

# Vermont Department of Taxes

**Craig Bolio, Commissioner**  
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*Who Are We?*

# Mission Statement

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**Our mission is to serve Vermonters by administering our tax laws fairly and efficiently to help taxpayers understand and comply with their state tax obligations.**

# Core Values



## Service

We lean into problem solving.

We are responsive to taxpayers, and we listen.

We treat each taxpayer fairly.

We provide reliable, clear communication and guidance.

We promote voluntary compliance to reduce the tax gap.



## Integrity

We keep systems and confidential information secure.

We set realistic expectations and follow through when we say we will do something.

We collect the correct amount of tax.

We hold ourselves accountable.

We provide honest and accurate information.



## Growth

We work together to adapt to new challenges and continuously improve.

We provide a solid career path and communicate with staff to meet goals and recognize accomplishments.

We provide educational opportunities to foster an environment that promotes professional and personal growth.



## Community

We work as one team across the Department.

We encourage asking for and accepting help when needed.

We treat all people with kindness.

We value difference of thought, experience, and culture.

We work across agencies towards common goals.

# Our Goals

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**Be a model for  
service-oriented tax  
administration**

**Reduce the tax gap**

**Be the best place to  
work in Vermont  
State Government**

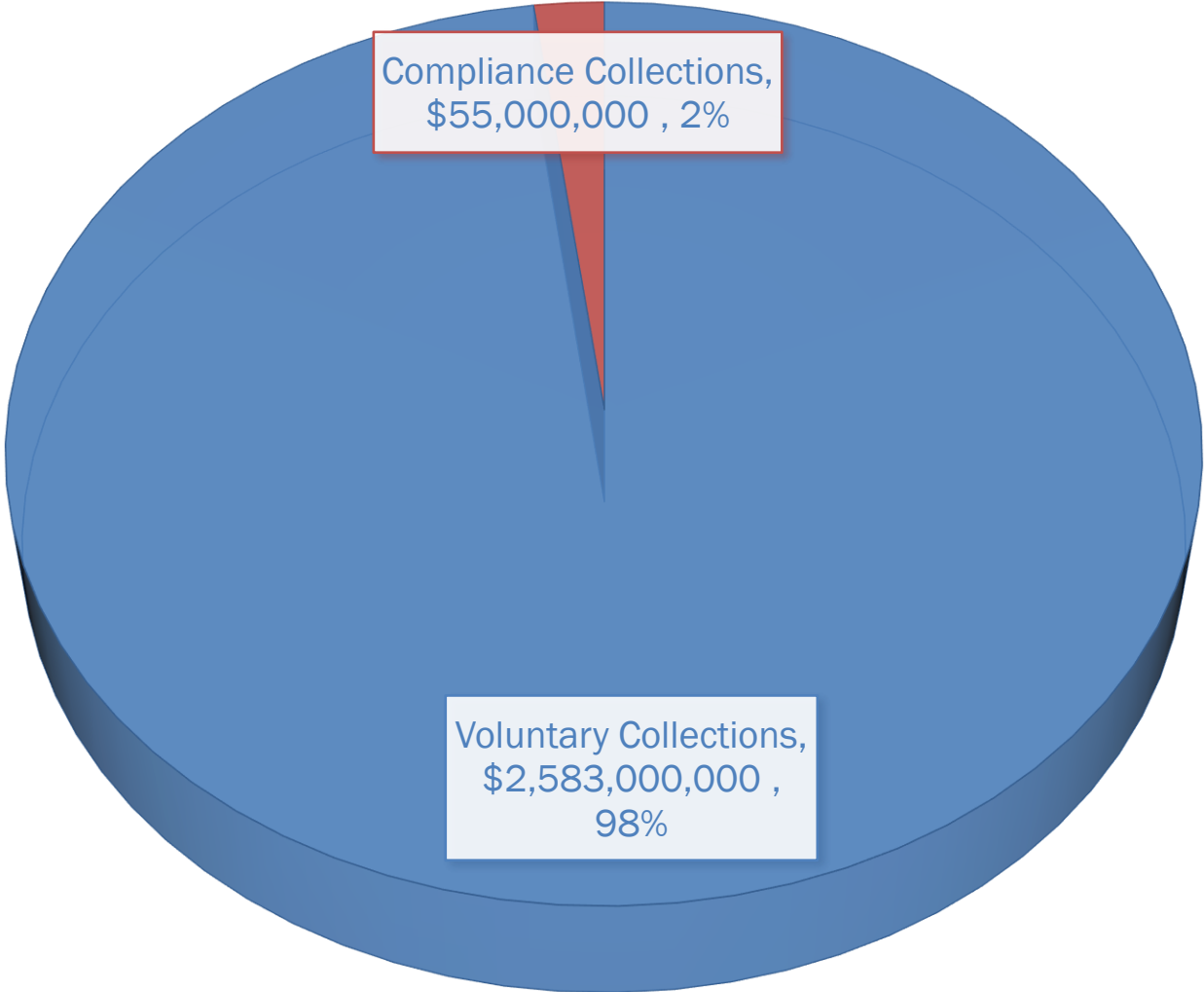
# Key Statistics

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- 150 employees across 7 divisions
- 32 tax types served with 3 benefit programs
- About 1.2 million total tax returns received in CY22
- Over \$2.6 billion revenue collected in FY22
- Cost to collect \$1 in revenue? About \$0.01
- Last filing season – 95% of refunds issued by June 1 and 82% issued within 30 days

# Breakdown of VDT Collections

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# VTax and myVTax



 Search our online services



## Payments

List of tasks related to payments

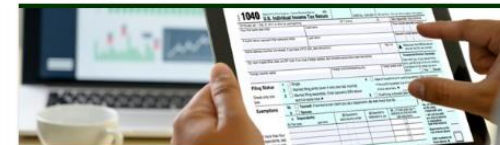
- > Make a Payment
- > Find my Estimated Payment
- > Pay Use Tax
- > Set Up a Payment Plan



## Returns

List of tasks related to returns

- > File a Return
- > File an Extension
- > Check the Status of your Return
- > Return Filing Verification



## Submissions & Correspondence

Search for previous submissions, respond to a correspondence

- > Respond to Correspondence
- > Access a Saved myVTax Request
- > Find my 1099g