

Vermont Department of Taxes

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Mission Statement

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

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

Reduce the tax gap

**Promote a healthy
organizational culture
that helps our employees
thrive**

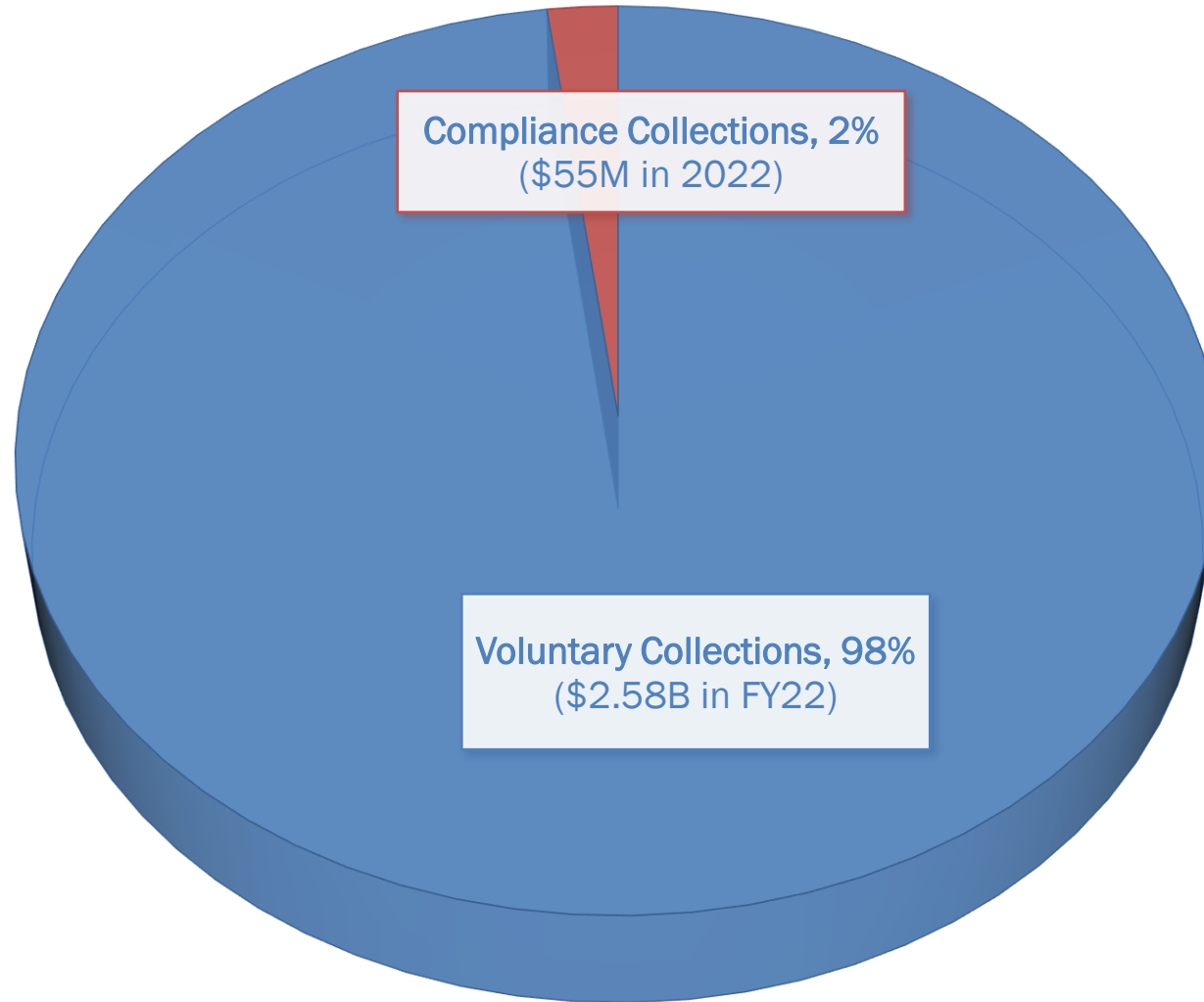
2024 Employee Engagement Results

- 98% of employees believe the work they perform is linked to the Department meeting its goals and mission
- 92% of employees say their colleagues are committed to doing good work
- 86% of employees say they enjoy the day-to-day of their jobs
- Ahead of State average on 68 of 72 questions
- Improved on 87% of repeat questions from 2023 to 2024

Key Statistics

- 167 employees across 7 divisions
- 34 tax types served with 3 benefit programs
- About 1.1 million total tax returns received in CY23
- Over \$2.75 billion revenue collected in FY24
- Cost to collect \$1 in revenue? About \$0.01
- 106K calls in 2024 with average wait time of 1 min 23 seconds
- Last filing season – 95% of refunds issued by June 1 and 82% issued within 30 days

Breakdown of VDT Collections



VTax and myVTax



 Search our online services



Payments

List of tasks related to payments

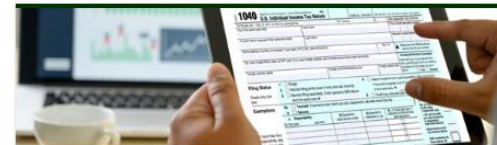
- > Make a Payment
- > Find my Estimated Payment
- > Pay Use Tax
- > Set Up a Payment Plan



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