

As of 9/3/2013

# 140 - Department of Revenue

## A001 Administration

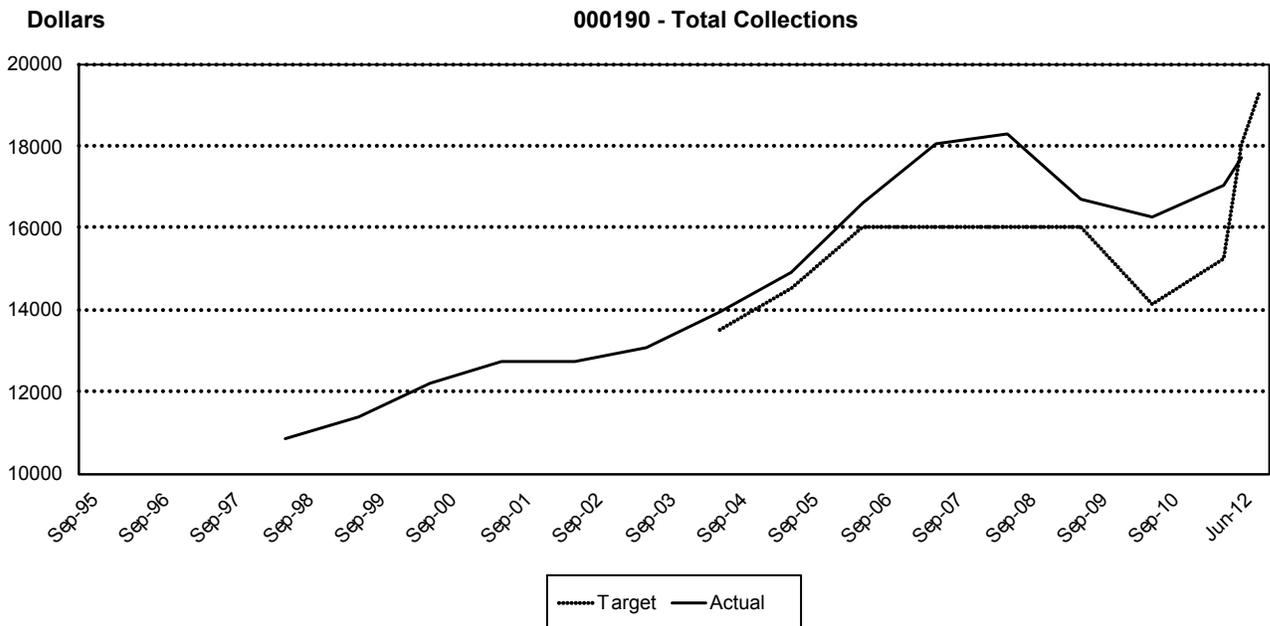
**Statewide Result Area:** Strengthen government's ability to achieve results efficiently and effectively

**Statewide Strategy:** Safeguard and manage public funds

### 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 interests through successful litigation of tax issues.

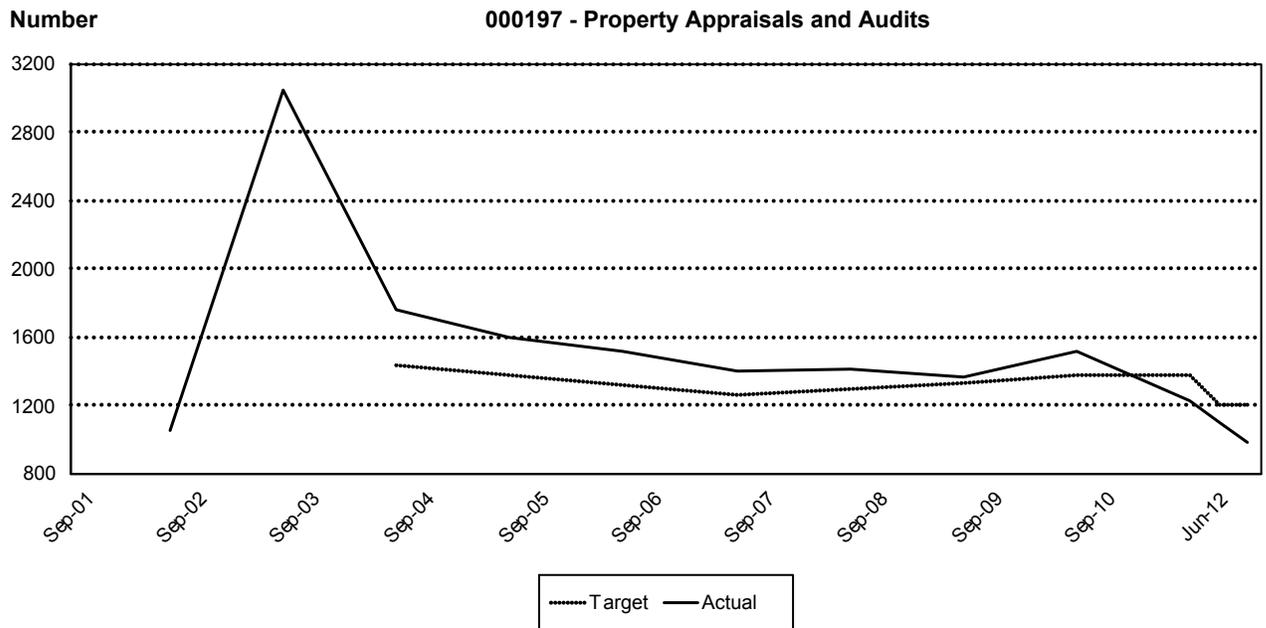
000190 - Total State and Local Revenue Collections (In Millions).			
Biennium	Period	Actual	Target
2011-13	A2		\$19,328
2011-13	A1	\$17,718	\$18,059
2009-11	A2	\$17,036	\$15,267
2009-11	A1	\$16,285	\$14,123
2007-09	A2	\$16,695	\$16,000
2007-09	A1	\$18,307	\$16,000





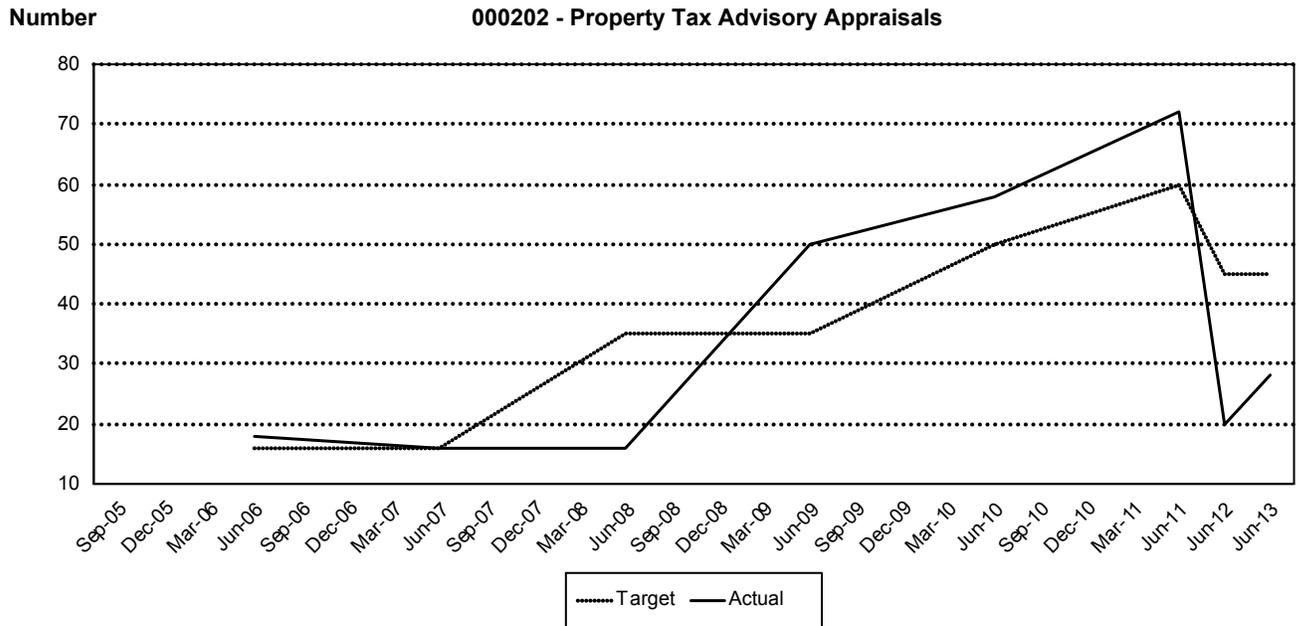
As of 9/3/2013

000197 - Number of Real Property Appraisals and Personal Property Tax Audits Complete.			
Biennium	Period	Actual	Target
2011-13	A2	986	1,201
2011-13	A1	1,102	1,201
2009-11	A2	1,227	1,370
2009-11	A1	1,514	1,370
2007-09	A2	1,359	1,332
2007-09	A1	1,404	1,296



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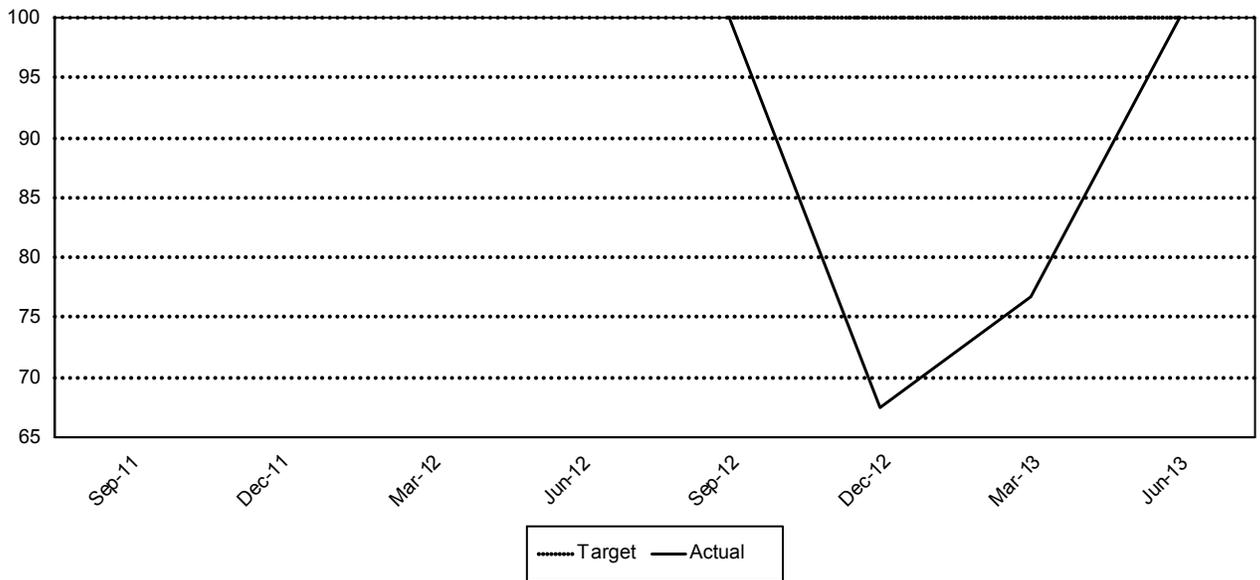
000202 - Increase the number of Advisory Appraisals completed.			
Biennium	Period	Actual	Target
2011-13	A2	28	45
2011-13	A1	20	45
2009-11	A2	72	60
2009-11	A1	58	50
2007-09	A2	50	35
2007-09	A1	16	35



As of 9/3/2013

002336 - Provide assistance to County Assessors through advisory appraisals and advice.			
Biennium	Period	Actual	Target
2011-13	Q8	100%	100%
2011-13	Q7	76.7%	100%
2011-13	Q6	67.4%	100%
2011-13	Q5	100%	100%

Percent 002336 - Provide assistance to County Assessors through advisory appraisals and advice.



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

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

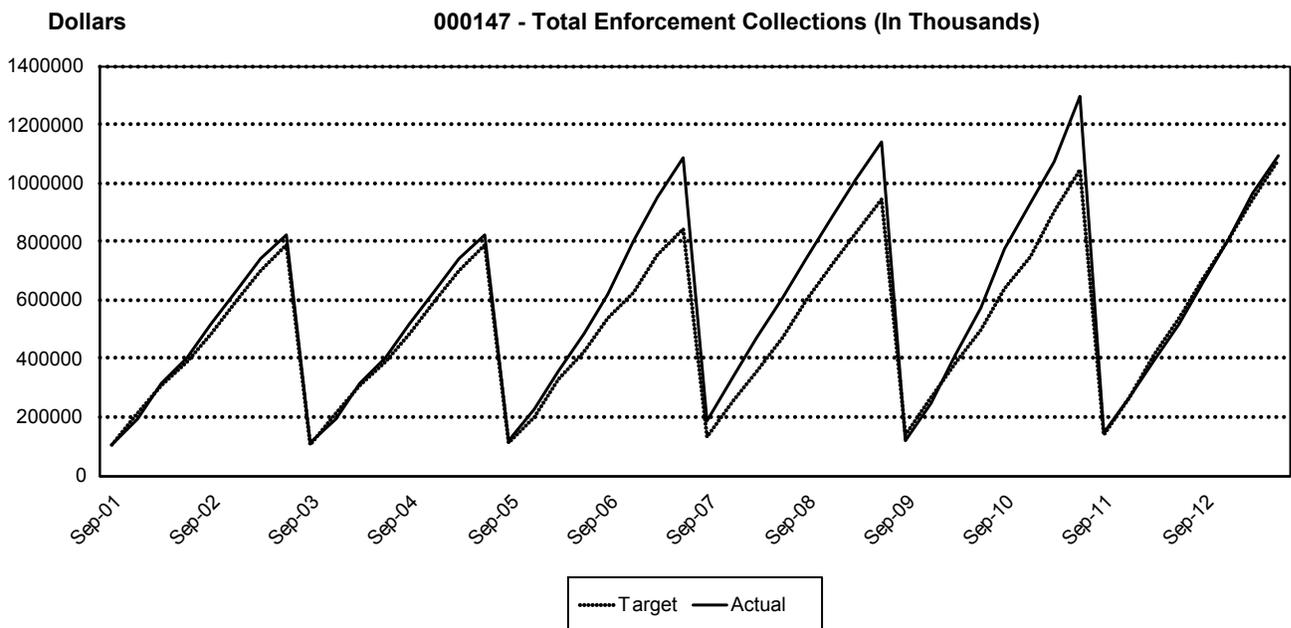
**Statewide Strategy:** Safeguard and manage public funds

**Expected Results**

The Department provides ongoing education and assistance to taxpayers while maximizing the collection of tax dollars owing on delinquent accounts.

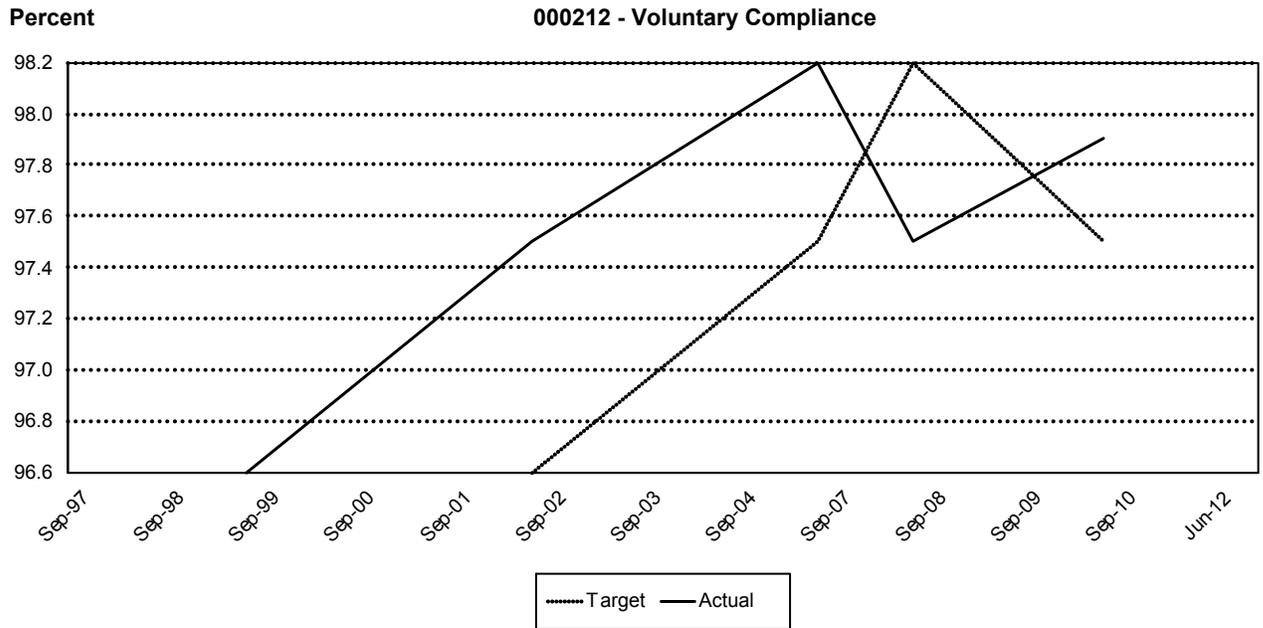
As of 9/3/2013

000147 - Total enforcement collections (In Thousands).			
Biennium	Period	Actual	Target
2011-13	Q8	\$1,095,182.45	\$1,080,000
2011-13	Q7	\$967,250	\$942,564
2011-13	Q6	\$812,036	\$811,624
2011-13	Q5	\$661,865	\$674,188
2011-13	Q4	\$516,682	\$540,000
2011-13	Q3	\$387,308	\$406,525
2011-13	Q2	\$264,937	\$269,802
2011-13	Q1	\$148,656	\$136,327
2009-11	Q8	\$1,295,114	\$1,046,002
2009-11	Q7	\$1,073,503	\$902,051
2009-11	Q6	\$933,995	\$748,019
2009-11	Q5	\$772,511	\$638,394
2009-11	Q4	\$575,153	\$496,250
2009-11	Q3	\$406,699	\$383,650
2009-11	Q2	\$244,495	\$265,950
2009-11	Q1	\$122,007	\$139,350
2007-09	Q8	\$1,141,730	\$944,000
2007-09	Q7	\$1,015,048	\$826,145
2007-09	Q6	\$882,856	\$717,815
2007-09	Q5	\$742,382	\$596,873
2007-09	Q4	\$608,293	\$473,000
2007-09	Q3	\$473,009	\$354,700
2007-09	Q2	\$335,879	\$250,800
2007-09	Q1	\$187,937	\$129,200



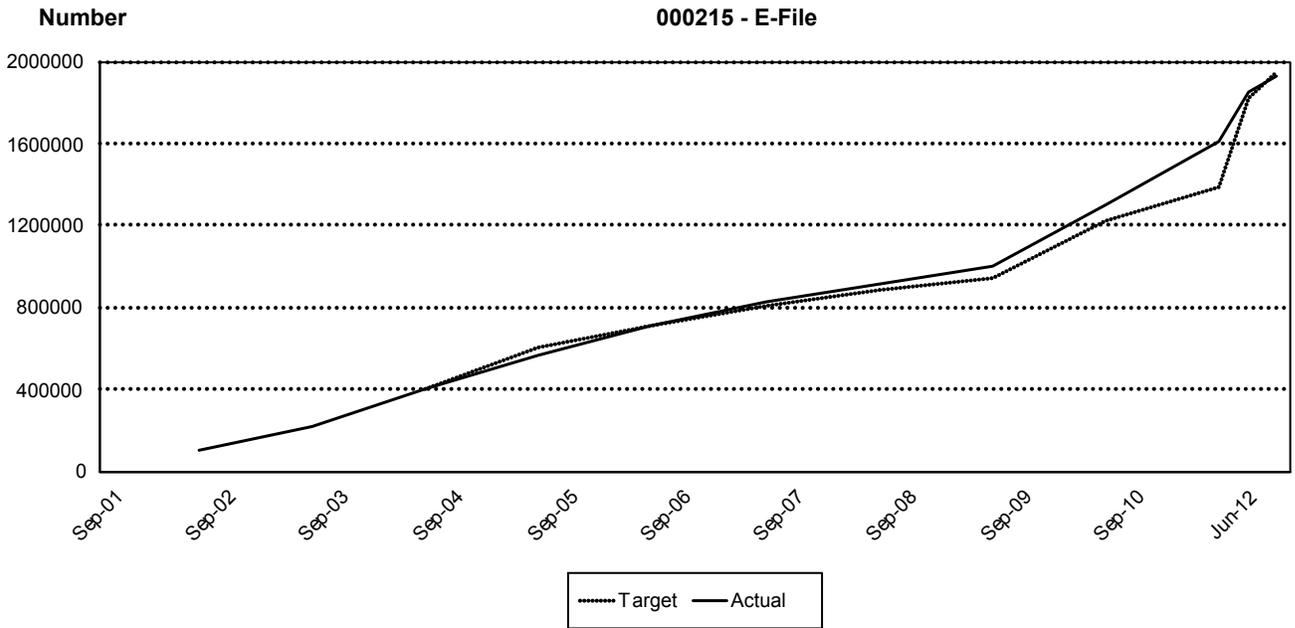
As of 9/3/2013

000212 - Maintain/Improve the voluntary compliance rate for tax reporting.			
Biennium	Period	Actual	Target
2009-11	A1	97.9%	97.5%
2007-09	A1	97.5%	98.2%



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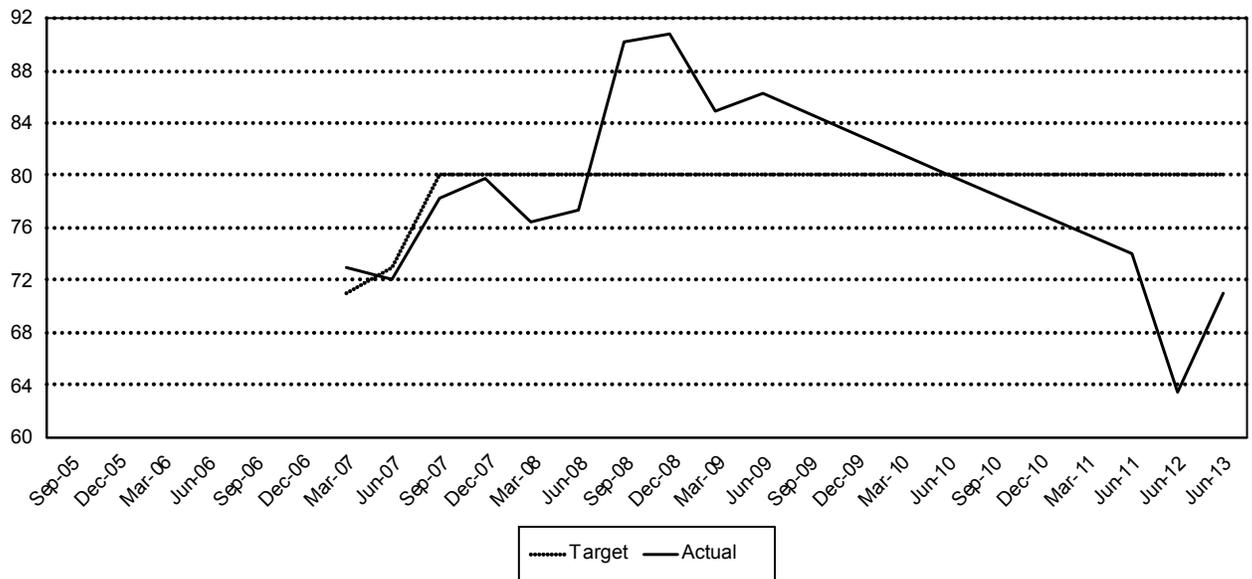
000215 - Increase the number of returns filed electronically.			
Biennium	Period	Actual	Target
2011-13	A2	1,933,384	1,944,000
2011-13	A1	1,856,482	1,823,775
2009-11	A2	1,614,516	1,390,000
2009-11	A1	1,299,526	1,225,000
2007-09	A2	1,004,472	945,000
2007-09	A1	914,333	888,000



As of 9/3/2013

000710 - Answer incoming calls receiving personal assistance within one minute.			
Biennium	Period	Actual	Target
2011-13	A2	71%	80%
2011-13	A1	63.5%	80%
2009-11	A2	74.1%	80%
2009-11	A1	80.1%	80%
2007-09	A2	90.2%	80%
	A2	90.8%	80%
	A2	84.9%	80%
	A2	86.2%	80%
2007-09	A1	78.3%	80%
	A1	79.8%	80%
	A1	76.5%	80%
	A1	77.3%	80%

Percent 000710 - Answer 80% of Incoming Calls within One Minute



**A004 Tax Auditing**

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

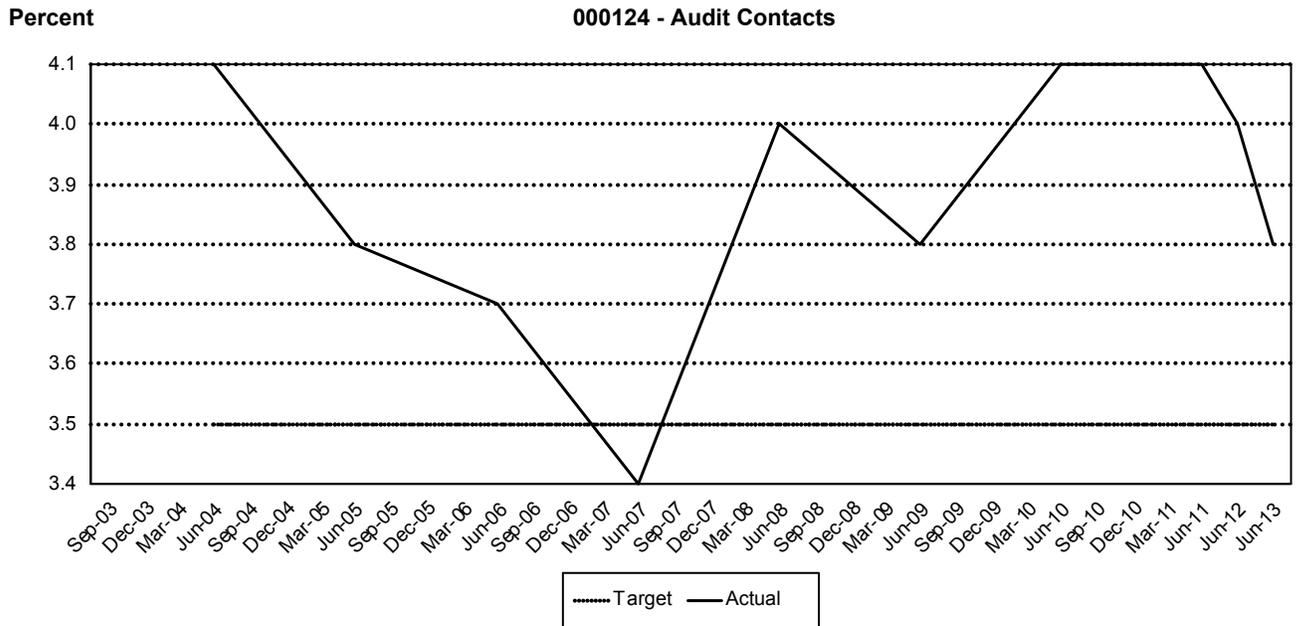
**Statewide Strategy:** Safeguard and manage public funds

**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.

As of 9/3/2013

000124 - Maintain the percentage of active reporting taxpayer accounts contacted by the Audit division.			
Biennium	Period	Actual	Target
2011-13	A2	3.8%	3.5%
2011-13	A1	4%	3.5%
2009-11	A2	4.1%	3.5%
2009-11	A1	4.1%	3.5%
2007-09	A2	3.8%	3.5%
2007-09	A1	4%	3.5%



## A005 Tax Policy Research, Analysis, and Interpretation

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

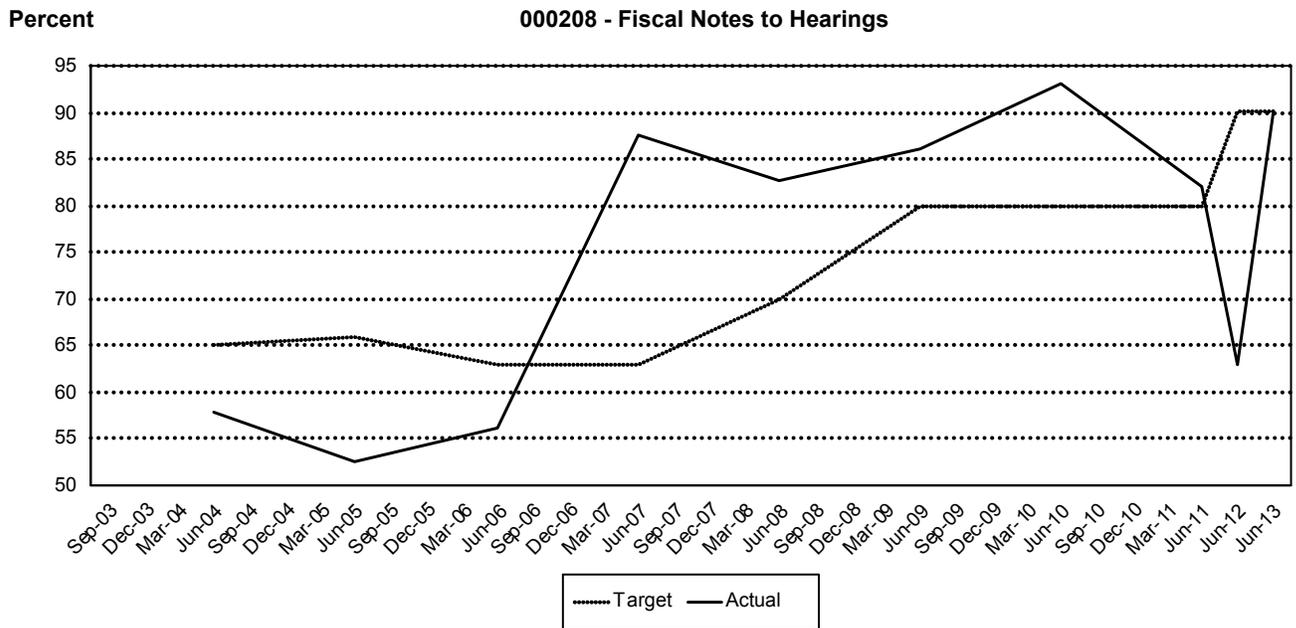
**Statewide Strategy:** Provide data, information, and analysis to support decision-making

### Expected Results

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

As of 9/3/2013

000208 - Increase the percentage of draft fiscal notes having scheduled hearing dates that are delivered to the legislature at least four hours before the hearing when the request is received at least 24 hours before the hearing.			
Biennium	Period	Actual	Target
2011-13	A2	89.9%	90.2%
2011-13	A1	63%	90.2%
2009-11	A2	82%	80%
2009-11	A1	93.1%	80%
2007-09	A2	86%	80%
2007-09	A1	82.6%	70%



**A006 Taxpayer Appeals**

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

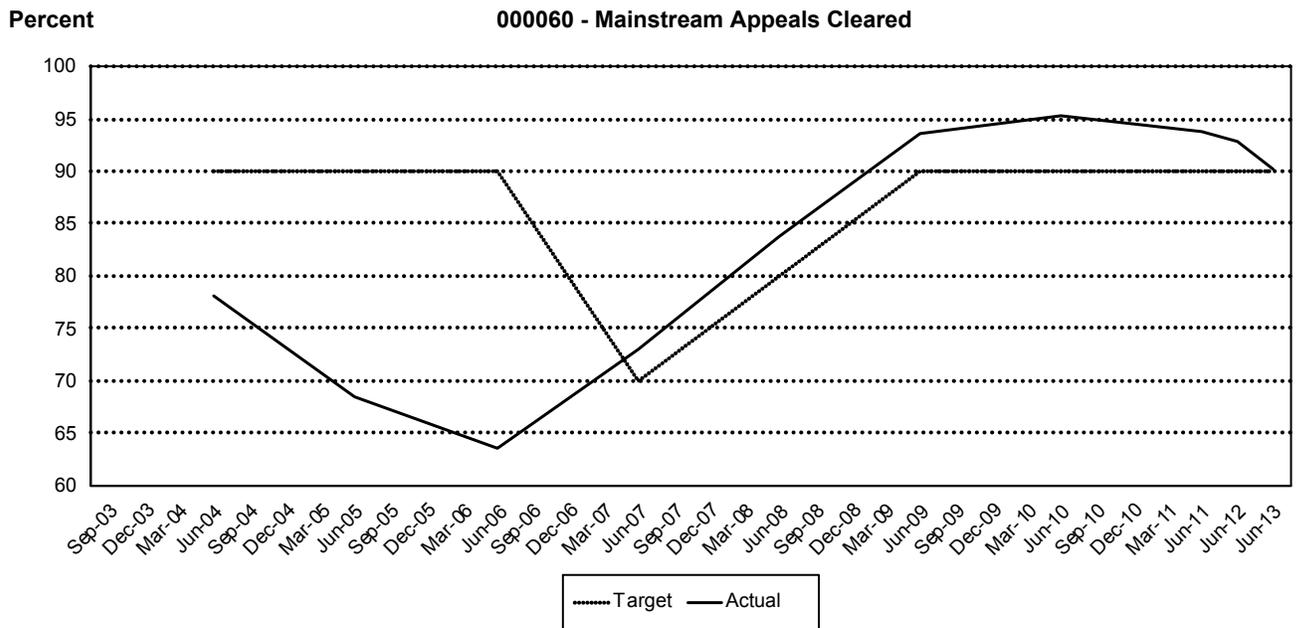
**Statewide Strategy:** Safeguard and manage public funds

**Expected Results**

The Appeals Division's goals are to timely resolve tax appeals and provide written guidance on Washington State tax laws.

As of 9/3/2013

000060 - Clear Mainstream Original appeals that have not been placed in hold status within 1 year of receipt.			
Biennium	Period	Actual	Target
2011-13	A2	90.1%	90%
2011-13	A1	92.8%	90%
2009-11	A2	93.8%	90%
2009-11	A1	95.3%	90%
2007-09	A2	93.6%	90%
2007-09	A1	83.7%	80%



## A007 Unclaimed Property Management

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

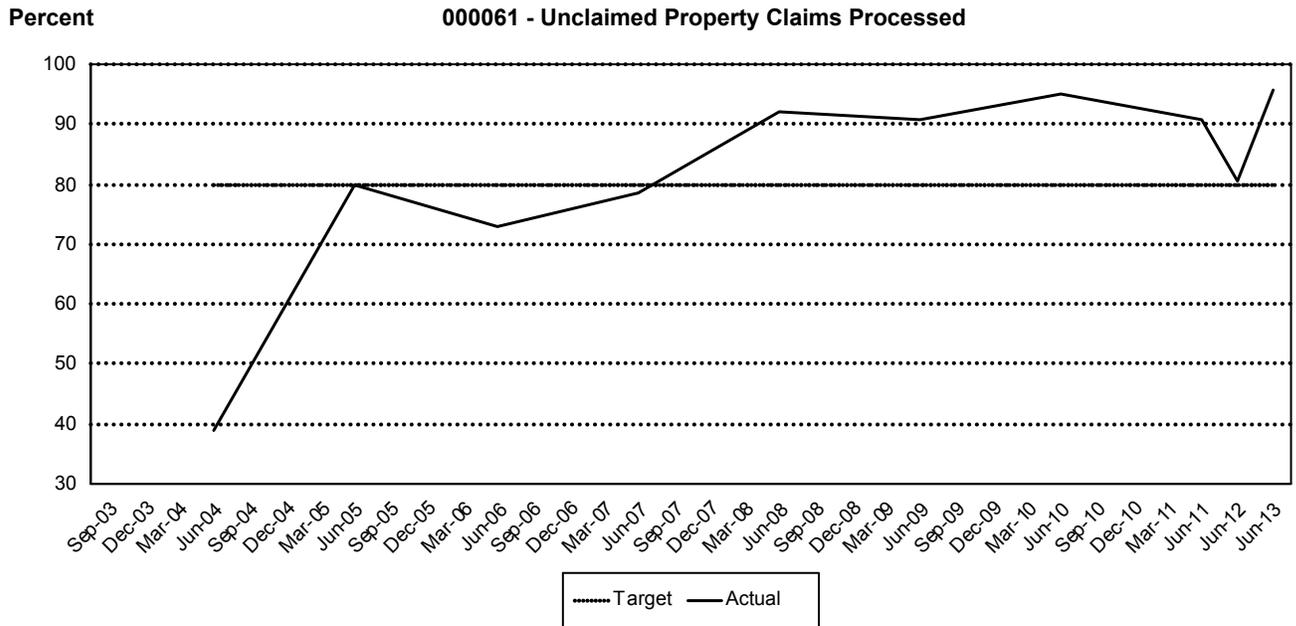
**Statewide Strategy:** Provide consumer protection

### 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.

As of 9/3/2013

000061 - Monetary unclaimed property claims processed within 30 days of receipt.			
Biennium	Period	Actual	Target
2011-13	A2	95.8%	80%
2011-13	A1	80.4%	80%
2009-11	A2	90.7%	80%
2009-11	A1	95.2%	80%
2007-09	A2	90.7%	80%
2007-09	A1	92.1%	80%



## A008 Business Licensing Services

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

**Statewide Strategy:** Regulate the economy to ensure fairness, security and efficiency

### Expected Results

To meet the legislative purpose for transferring the Business Licensing Service to the Department of Revenue, the Department intends to improve customer service, find more efficient methods for processing license applications, and increase participation among local governments and public agencies that issue business licenses.

*As of 9/3/2013*

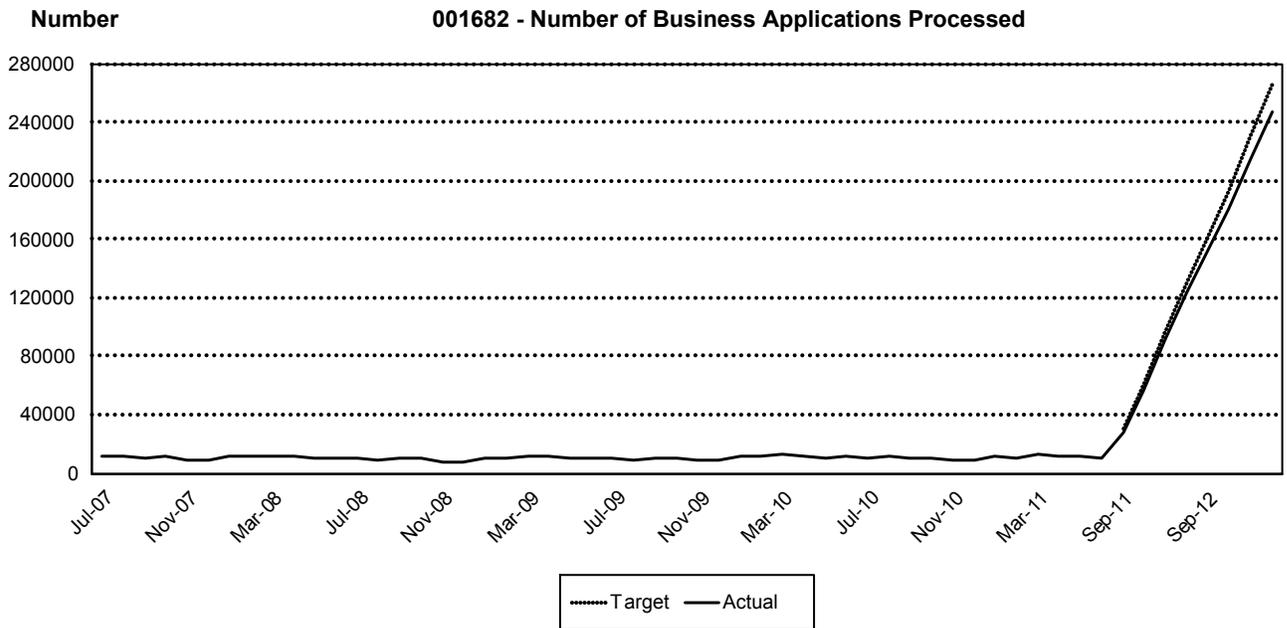
As of 9/3/2013

<b>001682 - Number of Business Applications Processed</b>			
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>
2011-13	Q8	247,109	266,000
2011-13	Q7	214,273	230,530
2011-13	Q6	180,671	193,577
2011-13	Q5	154,109	163,502
2011-13	Q4	124,480	131,000
2011-13	Q3	91,301	96,284
2011-13	Q2	56,428	60,116
2011-13	Q1	28,342	30,682
2009-11	Q8	11,799	
	Q8	10,891	
	Q8	10,221	
2009-11	Q7	11,816	
	Q7	10,061	
	Q7	12,388	
2009-11	Q6	10,245	
	Q6	8,929	
	Q6	8,879	
2009-11	Q5	10,796	
	Q5	10,923	
	Q5	10,307	
2009-11	Q4	11,847	
	Q4	10,681	
	Q4	11,066	
2009-11	Q3	11,323	
	Q3	11,007	
	Q3	12,450	
2009-11	Q2	9,953	
	Q2	8,613	
	Q2	9,155	
2009-11	Q1	10,470	
	Q1	9,461	
	Q1	9,720	
2007-09	Q8	11,173	
	Q8	9,922	
	Q8	10,438	
2007-09	Q7	10,352	
	Q7	10,251	
	Q7	11,603	
2007-09	Q6	10,076	
	Q6	7,532	
	Q6	7,695	
2007-09	Q5	10,700	

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2007-09	Q5	9,458
	Q5	9,758
2007-09	Q4	11,699
	Q4	10,638
	Q4	10,492
2007-09	Q3	11,795
	Q3	11,184
	Q3	12,068
2007-09	Q2	11,556
	Q2	9,420
	Q2	8,542
2007-09	Q1	11,072
	Q1	11,345
	Q1	10,146

*BLS centralized access for businesses to interact with agencies and cities, making it easier to do business in Washington.*



*As of 9/3/2013*

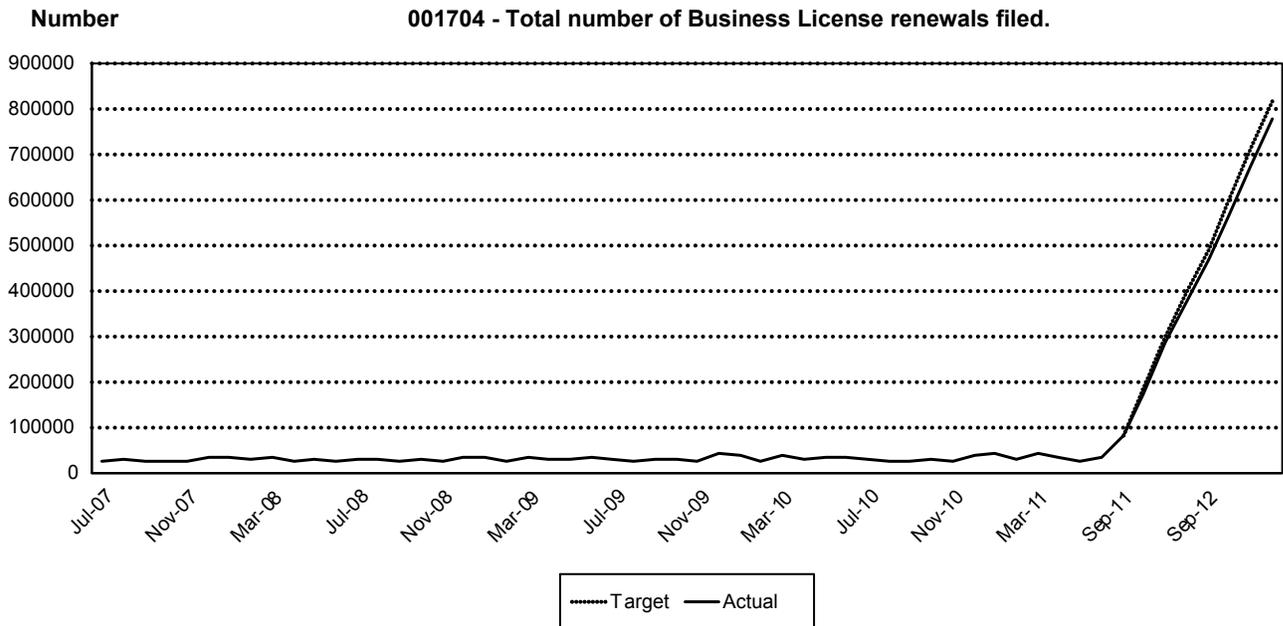
As of 9/3/2013

<b>001704 - Total number of Business License renewals filed.</b>			
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>
2011-13	Q8	776,709	816,000
2011-13	Q7	674,002	712,829
2011-13	Q6	564,181	597,179
2011-13	Q5	466,367	491,523
2011-13	Q4	376,266	400,000
2011-13	Q3	283,054	298,948
2011-13	Q2	172,589	185,671
2011-13	Q1	79,636	82,176
2009-11	Q8	31,436	
	Q8	25,533	
	Q8	33,833	
2009-11	Q7	41,020	
	Q7	28,226	
	Q7	40,915	
2009-11	Q6	28,320	
	Q6	24,784	
	Q6	38,821	
2009-11	Q5	29,555	
	Q5	24,669	
	Q5	25,278	
2009-11	Q4	27,029	
	Q4	32,085	
	Q4	31,270	
2009-11	Q3	35,311	
	Q3	24,484	
	Q3	37,218	
2009-11	Q2	28,460	
	Q2	23,425	
	Q2	40,439	
2009-11	Q1	29,610	
	Q1	25,789	
	Q1	26,548	
2007-09	Q8	30,331	
	Q8	27,985	
	Q8	31,007	
2007-09	Q7	34,953	
	Q7	26,007	
	Q7	34,534	
2007-09	Q6	28,156	
	Q6	24,056	
	Q6	33,279	

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2007-09	Q5	28,920
	Q5	27,655
	Q5	22,539
2007-09	Q4	25,857
	Q4	29,036
	Q4	26,258
2007-09	Q3	32,351
	Q3	30,043
	Q3	31,724
2007-09	Q2	22,133
	Q2	25,167
	Q2	34,141
2007-09	Q1	23,900
	Q1	26,298
	Q1	24,369

*DOR provides the BLS as a centralized point of access for businesses to renew business licenses, registrations, endorsements with 10 agencies and 37 cities, making it easier to continue doing business in Washington.*



*As of 9/3/2013*

As of 9/3/2013

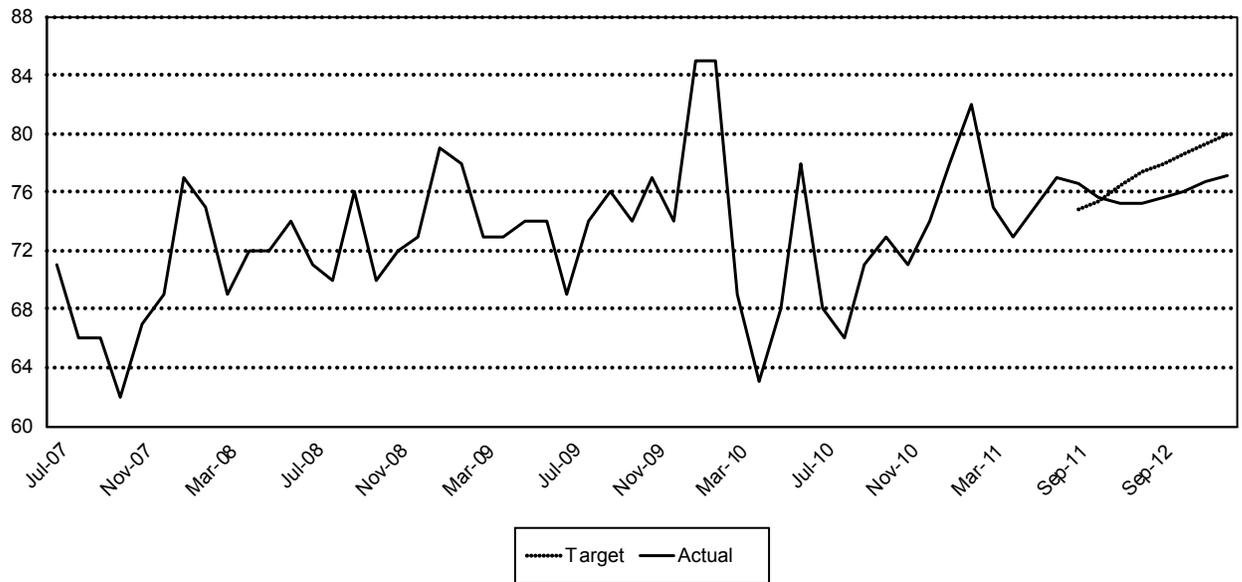
<b>001705 - Percent of Business License Applications (BLAs) filed online.</b>			
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>
2011-13	Q8	77.1%	80%
2011-13	Q7	76.7%	79.3%
2011-13	Q6	76%	78.6%
2011-13	Q5	75.6%	78%
2011-13	Q4	75.2%	77.4%
2011-13	Q3	75.3%	76.5%
2011-13	Q2	75.7%	75.4%
2011-13	Q1	76.6%	74.8%
2009-11	Q8	73%	
	Q8	75%	
	Q8	77%	
2009-11	Q7	78%	
	Q7	82%	
	Q7	75%	
2009-11	Q6	73%	
	Q6	71%	
	Q6	74%	
2009-11	Q5	68%	
	Q5	66%	
	Q5	71%	
2009-11	Q4	63%	
	Q4	68%	
	Q4	78%	
2009-11	Q3	85%	
	Q3	85%	
	Q3	69%	
2009-11	Q2	74%	
	Q2	77%	
	Q2	74%	
2009-11	Q1	69%	
	Q1	74%	
	Q1	76%	
2007-09	Q8	73%	
	Q8	74%	
	Q8	74%	
2007-09	Q7	79%	
	Q7	78%	
	Q7	73%	
2007-09	Q6	70%	
	Q6	72%	
	Q6	73%	

As of 9/3/2013

2007-09	Q5	71%
	Q5	70%
	Q5	76%
2007-09	Q4	72%
	Q4	72%
	Q4	74%
2007-09	Q3	77%
	Q3	75%
	Q3	69%
2007-09	Q2	62%
	Q2	67%
	Q2	69%
2007-09	Q1	71%
	Q1	66%
	Q1	66%

*BLS is a centralized point of access for businesses to interact with 10 agencies and 37 cities, making it easier to do business in Washington. Over half the 270 uses of the Master Business Application can be completed online for additional efficiency.*

**Percent 001705 - Percent of Business License Applications (BLAs) filed online.**



*As of 9/3/2013*

As of 9/3/2013

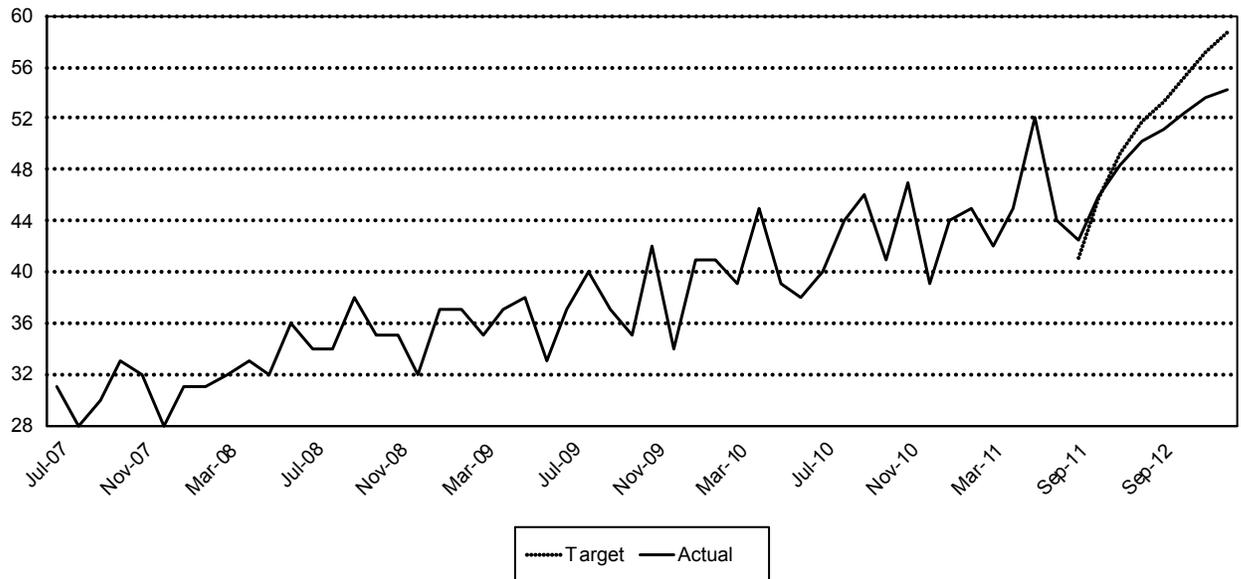
<b>001706 - Increase the percentage of Business License renewals filed online.</b>			
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>
2011-13	Q8	54.3%	58.7%
2011-13	Q7	53.6%	57.2%
2011-13	Q6	52.3%	55.2%
2011-13	Q5	51.1%	53.3%
2011-13	Q4	50.2%	51.7%
2011-13	Q3	48.3%	49.3%
2011-13	Q2	45.9%	45.7%
2011-13	Q1	42.4%	41.1%
2009-11	Q8	45%	
	Q8	52%	
	Q8	44%	
2009-11	Q7	44%	
	Q7	45%	
	Q7	42%	
2009-11	Q6	41%	
	Q6	47%	
	Q6	39%	
2009-11	Q5	40%	
	Q5	44%	
	Q5	46%	
2009-11	Q4	45%	
	Q4	39%	
	Q4	38%	
2009-11	Q3	41%	
	Q3	41%	
	Q3	39%	
2009-11	Q2	35%	
	Q2	42%	
	Q2	34%	
2009-11	Q1	37%	
	Q1	40%	
	Q1	37%	
2007-09	Q8	37%	
	Q8	38%	
	Q8	33%	
2007-09	Q7	37%	
	Q7	37%	
	Q7	35%	
2007-09	Q6	35%	
	Q6	35%	
	Q6	32%	

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2007-09	Q5	34%
	Q5	34%
	Q5	38%
2007-09	Q4	33%
	Q4	32%
	Q4	36%
2007-09	Q3	31%
	Q3	31%
	Q3	32%
2007-09	Q2	33%
	Q2	32%
	Q2	28%
2007-09	Q1	31%
	Q1	28%
	Q1	30%

*DOR provides the BLS as a centralized point of access for businesses to interact with 10 agencies and 37 cities, making it easier to do business in Washington. Many licensees are eligible to renew through the Internet for additional efficiency.*

**Percent 001706 - Increase the percentage of Business License renewals filed online.**



As of 9/3/2013

002007 - Answer 80% of Incoming BLS Calls within One Minute			
Biennium	Period	Actual	Target
2011-13	A2	75.3%	80%
2011-13	A1	64.2%	76%

Date Measured: 6/30/2012

Comment: This measure didn't start until Oct so we don't anticipate reaching 80% since we are missing three months.

