

## Federation of Tax Administrators

444 North Capitol Street, N.W., #348  
Washington, D.C. 20001  
Ph. (202) 624-8443 / Fax (202) 624-7888

# News Release

for immediate release

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**WASHINGTON STATE'S JANET SHIMABUKURO  
is the  
WINNER OF THE FTA  
HARLEY T. DUNCAN AWARD FOR LEADERSHIP AND SERVICE**

(Washington, D. C., March 22, 2013) The Federation of Tax Administrators announced today that Janet Shimabukuro of the Washington State Department of Revenue is the winner of FTA's 2013 Harley T. Duncan Award for Leadership and Service.

Shimabukuro will receive her award at the FTA Annual Meeting in Albuquerque, N.M., June 9-12. Judges were the FTA Board of Trustees executive committee.

Her leadership is evidenced by her rapid rise through the ranks. She joined the Department of Revenue in 1996 as an entry-level Public Information Officer and now, as the leader of the Taxpayer Services Division, has become one of the youngest assistant directors in the agency's history. She has been integral to the agency's implementation of key tax changes, including implementation of a destination-based sales tax, establishment of economic nexus, creating state-issued reseller permits and mandating efilings for monthly and quarterly taxpayers. She is a leader in the Plain Talk initiative and guides the user-centered design and usability testing for web and print materials. She is the driving force behind the agency's first mobile app and has taken initial steps to incorporate Behavioral Science into the agency's programs.

FTA noted especially Janet's willingness to share her lessons learned and knowledge with other states, both through participation in FTA workshops and by volunteering to travel to other tax agencies to provide private training. She also chairs Washington's Unified Business Identifier Board and is the agency's Small Business Liaison.

FTA is an association of the tax and revenue departments of the 50 states, the District of Columbia, and New York City. Its mission is to improve the standards and methods of tax administration.

This award is named for Harley T. Duncan, "in recognition of 20 years of setting the example." Duncan served as executive director of the Federation of Tax Administrators from 1988 until 2008.

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