

Study on Vehicle Titling and Registration Processes

Study Objective (ESSB 6001, Sec 204(8))

- Review existing vehicle titling and registration processes, and policies that County Auditors, Agents and Subagents must comply with when conducting title and registration transactions
- Provide recommendations to streamline processes, modernize policies, and identify potential information technology opportunities
- Utilize a workgroup made up of County Auditors, Subagents, and DOL representatives

Study Activities

- Meetings with DOL staff to understand current processes, Technology Modernization Project, and gather background data
- Site visits to County Auditor licensing offices and interviews with County Auditors and staff
- Discussions with DOL, Auditor and Subagent members of Work Group
- August Work Group meeting
- Study update at September 18th JTC meeting in Yakima
- Potential second workgroup meeting if needed
- Anticipate completing the study by early October
- Draft report available for comment by early November
- Draft final report due December 1, 2014

Preliminary observations related to current practices

- Widespread frustration with DOL's Vehicle Field System (Auditors, Subagents and DOL share this frustration)
 - Antiquated technology
 - System inflexibility
 - Requires too much dedicated office space
- Issues with paper processes, daily mail volumes, records retention requirements and other system requirements that appear to unnecessarily cost too much money and time
- Many of these issues may be addressed with DOL's Technology Modernization Project, currently scheduled for implementation statewide for vehicles in July, 2017.
- Additional training for all licensing personnel is needed but not available due to resource limitations.
- Issues of concern vary among counties, as do potential solutions (what works for one county doesn't necessarily work for another).

Other Observations

- New DOL director's approach seeking process improvements has produced good results.
- Need for broader look at current licensing relationships and approach
- Other states have alternative models for administering licensing functions.
- Need capacity and flexibility in technology to address future transportation issues.

Members of the Study Workgroup

County Auditors

- Carolyn Weikel* (Snohomish)
- Thad Duvall* (Douglas)
- Brenda Chilton* (Benton)
- Joyce Turner, Deputy Auditor, and Heather Hirotaka, Licensing Manager (Thurston)

**Member of Washington State Association of County Auditors (WSACA) Licensing Subcommittee*

Subagents

- Charlene Winzler, Moses Lake
- Jan Novak, Federal Way
- Elisha Wilhelm, Vancouver
- Bill Cox, Union Gap
- Mark Pfouts, Parkland

Department of Licensing

- Tony Sermonti, Policy and legislative director
- George Price, Policy and legislative analyst
- Jaime Grantham, Subagent liaison

Legislative staff

- Amanda Cecil, Senate Transportation Committee
- Jerry Long, House Transportation Committee
- Gene Baxstrom, Joint Transportation Committee, Project Manager
- Mary Fleckenstein, Joint Transportation Committee

OFM staff

- Veronica Jarvis