b>Biennial Total</b>
FTE's	1,078.1	1,064.6	1,064.6
GFS	\$90,395,000	\$92,669,000	\$183,064,000
Other	\$7,886,000	\$8,482,000	\$16,368,000
<b>Total</b>	<b>\$98,281,000</b>	<b>\$101,151,000</b>	<b>\$199,432,000</b>

*\*FTE is second year only*