

As of 5/27/2009

140 - Department of Revenue

A001 Administration

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

Statewide Strategy: Provide state financial services and resources

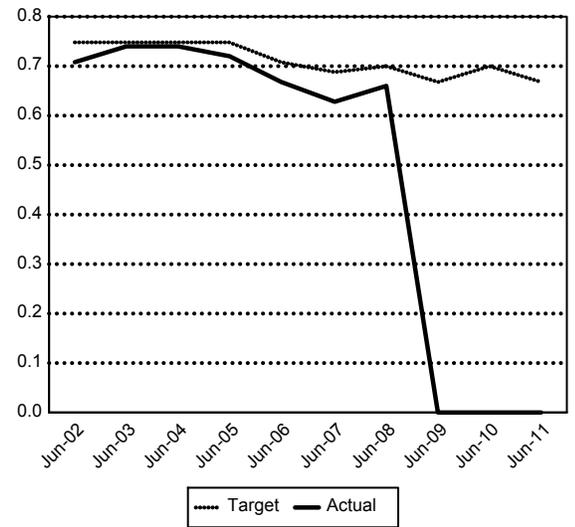
Expected Results

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

The Department's cost of collecting revenue (cents per \$100 of revenue collected).				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	\$0.67	\$0	\$(0.67)
	4th Qtr	\$0.7	\$0.66	\$(0.04)
2005-07	8th Qtr	\$0.69	\$0.63	\$(0.06)
	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)

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

Comment: Results of this measure are not available until 12/11

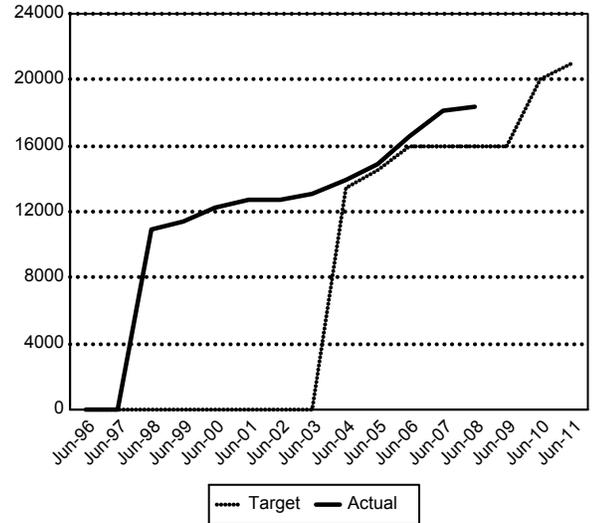


As of 5/27/2009

Total State and Local Revenue Collections (In Millions).				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	\$16,000		
	4th Qtr	\$16,000	\$18,307	\$2,307
2005-07	8th Qtr	\$16,000	\$18,070	\$2,070
	4th Qtr	\$16,000	\$16,586	\$586
2003-05	8th Qtr	\$14,500	\$14,917	\$417
	4th Qtr	\$13,500	\$13,943	\$443

All funds collected by the Department including those distributed to local governments.

Date Measured: 6/30/2008



A002 Property Tax Administration

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

Statewide Strategy: Provide state financial services and resources

Expected Results

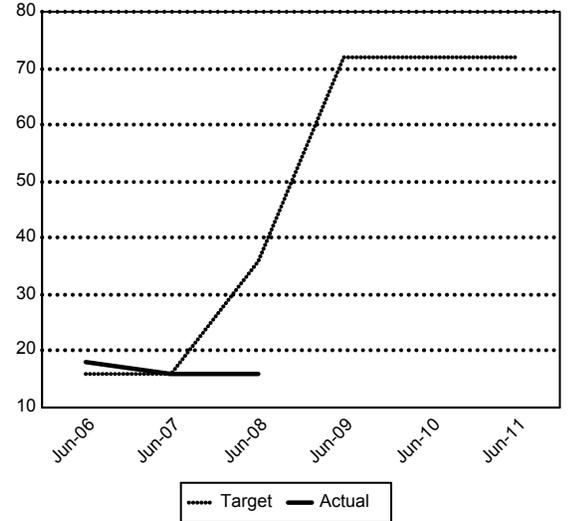
To meet the statutory obligations of RCW 84.48.080, the Department performs appraisals of real and personal property to develop ratios of assessed value to fair market value. The Department then applies these ratios to equalize utility property assessments and to equalize the state school levy that counties 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.

As of 5/27/2009

Increase the number of Advisory Appraisals.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	72		
	4th Qtr	36	16	(20)
2005-07	8th Qtr	16	16	0
	4th Qtr	16	18	2

The Department assists local government by performing appraisals on properties and utilities not common to their jurisdictions. These appraisals are performed at the request of local governments.

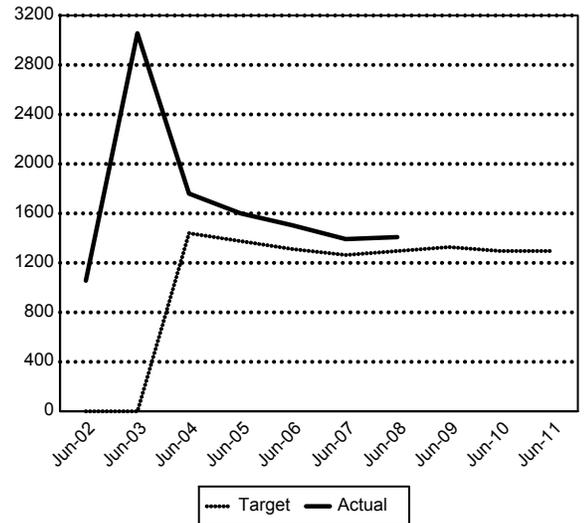
Date Measured: 6/30/2008



Number of Real Property Appraisals and Personal Property Tax Audits Complete.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	1,332		
	4th Qtr	1,296	1,404	108
2005-07	8th Qtr	1,264	1,396	132
	4th Qtr	1,320	1,511	191
2003-05	8th Qtr	1,370	1,599	229
	4th Qtr	1,438	1,756	318

Completed audits/appraisals are used in calculating the property tax ratio, which makes it possible to equalize school levies throughout the state to ensure equitable distribution.

Date Measured: 6/30/2008



A003 State and Local Revenue Collection and Distribution

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

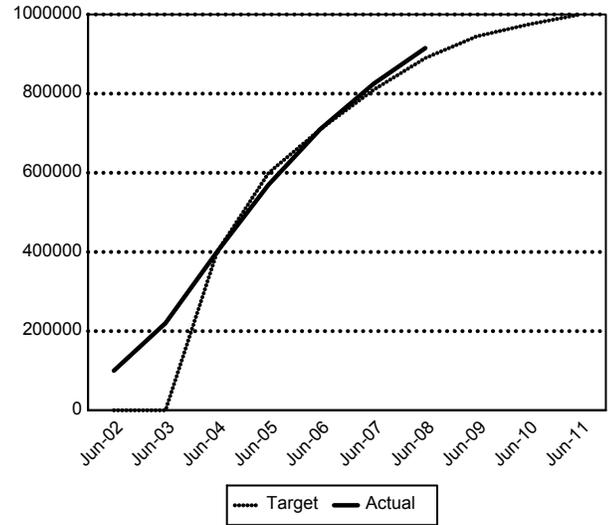
Statewide Strategy: Provide state financial services and resources

As of 5/27/2009

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.

Increase the number of returns filed electronically.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	945,000		
	4th Qtr	888,000	914,333	26,333
2005-07	8th Qtr	810,000	823,935	13,935
	4th Qtr	710,000	708,057	(1,943)
2003-05	8th Qtr	600,000	567,886	(32,114)
	4th Qtr	400,000	401,775	1,775

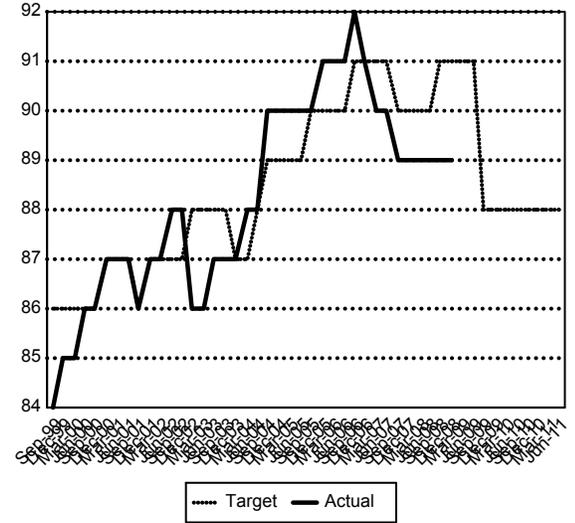


Date Measured: 6/30/2008

As of 5/27/2009

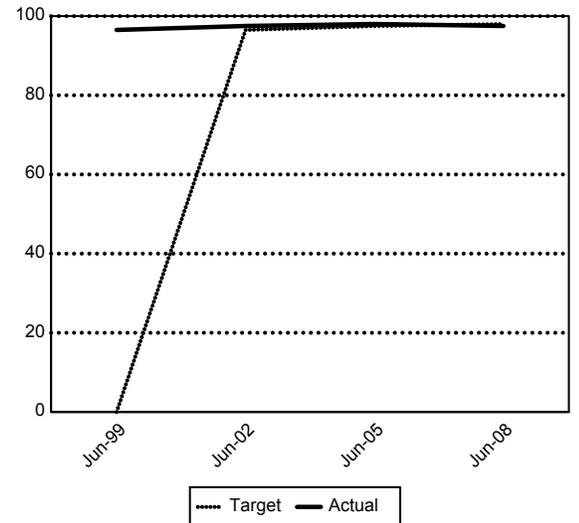
Increase the Percent of Monthly Returns Filed Accurately.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	91%		
	7th Qtr	91%		
	6th Qtr	91%	89%	(2)%
	5th Qtr	91%	89%	(2)%
	4th Qtr	90%	89%	(1)%
	3rd Qtr	90%	89%	(1)%
	2nd Qtr	90%	89%	(1)%
	1st Qtr	90%	89%	(1)%
2005-07	8th Qtr	91%	90%	(1)%
	7th Qtr	91%	90%	(1)%
	6th Qtr	91%	91%	0%
	5th Qtr	91%	92%	1%
	4th Qtr	90%	91%	1%
	3rd Qtr	90%	91%	1%
	2nd Qtr	90%	91%	1%
	1st Qtr	90%	90%	0%
2003-05	8th Qtr	89%	90%	1%
	7th Qtr	89%	90%	1%
	6th Qtr	89%	90%	1%
	5th Qtr	89%	90%	1%
	4th Qtr	88%	88%	0%
	3rd Qtr	87%	88%	1%
	2nd Qtr	87%	87%	0%
	1st Qtr	88%	87%	(1)%

Date Measured: 12/31/2008



Maintain/Improve the voluntary compliance rate for tax reporting.				
Biennium	Period	Target	Actual	Variance
2007-09	4th Qtr	98.2%	97.5%	(0.7)%
2003-05	8th Qtr	97.5%	98.2%	0.7%

Date Measured: 6/30/2008



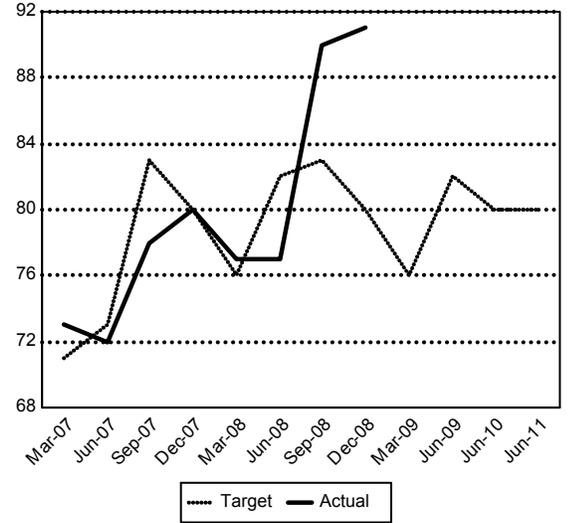
As of 5/27/2009

Of the Calls Answered, Answer 80% within One Minute.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	82%		
	7th Qtr	76%		
	6th Qtr	80%	91%	11%
	5th Qtr	83%	90%	7%
	4th Qtr	82%	77%	(5)%
	3rd Qtr	76%	77%	1%
	2nd Qtr	80%	80%	0%
	1st Qtr	83%	78%	(5)%
2005-07	8th Qtr	73%	72%	(1)%
	7th Qtr	71%	73%	2%

This measure is calculated with data from TAA and TPS. TAA only began tracking January 2007.

In FY08 measure changed from "Answer 80% of our incoming calls requesting personal assistance within one minute" to "Of the Calls Answered, Answer 80% within One Minute".

Date Measured: 12/31/2008

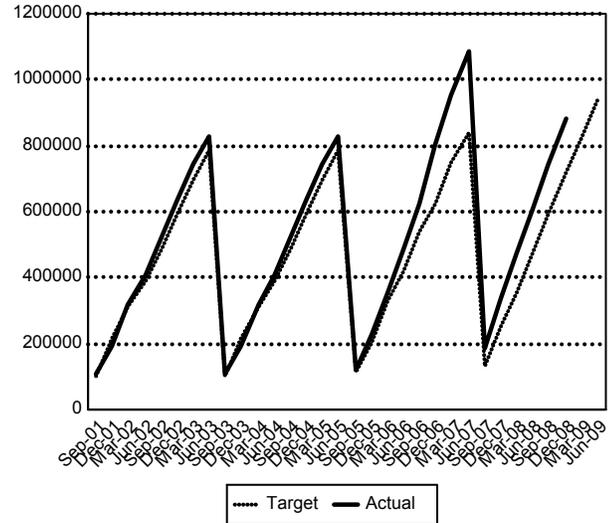


As of 5/27/2009

Total enforcement collections (In Thousands).				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	\$944,000		
	7th Qtr	\$826,145		
	6th Qtr	\$717,815	\$882,856	\$165,041
	5th Qtr	\$596,873	\$742,382	\$145,509
	4th Qtr	\$473,000	\$608,293	\$135,293
	3rd Qtr	\$354,700	\$473,009	\$118,309
	2nd Qtr	\$250,800	\$335,879	\$85,079
	1st Qtr	\$129,200	\$187,937	\$58,737
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
2003-05	8th Qtr	\$786,620	\$825,835	\$39,215
	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	\$108,697	\$4,097

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.

Date Measured: 12/31/2008



A004 Tax Auditing

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

Statewide Strategy: Provide state financial services and resources

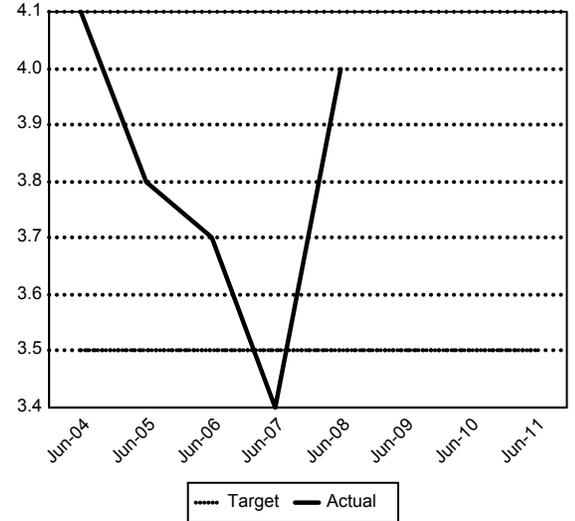
Expected Results

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.

As of 5/27/2009

Percentage of active reporting taxpayer accounts contacted by the Audit division.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	3.5%		
	4th Qtr	3.5%	4%	0.5%
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%

Date Measured: 6/30/2008



A005 Tax Policy Research, Analysis, and Interpretation

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

Statewide Strategy: Improve decision support for government decision makers

Expected Results

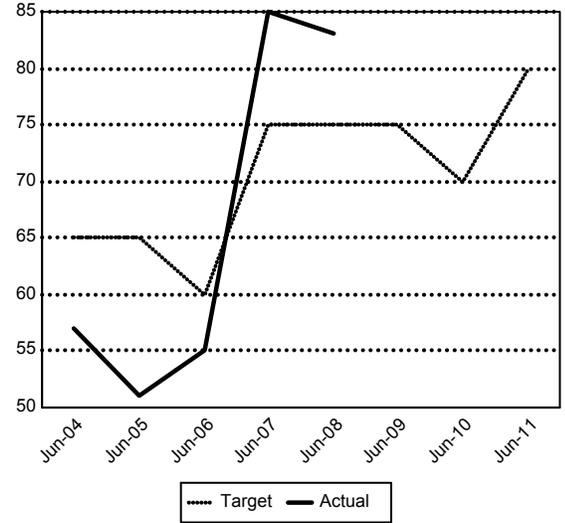
The Department's objective is to provide accurate, timely, and clear information that encourages informed tax policy decisions.

As of 5/27/2009

Percentage of draft fiscal notes for bills having scheduled hearings that are delivered to the legislature at least four hours before the hearing.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	75%		
	4th Qtr	75%	83%	8%
2005-07	8th Qtr	75%	85%	10%
	4th Qtr	60%	55%	(5)%
2003-05	8th Qtr	65%	51%	(14)%
	4th Qtr	65%	57%	(8)%

To ensure timely response, the Department tracks delivery of fiscal notes in two ways; % of fiscal notes delivered to OFM within 72 hours, and % of draft fiscal notes delivered to the legislature four hours before the hearing. Fiscal notes delivered to hearings are often times recieved with less than 72 hours notice. In these situations, the Department strives to deliver a draft fiscal note before the hearing while still maintaining the OFM approval process requiring delivery within 72 hours.

Date Measured: 6/30/2008



A006 Taxpayer Appeals

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

Statewide Strategy: Provide state financial services and resources

Expected Results

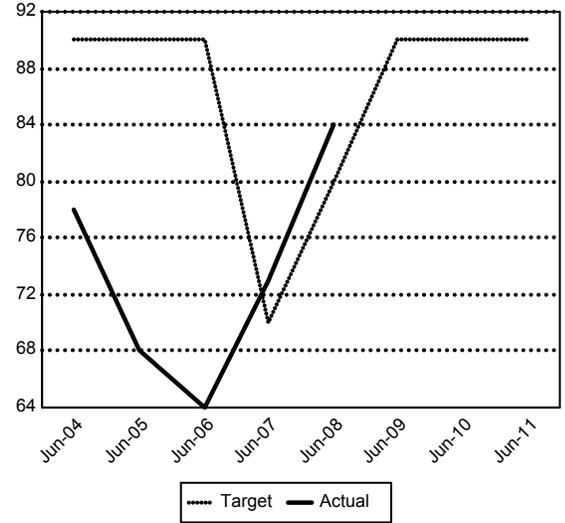
The Appeals Division's goals are to timely resolve tax appeals and provide written guidance on Washington State tax laws. In Fiscal Year 2006, 927 total appeals were received and 1147 cleared. During Fiscal Year 2006 mainstream cases accounted for 72 percent of all case types. Small claims made up 14 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.

As of 5/27/2009

Mainstream tax appeals cleared within one year of receipt.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	90%		
	4th Qtr	80%	84%	4%
2005-07	8th Qtr	70%	73%	3%
	4th Qtr	90%	64%	(26)%
2003-05	8th Qtr	90%	68%	(22)%
	4th Qtr	90%	78%	(12)%

Mainstream appeals don't fit into specialized categories like small claims or executive 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.

Date Measured: 6/30/2008



A007 Unclaimed Property Management

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

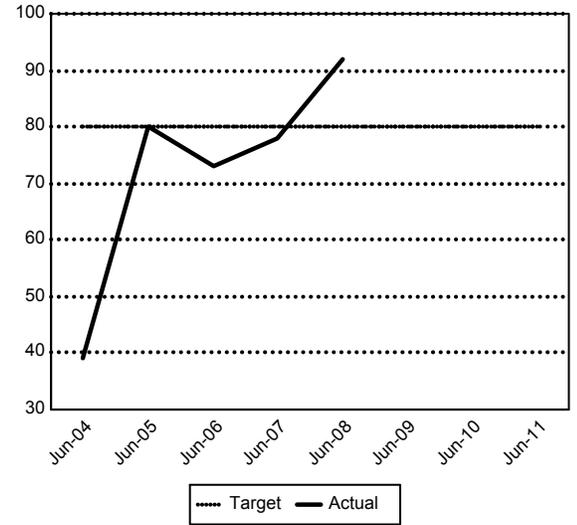
The Department's Unclaimed Property section efficiently administers unclaimed property programs and the return of abandoned property to property owners. The Department notifies the reported owners of property valued at \$75 or more, and advertises the program through publications. Currently, all owners 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.

As of 5/27/2009

Percentage of monetary unclaimed property claims processed within 30 days of receipt.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	80%		
	4th Qtr	80%	92%	12%
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."

Date Measured: 6/30/2008



ZZZX Other Statewide Adjustments

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

Statewide Strategy: Provide state financial services and resources