



A-14

**SURVEY RESULTS FROM DOL SUBAGENT VEHICLE
LICENSING OFFICE ON WA RUC EXPERIENCE**

 **WA RUC**



Survey results from DOL Subagents Vehicle Licensing Offices on their WA RUC experience

April 23, 2019



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Document Control Record

VERSION	MAIN CHANGES	CONTRIBUTIONS FROM	DATE
V01a	Development of draft outline based on surveys and contact with VLOs	S Morello	20190410
V02a	Complete first sections of report	S Morello	20190410-17
V03a	Draft version of report completed and circulated for review	S Morello	20190417-22
V04c	Submitted version	S Morello	20190423

1 Introduction

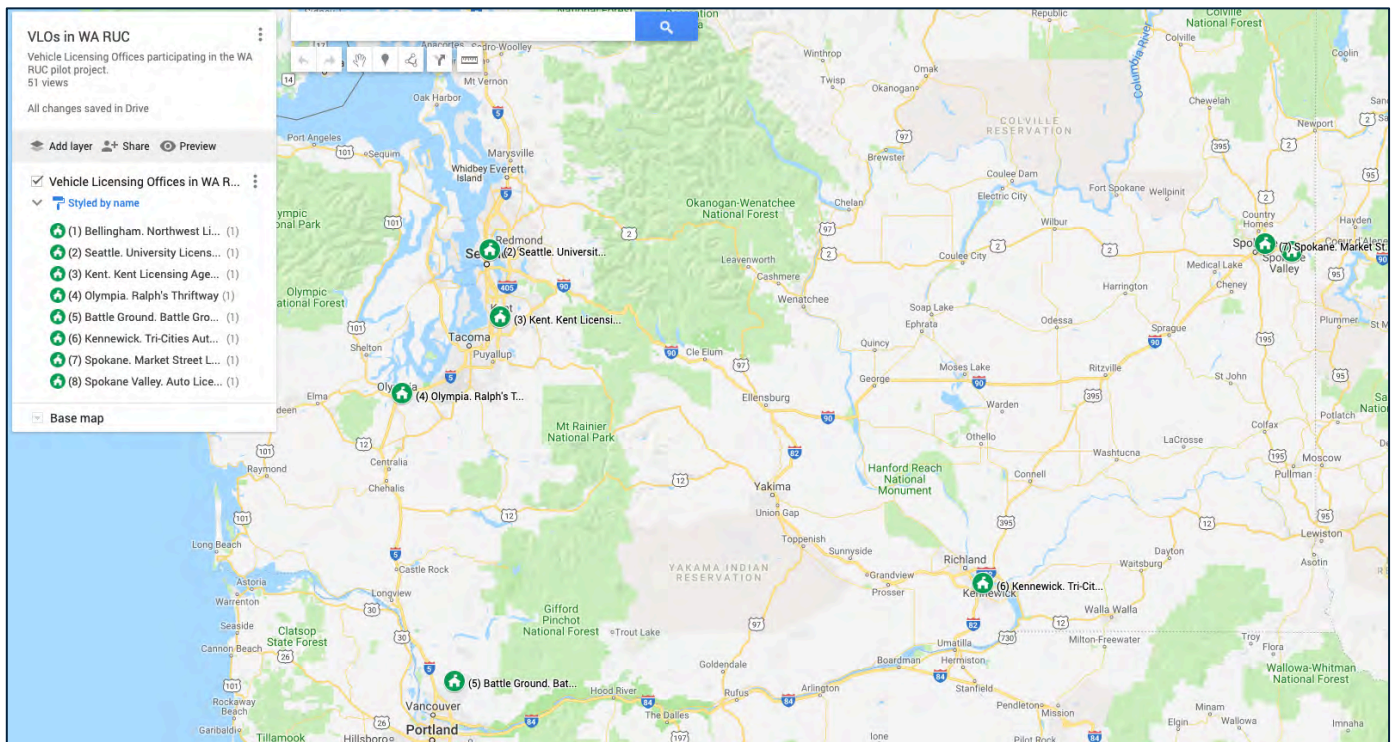
1.1 Purpose and Background

Purpose. The purpose of this report is to summarize the involvement of Vehicle Licensing Offices (VLOs) during the Washington Road Usage Charging (WA RUC) pilot project and provide inputs to the Final Report.

Background. When the WA RUC pilot project activities began, a key objective was to develop and pilot a method for those that do not have a mobile device with a camera or prefer not to use their personal mobile device for privacy reasons. For this reason, the WA RUC Pilot Project Team reached out to the Department of Licensing (DOL) to seek the participation of VLOs to provide service to walk-in participants needing to submit periodic pictures of their odometer and license plate. Following from this meeting, the DOL agreed to the involvement of VLOs and provided support by helping to establish contact between the Project Team and VLOs about their potential participation.

Following from the support of the DOL and in coordination with the DOL, the project team selected eight VLOs to participate from around the state as noted in the following map.

Figure 1: Map of the Eight Vehicle Licensing Offices that Participated in the WA RUC Pilot Project



1.2 Key Stages and Summary of Involvement of VLOs

The following table provides a chronological summary of key activities undertaken by the Project Team during planning, recruitment, set-up, training, surveys and closeout activities concerning involvement VLOs in the WA RUC Pilot Project.

Table 1: Key stages and dates of VLO involvement

Activity	Key Date(s) / Period	Comments
1. Present Plan for Department of Licensing VLOs in WA RUC Pilot Project to the DOL	November 2017	DOL subsequently accepted the plan.
2. DOL sends email to VLOs selected and introduces the Project Team, led D'Artagnan Consulting	Early December 2017	Reaction to email was favorable which led the Project Team to contact VLOs.
3. Project Team has first meetings with VLOs	8-22 December 2017	Following from meetings with 10 pre-selected VLOs, eight agreed to participate in the Pilot Project.
4. Project Team undertakes on-site training of VLO representatives	28 December 2017 – 29 January 2018	VLOs received training with User Manual and iPhone. Agreements signed and executed.
5. WA RUC Pilot Project launch	30 January 2018	Project Team informs VLOs of launch.
6. Survey #1 for VLO representatives	March-July 2018	Project Team developed the survey questionnaire and sent weblinks to VLO reps. Focus of survey was onboarding and training for VLOs.
7. Mobile VLO	June 2018	Project Team contacted three Participants needing mobile support and organized and held three one-one-one meetings.
8. VLO meetings with Project Team	August-September 2018	Project Team visited VLOs to check-in and obtain direct feedback from VLOs concerning the pilot.
9. Closeout Activities	December 2018-February 2019	Project Team provided an update via email in early Dec 2018, and visited all VLOs in Jan-Feb 2019 to closeout, recover iPhone, and administer and distribute Survey #2. Focus of survey was on services provided and future interest to provide similar services.

1.2.1 Plan for Department of Licensing VLOs in the Pilot to the DOL

In early November 2017, the D'Artagnan Project Team organized a meeting with the Department of Licensing (DOL) to present a detailed plan for the involvement of Vehicle Licensing Offices (also referred to as subagents).

The presentation and discussion addressed the following aspects of involvement of VLOs in the WA RUC pilot:

- ▶ Objectives
- ▶ Roles and Responsibilities
- ▶ How it Works
- ▶ MVerity Web App
- ▶ Recruitment of Subagents
- ▶ Proposed Subagent Location
- ▶ Participant Agreement
- ▶ Training
- ▶ Support for Subagents and Participants
- ▶ Subagent Incentives and Compensation
- ▶ Outreach and Engagement
- ▶ Schedule

1.2.2 DOL reaches out to VLOs

Following from the Project Team’s meeting with the DOL and the DOL’s subsequent acceptance of the plan, the DOL provided introductions to each VLO for the Project Team via a personalized email. Reaction from the email was positive and the Project Team followed up and set up initial meetings with all 10 VLOs.

1.2.3 Project Team has first meetings with VLOs

During the period of December 8-22, 2017, the Project Team met 10 VLOs of which eight (8) signed up as shown in Figure 1 above. The purpose of the meeting was to explain the context and background to the WA RUC Pilot Project, and enlist their involvement. Specifically, each VLO was asked for their agreement to participate in the 12-month pilot to provide WA RUC odometer reporting services to walk-in pilot participants by lending them an iPhone to enable them to submit periodic pictures of the license plate and odometer.

For each meeting, the following documents were presented and distributed to VLO owners and representatives (Appendix A includes the documents):

- ▶ Fact Sheet for the Washington Road Usage Charge Pilot Project
 - > Two-page summary of the pilot
 - > Explains what is a road usage charge
 - > Outlines key reasons why Washington State is conducting the pilot
- ▶ Presentation by Washington State Transportation Commission Executive Director, Reema Griffith
 - > Definition of the key issues concerning future funding gap
 - > Describes the potential for road usage charging to replace the gas tax
 - > Summary of key lessons learned from past and current research
 - > Role of the WA RUC Pilot Project in reaching out to the public to participate in the Pilot and design of a potential solution

- ▶ Frequently Asked Questions (FAQs) comprising frequently asked questions as available on the WA RUC website.
- ▶ Role for VLOs in the Pilot (PowerPoint presentation)
 - > Objectives and Approach
 - > Roles in Pilot
 - > How it Works
 - > MVerity Web App
 - > Training
 - > Support for Subagencies and Participants
 - > Incentives and Compensation
 - > Outreach and Engagement
 - > Schedule
 - > Outreach and Engagement

1.2.4 Project Team undertakes VLO training on-site

During the period December 28, 2017 to January 29, 2018, the Project Team organized and undertook on-site training sessions with each of the eight VLOs. For each training session, the following documents were presented and distributed to the VLO reps (Appendix B includes the documents):

- ▶ Training Module for Vehicle Licensing Offices (VLOs) (PowerPoint presentation)
 - > Two-page summary of the pilot
 - > Explains what is a road usage charge
 - > Outlines key reasons why Washington State is conducting the pilot
- ▶ User Manual for VLOs including
 - > Instructions for Customer Service Representatives (CSRs)
 - > Troubleshooting and Support
 - > Frequently Asked Questions for CSRs
 - > Transactions log to be updated each time a CSR interacts with a Participant to take pictures of their license plate and odometer reading.

1.2.5 WA RUC Pilot Project launch

On Wednesday, January 30, 2018, Project Team sent an email to each VLO informing them of the launch of the WA RUC Pilot set for Wednesday, January 31, 2018. All VLOs had been informed prior that the start date would be late January.

Prior to the launch of the Pilot Project, all eight VLOs completed the on-site training and signed a formal agreement between the VLO and D'Artagnan Consulting. Key aspects of the Agreement included:

- > Eligibility and requirements
- > Duties of the VLO
- > Services to be provided with corresponding compensation.

1.2.6 Survey #1 for VLO representatives

Beginning in March 2018, the Project Team developed a set of survey questions to obtain information from the VLO representatives concerning their knowledge and understanding of the WA RUC Project Pilot and related aspects of road financing. In addition, the survey included questions about feedback from VLO representatives on the onboarding process and on-site training.

The survey had a total of 16 questions covering four categories:

- ▶ Warm up questions like name of the Vehicle Licensing Office (all responses were anonymous)
- ▶ On-site training
- ▶ Providing WA RUC Pilot Project services included questions about initial contact with Participants
- ▶ General feedback.

A key issue that came to light about completing the survey concerned inciting VLO reps to complete the on-line survey in a timely manner. It took more than three months with numerous reminders (emails and calls to VLO managers) to get the VLO reps to complete the survey.

At the time that the survey was closed and completed surveys tallied in late August 2017, a total of 23 VLO reps from seven VLOs had completed the survey. The questions replete with all responses are provided in Appendix C.

1.2.7 Mobile VLO

In May 2018, three WA RUC Participants expressed concern that their residence was geographical far from anyone of the eight VLOs participating in the Pilot Project. Following from discussions within the Project Team and in agreement with the WSTC, the Project Team reached out to the three Participants via email and telephone. This contact led the Project Team to organize and meet each of the three Participants. The meetings focused on providing the same service that VLO reps were providing by using an iPhone to take pictures of their license plates and odometers.

All three meetings took place during mid-June 2018. The mobile VLO services provided had no problems during the visit and no concerns were expressed afterwards to the Project Team or the WSTC.

1.2.8 VLO meetings with Project Team

During the months of August and September 2018, the Project Team organized visits to VLOs to check-in and obtain direct feedback from VLOs concerning ongoing aspects of the WA RUC Pilot Project. At this stage of the Pilot Project, one of the eight VLOs decided to no longer participate in the pilot — they apparently lost interest as the Project Team never received return calls or texts despite numerous attempts to contact them. Also, a previously planned midpoint survey was not necessary because there were not many Participants going to the VLOs to get pictures taken of their license plate and odometers. It should be noted that the Project Team did not focus on indicating to the VLOs that they could expect a prescribed number of Participants coming into their offices for taking pictures and uploading them. Rather, the Agreement put in place for each VLO focused primarily on the number of VLO reps participating in training, attending the mid-term check-in meeting, and completing the two surveys.

1.2.9 Closeout Activities

In December 2018, as the WA RUC Pilot Project approached its planned end date (January 31, 2019), the Project Team developed and sent several emails to VLOs in order to:

- ▶ Inform VLOs that the Pilot Project was close to wrapping up
- ▶ Thank them for their support throughout the Pilot Project operational phase
- ▶ Schedule individual VLO closeout meeting (after January 31, 2019)
- ▶ Plan for administering and collecting results of Survey #2
- ▶ Collect the transaction log to determine the number of Participants who visited the VLOs to take pictures of their license plate and odometer reading.

The original plan for administering and compiling results of this survey entailed the same approach as for the first survey, i.e. provide each VLO rep with a nominative weblink so they could go on-line to complete the survey at their leisure. However, due to the length of time it took to complete the first survey by some VLO reps (more than 3 months), the Project Team decided to administer the surveys using printed copies during the on-site closeout meetings.

When travelling to the scheduled meetings with some Vehicle Licensing Offices, mother nature made it very difficult to reach some of the VLOs as planned for closeout meetings and administering the survey. This led to several VLOs closing early or cancelling

meetings due to inclement weather conditions. In addition, some VLOs were swamped with customers at the scheduled meeting time. To accommodate these varying situations, some on-site closeout meetings were spontaneously modified such that:

- ▶ Four VLOs ended up taking paper copies of the second survey to complete by their representatives at a later time and send to the Project Team after the meeting.
- ▶ Two VLOs completed the surveys during the on-site closeout meetings as planned.
- ▶ One VLO took part in the closeout meeting but never returned the completed surveys despite numerous email and text message reminders.

Upon receipt of the completed questionnaires, the Project Team uploaded all completed responses verbatim.

This survey had a total of 20 questions covering four categories:

- ▶ Warm up and Training
- ▶ Providing WA RUC Pilot Project services
- ▶ Benefits to VLOs
- ▶ General feedback.

At the time that completed surveys were tallied, 19 VLO representatives from six VLOs had completed the second survey. The questions replete with all responses are provided in Appendix D.

The transaction log for each of the seven participating VLOs was collected as part of the closeout meetings in order to determine the number of Participants who visited the VLOs to take pictures of their license plate and odometer. The transaction logs collected did not include the Mobile VLO visits.

During the 12-month WA RUC Pilot Project, the following breakdown presents the number Participants who sought help to take pictures of their license plate and odometer reading:

▶ Number of Participants who visited VLOs:	117
▶ Number of Participants received Mobile VLO support:	3
<hr/>	
▶ Total number of Participants who sought help:	120

1.3 Remuneration of VLOs

During the 12-month WA RUC Pilot Project, the Vehicle Licensing Offices received financial compensation for their involvement at three key junctures:

- ▶ Following onboarding activities including on-site training:
 - > VLOs received \$75 per VLO rep who participated in the training.
 - > All eight VLOs participated in on-site training and were remunerated accordingly.
- ▶ After the midpoint check-in and completion of on-line Survey #1:
 - > VLOs received \$50 per completed survey.
 - > VLOs also received \$50 per VLO rep who attended the check-in meeting and discussion.
 - > Seven of eight VLOs completed surveys, had check-in meetings and were remunerated accordingly.
- ▶ Following successful completion of closeout activities:
 - > VLOs received \$5 per transaction noted on the individual transaction logs.
 - > VLOs also received \$100 per VLO rep who completed the second survey.
 - > Lastly, VLOs received an additional \$1000 for successful completion of all agreed WA RUC Pilot Project related activities.

1.4 Structure of Report

This report includes the following chapters and appendices:

- ▶ Chapter 2 presents key results of the onboarding survey #1
- ▶ Chapter 3 summarizes key results of closeout survey #2
- ▶ Appendix A presents documents distributed during first meetings with Vehicle Licensing Offices (recruitment phase)
- ▶ Appendix B provides the presentation delivered to VLO reps during on-site training and the User Manual
- ▶ Appendix C presents questions and results for Survey #1
- ▶ Appendix D presents questions and results for Survey #2.

2 Key Results of Onboarding Survey

2.1 Overview

This survey comprised a total of 16 questions covering four categories:

- ▶ Warm up (2 questions)
- ▶ Training (5 questions)
- ▶ Providing WA RUC Pilot Project services (7 questions)
- ▶ General feedback (2 questions).

The summary of results presented below is based on surveys completed by 23 individual VLO reps from seven participating Vehicle Licensing Offices. See Appendix C for questions and responses for the first survey.

2.2 Key Results

2.2.1 Warm Up and Training

This section focused on how much the VLO reps knew about the WA RUC Pilot Project and how well the on-site training and user manual were useful. Key results include:

- ▶ Publicity of WA RUC Pilot Project reached almost 50% of the VLO reps, who were familiar with the concept of road usage charging before the WA RUC pilot
- ▶ More than 80% of the VLO reps indicated that the on-site training and the user manual were either essential or very important in preparing them to support participants with submitting their odometer readings.

2.2.2 Providing WA RUC Pilot Project Services and General Feedback

This section provides a summary of feedback from VLO reps on the first round of Participants they provided support for submitting their odometer readings. Key results include:

- ▶ All 23 VLO reps had provided support to at least one Participant.
- ▶ All but 2 VLO reps felt comfortable assisting participants and answering questions.

- ▶ The method of using the MVerity App for taking and uploading pictures worked well for most VLO reps with one interesting comment:
 - > “Sometimes the software works and sometimes it doesn't, usually we have to restart the phone in order to have the app work again but even sometimes that doesn't work. I'd like to see a more reliable app produced or this one have its bugs worked out.”
- ▶ Most VLO reps (20 out of 23) indicated that the level of support from the WA RUC Pilot Team was either good or excellent.
- ▶ The User Manual provided information on contact for issues regarding Participants and Technical aspects. All but 5 VLO reps indicated that they knew who to contact in both instances.
- ▶ Several VLO reps provided ideas on how to improve the Participant experience when they visit a VLO:
 - > “Would be nice if customers could take the pictures on their phone.”
 - > “Having the customer enter a phone number and the app should pull up their information rather than have them enter all their information every time.”

3 Key Results of Closeout Survey

3.1 Overview

This second survey comprised a total of 20 questions covering four categories:

- ▶ Warm up and Training (8 questions)
- ▶ Providing WA RUC Pilot Project services (7 questions)
- ▶ Benefits to VLOs (2 questions)
- ▶ General feedback (3 questions).

The summary of results presented below is based on surveys completed by 19 individual VLO reps from six VLOs. See Appendix D for the questions and responses.

3.2 Key Results

3.2.1 Warm Up and Training

Like for the first survey, this section focused on how much the VLO reps knew about the WA RUC Pilot Project and how well the on-site training and user manual were useful.

Key results include:

- ▶ Most VLO reps (12 out of 19) were not at all familiar with road usage charging before the WA RUC Pilot and on-site training.
- ▶ After the training and during the 12-month pilot, all VLO reps (18 of 19 responded) indicated they were either somewhat or very familiar with the concept of road usage charging.
- ▶ All but 3 VLO reps (16 out of 19) indicated that this experience helped them individually become more familiar with the concept of road usage charging.

Comments from VLO reps:

- > “It made me very aware of the taxes I pay at the pump. Things that I didn't pay attention to and took for granted...now mattered”
- > “It educated me. I learned more about gas tax and actual usage expense.”
- > “Now nice and it was easy to report.”
- > “Program was easy to follow and set up good.”
- ▶ The User Manual and Transactions Log provided for reference and use during the 12-month pilot were considered easy to use by all VLO reps who indicated that they had actually used or referred to both during the pilot.

3.2.2 Providing WA RUC Pilot Project services

This section provides feedback from VLO reps on providing odometer reading services to Participants and support from the WA RUC Project Team. Key results include:

- ▶ All but 2 of 19 VLO reps reported they provided odometer reading services to at least one Participant.
- ▶ All but one VLO rep felt comfortable assisting Participants and answering their questions. Comments about answering questions confirmed these results:
 - > “Everyone I dealt with was friendly and happy to participate. Eager to be part of the pilot program.”
 - > “People knew what they were into for the most part. No questions were asked that I could not answer.”
 - > “Any questions asked we were able to answer.”
- ▶ The method of using the MVerity App for taking and uploading pictures worked well for most VLO reps with several comments worthy of further consideration:
 - > “Maybe when you take the picture the app auto fills the mileage.”
 - > “But the camera would not work sometimes. Took awhile to load sometimes.”
 - > “iPhone worked about 70% of the time.”
- ▶ All but one VLO rep (18 out of 19) indicated that the level of support from the WA RUC Pilot Team was either good or excellent. Comments from VLO reps included:
 - > “Any questions we had or assistance needed was answered immediately.”
 - > “I didn’t have question on the side of agent but I did as a participant on the consumer side. My questions were answered quickly and efficiently.”
 - > “They could not help with the issues we were having.”
 - > “[Project Team Member] was awesome, easy to work with and fun.
 - > “Great easy to work with.”

3.2.3 Benefits to VLOs and General Feedback

This section summarizes a few questions about potential benefits to Vehicle Licensing Operations and general feedback. Key results include:

- ▶ Most VLO reps (15 out of 19) indicated that providing services at \$5 per transaction is a fair fixed fee per transaction in comparison to other vehicle licensing fees they currently have in place.


- ▶ A few VLO reps provided interesting comments to back up their reaction with two comments about this NOT being sufficient:
 - > “We need to collect information for DOL/DOR/DOT. It's a lot of departments for \$5.”
 - > “Inflation causes everything to go up for licensing fees. The DOL fees should be more fair based on inflation.”
 - > “It paid for the time of the employee.”
 - > “Fair fee.”
 - > “This fee was appropriate for the time it required.”
- ▶ Concerning a hypothetical question about a future system that includes VLO support for submitting odometer readings as an additional source of work and revenue, 18 of 19 VLO reps believe that this would be of interest to their vehicle licensing operations. A few illustrative comments include:
 - > “We enjoyed engaging with the participants. We went out to the vehicles and took odometer picture and it allowed us to spend time with them.”
 - > “It was fun communicating with customers. Hearing their feedback. Looked forward to next reading.”
 - > “It was easy to do. It's right up our alley and works well within our system.”
 - > “If an increase of fees were to given to office.”
 - > “If we get compensation for the additional work.”
- ▶ Several VLO reps provided ideas on to improve the process for submitting odometer readings that merit further consideration:
 - > “Entry into DRIVES, links to WA RUC. Possibly a system linking (similar to emissions) to communicate between systems.”
 - > “Auto inputs the mileage when you take the picture.”
 - > “We could enter at time of renewal.”
- ▶ Several VLO reps had comments and ideas on the Participant experience when they visit a VLO:
 - > “Customer did suggest when logging in if system could remember their info they had to re-enter name/email and the pics of plates/odo.”
 - > “More information could be provided to both the common people and the VLO participants.”
 - > “Feel it went smoothly and would be willing to help out with WA RUC projects if need be.”
 - > “I think it went great and was really straightforward.”

Appendix A: Documents for First Meetings with VLOs

A.1 Fact Sheet for the Washington Road Usage Charge Pilot Project

TEST DRIVE THE ROAD AHEAD

WASHINGTON ROAD USAGE CHARGE PILOT PROJECT




Summer/Fall 2017

WHAT IS A ROAD USAGE CHARGE?

After several years of study, the Washington State Transportation Commission will test a pay-per-mile tax system called a road usage charge beginning in early 2018. A road usage charge asks drivers to pay for the miles they drive in Washington, instead of paying tax by the gallons of gas they use. **The pilot will be a unique opportunity for Washington drivers to inform the future of transportation funding in Washington.**

WHY PARTICIPATE?

We need a diverse set of Washington drivers to help test a road usage charge. Their input will help ensure a potential future implementation is fair and practical. Participants will be recruited from all over Washington, as well as those who frequently drive into Washington from places like British Columbia, Oregon, and Idaho.



LOOKING FOR

WASHINGTON DRIVERS

FROM ALL OVER THE STATE

Pilot Project Schedule

2017

Summer/Fall

Recruitment

- Recruit volunteer drivers
- Outreach to general public
- Test pilot system

Winter

Selection

- Select final participants
- Set up participant accounts

2018

Winter

Launch

- Pilot launches early 2018

INTERESTED IN PARTICIPATING?

Participation in the pilot project is free. Visit waroadusagecharge.org to sign up and receive email updates, including notification when recruitment begins.

WHAT PARTICIPANTS CAN EXPECT

- 2,000 DRIVERS** selected
- 10 MINUTES A MONTH** average commitment for 12 months
- 4 MILEAGE REPORTING OPTIONS** from no-tech to high-tech

MORE INFORMATION

info@waroadusagecharge.org
waroadusagecharge.org

1-833-WASH-RUC (833-927-4782)

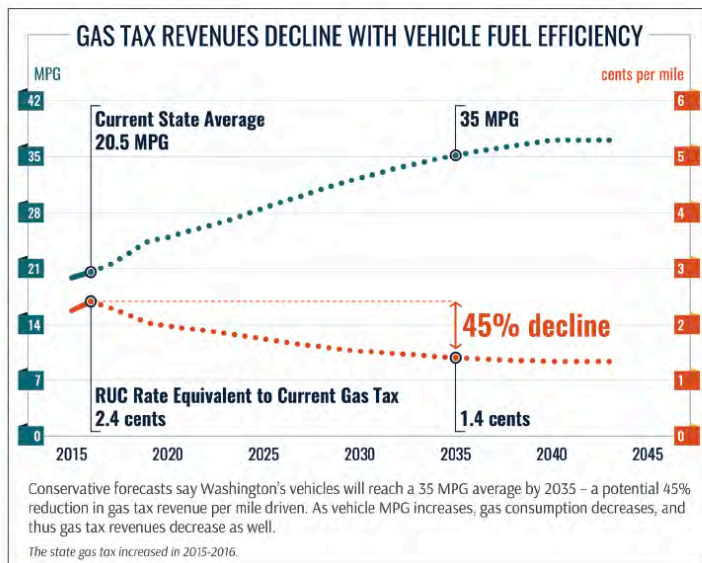
360-569-1999
509-600-0999

FREQUENTLY ASKED QUESTIONS

Why is Washington conducting the pilot?

To ensure sustainable, long-term funding: As vehicles become more fuel efficient, gas consumption goes down. With a decline in gas consumption comes reduced gas tax revenues needed for our roads, bridges, and ferry system. A road usage charge could provide a more stable source of transportation funding than the gas tax, since drivers would pay by the mile instead of by the gallon.

To ensure everyone pays their fair share: Considering the range of MPG of today's vehicles on the road, the gas tax has become inequitable. For the same miles driven, drivers pay widely different amounts for their roadway use, depending on their vehicle's MPG. This inequity is expected to grow each year as vehicle MPG continues to increase.



Will the road usage charge be an additional tax?

The road usage charge is being considered as a **replacement to the gas tax**, not on top of or in addition to the gas tax. During a transition time where the gas tax would coexist with the road usage charge, drivers would pay one or the other but not both.

Is a road usage charge unfair compared to the gas tax?

No. A road usage charge system would tax everyone at the same rate per mile driven on public roads in Washington regardless of a vehicle's MPG. Today, people who use vehicles with lower MPG pay more gas tax because they purchase more gas as compared to drivers of high MPG vehicles (over 20 MPG).

What happens if I drive out of state?

In a future road usage charge system, the intent is that drivers would only pay for miles they drive in Washington. The pilot will help us determine how drivers would best record mileage in and out of Washington state.



WANT TO LEARN MORE?
waroadusagecharge.org

A.2 Presentation by Washington State Transportation Commission Executive Director, Reema Griffith

WASHINGTON STATE ROAD USAGE CHARGE
Pilot Project

Reema Griffith
Executive Director
Washington State Transportation Commission

TODAY'S PRESENTATION

Problem

- Gas Tax Breakdown
- Future funding gap

Potential solution

- Road usage charge

Pilot project

- Help us design a solution

WA RUC 2

Gas Tax Breakdown

49.4¢ PER-GALLON STATE FUEL TAX

9.5¢ 2011 Interstate Federal Partnership projects** 421 PROJECTS	5¢ High-Roadway projects	11.9¢ Connecting, Washington	11¢ Cities need counties, local roads	4¢ Pay off bonds funded by pre-2003 fuel tax
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= 8¢ Available for use on state highways, bridges and ferries

- maintenance and operations
- preservation
- safety improvements

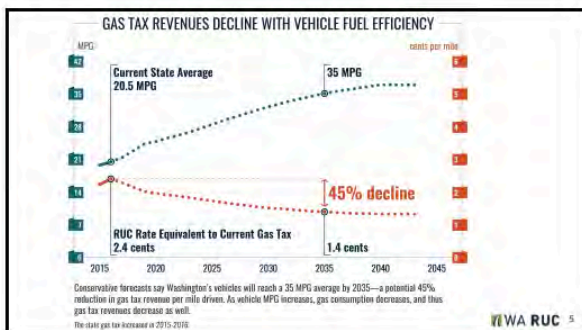
* Of the 9.5¢, 8.5¢ is used by the state for highway projects, 1¢ goes to cities and counties for street and road improvements.
** The 11.9¢ gas tax increase was phased in over two years - a 7¢ cent increase on 6/1/2015, and a 4.9¢ increase on 7/1/2016.

WA RUC 3

Fuel Efficiency Bar Continues to Rise

- Current federal CAFE Standards: **54.5 MPG by 2025**
- Washington state's current average: **20.5 MPG**
- The Federal Energy Information Administration conservatively predicts:
 - All **NEW** cars by 2040 = **48 MPG**
 - All cars (**new and old**) by 2040 = **37 MPG**

WA RUC 4



The Road Usage Charge Emerges


- A road usage charge is a **per mile charge** drivers would pay for the use of the roads, rather than paying by the gallon of gas
- Similar to how we pay for utilities, such as electricity or water
- Identified as a viable future funding source in need of further exploration

WA RUC 6

Road Usage Charge, A Potential Solution

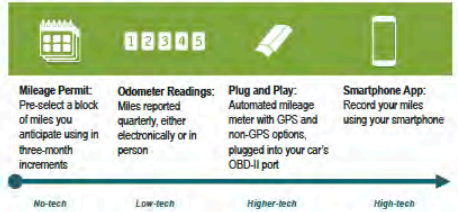
Washington is not alone:

- 14 western states are involved in research, testing, or legislatively enacted programs
- Remaining task: let the public (volunteer participants) "test drive" RUC through a live pilot test
- On August 28, 2016, FHWA awarded Washington a \$3.847 million grant to prepare for a live pilot test



WA RUC 7

Four Options To Test and Get Feedback



Mileage Permit: Pre-select a block of miles you anticipate using in three-month increments	Odometer Readings: Miles reported quarterly, either electronically or in person	Plug and Play: Automated mileage meter with GPS and non-GPS options, plugged into your car's OBD-II port	Smartphone App: Record your miles using your smartphone
No-tech	Low-tech	Higher-tech	High-tech

WA RUC 8

New Technologies Enhance Privacy and Increase Convenience

Emerging technologies show potential for reliably and easily collecting mileage data while protecting drivers' privacy.

- Mobile phone app-based solutions are emerging – works for every vehicle
- Rely on consumers' own mobile phone and vehicle odometer
- VIN and odometer photo captured and transmitted with driver's phone
- Data is extracted and validated using photo recognition technology, algorithms, and databases
- System can detect fraud



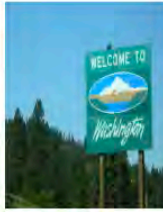
WA RUC 9

Out-of-State Drivers

Need to be able to charge people from out of state for use of roads.

- Keep the gas tax in place as a parallel system to the road usage charge
- Drivers will pay either the gas tax or the road usage charge – but not both

To distinguish between travel on Washington public roads and other roads (e.g., outside the state and private roads), location based technology will likely be needed.



WA RUC 10

Statewide Pilot test, with recruiting focused in 5 regions


Up to 2,000 vehicles from anywhere in Washington may participate

- Outreach efforts and participant support will be focused in five regions, to ensure geographic diversity in the Washington pilot test
- A small pool of participants from Surrey, BC will test the international border crossing
- A small pool from Vancouver, WA who commute into Portland, OR will test interoperability between the two states
- Four payment options will be tested from no-tech to high-tech



WA RUC 11

Pilot Project Timeline



2017	2018
Spring/Summer Pilot project final development <ul style="list-style-type: none"> Pilot project setup Baseline public attitude assessments and information gathering Stead awareness-building 	Fall Participant recruitment <ul style="list-style-type: none"> Pilot system testing Recruitment of volunteers Outreach to general public continues
Winter Participant selection <ul style="list-style-type: none"> Final participants selected Set up participant accounts 	Winter Pilot test launch <ul style="list-style-type: none"> Pilot test launches in early 2018

WA RUC 12

Recruiting Participants

Unique opportunity to shape future funding options

- Help us explore what works and what doesn't

Need up to 2,000 volunteers throughout Washington – no cost to participate

You can help by:

- Signing up to participate
- Encouraging your friends and neighbors to sign up

WA RUC 1.4



Sign up today!
Be a part of shaping our state's future.

info@waroadusagecharge.org
(833) WASH-RUC

www.waroadusagecharge.org

WA RUC

CONTACT INFORMATION

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Washington State Transportation Commission
griffir@wstc.wa.gov
360-705-7070

Consultant support provided by:



WA RUC 1.5

A.3 Role for VLOs in the Pilot (PowerPoint presentation)

WASHINGTON STATE ROAD USAGE CHARGE

Role for Department of Licensing Subagencies in the Pilot

Steve Morello
D'Artagnan Consulting

December 2017

Washington State Department of Licensing
Washington State Department of Transportation

Contents

- Objectives and Approach
- Roles in Pilot
- How it Works
- MVerity Web App
- Training
- Support for Subagencies and Participants
- Subagency Incentives and Compensation
- Outreach and Engagement
- Schedule

WA RUC 2

Objectives and Approach

- Support the pilot program undertaken by the Washington State Transportation Commission to test various methods to gather mileage data for a per-mile road usage charge for transportation funding
- Specifically, pilot a manual reporting method for those that do not have a mobile device with a camera or prefer not to use their personal mobile device for privacy reasons
- Gather feedback from participants on the process
- Gather feedback from DOL subagents on the process
- Collect data to gauge cost of administering the system

WA RUC 3

Provided Technology: MVerity WA RUC DOL Subagent Web App

- D'Artagnan will provide an Apple iPhone for each subagent's use in the pilot
- Customized MVerity WA RUC DOL subagent web app
- All iPhones are on a cellular data plan

WA RUC 4

Key needs for Subagency in Pilot

- Have staff comfortable with operating and updating a mobile device
- Willing to provide participants a high level of customer service
- At least one staff person who will:
 - Participate in the initial training before **January 2, 2018**
 - Complete all 6 surveys over the course of 12 months (approx. 10 minutes per survey)
 - Provide WA RUC odometer reporting services to walk-in pilot participants by lending them an iPhone to enable them to submit periodic photos of their odometer mileage and license plate
 - Submit a log of walk-in Participant activity at least once per month
- Have a secure location to charge and store the iPhone when not in use

WA RUC 5

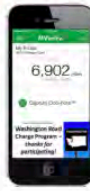
Who is involved in WA RUC Pilot

- **Pilot Participants**
 - Drivers enrolled in the WA RUC pilot
 - Set up an account and register a vehicle in their account
 - Most participants will need to periodically submit a photo of their odometer mileage and license plate
 - Can use own mobile device to submit photos or go to subagent to borrow a device to take the photos
- **WSTC:** Sponsor of RUC pilot.
- **DOL:** Holds contracts with County Auditors
- **WA County Auditors**
 - Hold contracts with DOL subagents to operate vehicle/vessel license subagencies
- **Project Team**
 - Pilot oversight
 - Implement DOL subagent plan
 - Contract and train subagents
 - Evaluate subagent process

WA RUC 6

How it works for Participants


- Step 1 • Participant receives notification from the WARUC team to submit odometer reading
- Step 2 • Participant walks into subagency and asks to get their odometer read for the WA RUC pilot
- Step 3 • Subagent logs participant in and hands Participant an iPhone provided to photograph odometer and license plate
- Step 4 • Participant takes iPhone to car, takes pictures of their odometer and license plate with iPhone and submits the two pictures via a web app
- Step 5 • Participant returns iPhone and checks out with subagent



WA RUC 7

How it works from perspective of Subagent (1 of 2)


- Step 1 • Participant walks in and asks to get their odometer read for the WA RUC pilot
- Step 2 • Subagent logs the Participant request in a WA RUC transaction log (either paper or Excel, TBD)
- Step 3 • Subagent retrieves fully-charged iPhone from storage place
- Step 4 • Subagent opens the web browser and goes to the bookmarked web app URL (Participant observes)
- Step 5 • Subagent types in Participant's first name, last name, email address, and phone number



WA RUC 8

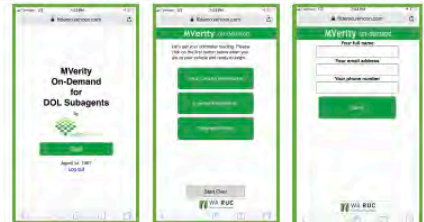
How it works from perspective of Subagent (2 of 2)

- Step 6 • Subagent explains to Participant how to take and submit the pictures and provides lends iPhone to Participant
- Step 7 • When Participant returns with the iPhone, the subagent checks that the two pictures were successfully submitted via the web app
- Step 8 • If a photo/image was not successfully submitted, subagent informs the Participant and troubleshoots together: (a) No internet connectivity (b) Photos not taken (c) Photos stored on iPhone instead of submitted to app (subagent will assist with submitting them) (d) Send Participant back to their vehicle to take photos
- Step 9 • Subagent logs the end of the transaction and notes any issues or feedback regarding the process or interaction



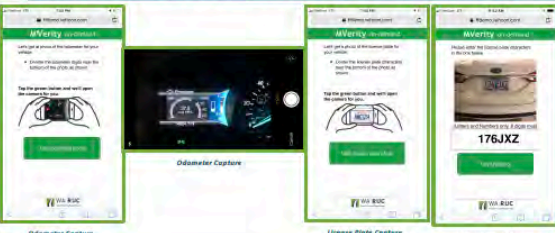
WA RUC 9

Provided Technology: MVerity WA RUC DOL Subagent Web App



WA RUC 10

MVerity WA RUC DOL Subagent Web App – Walkthrough (1 of 2)



WA RUC 11

MVerity WA RUC DOL Subagent Web App – Walkthrough (2 of 2)




- Once data entered and photos are submitted, system attempts to automatically process images and match to an account by license plate and customer name
- Once matched, data is posted to customer's account
- If a match could not be found, service provider will contact customer via email or phone

WA RUC 12

Training

D'Artagnan prepares and undertakes training

- Subagent's user manual distributed to subagents
- Provide iPhones for subagents' training
- Conduct subagents' training



Training will include:

- RUC background
- RUC pilot basics
- Identify WA RUC participants and check-in
- Accessing web app on iPhone
- How to provide instructions to participants
- Verifying successful odometer reading submission
- Check-out of WA RUC participants
- Troubleshooting
- Where to get help and support

WA RUC 13

Support for Subagents and Participants


Type of Help	Subagents	Participants
Main support	WA RUC Help Line	Their service provider (emovis) customer service
WA RUC Help Line support for	Triage, including: <ul style="list-style-type: none"> Device theft and loss Device malfunction claims 	Participants who do not know who their service provider is
Compensation Questions and Issues	D'Artagnan point of contact	Not Applicable
Submission of Logs and Surveys	D'Artagnan point of contact	Respond to online pilot participant surveys

WA RUC 14

Outreach and Engagement with Subagents

Materials D'Artagnan will provide to volunteering subagents:

- Step-by-step instructions for both
 - Subagents
 - Participants
- Surveys - Developed by D'Artagnan for subagents
 - Opportunity for subagents to provide feedback on the process and issues encountered



WA RUC 15

Target Schedule of Subagency Partnerships

Activity	Date	Responsibility
Subagencies agree and finalise their participation	December 7 - 11	Agreements completed between D'Artagnan and subagencies
Train selected subagencies' staff on-site	December 12 - 21	D'Artagnan to bring iPhone, perform training, provide manual, and handouts for subagents
WA RUC pilot live	Early January - December 31, 2018	Participants asked to submit their odometer reading

NOTE: Dates are 2017 unless noted otherwise

WA RUC 16



Sign up today!

Be a part of shaping our state's future.


info@waroadusagecharge.org
(833) WASH-RUC

www.waroadusagecharge.org



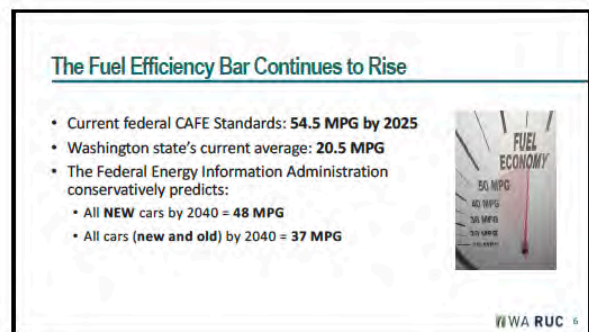
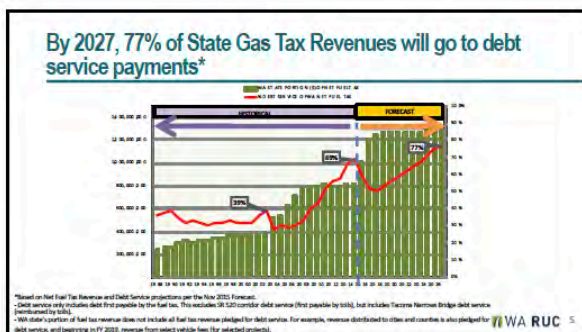
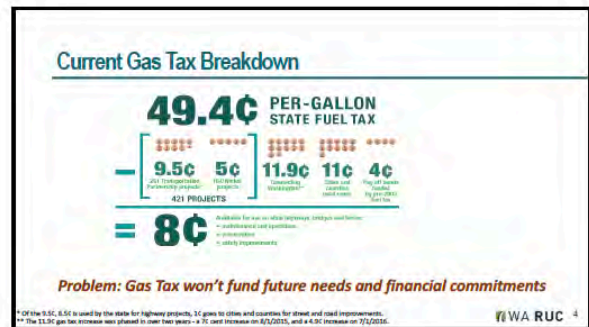
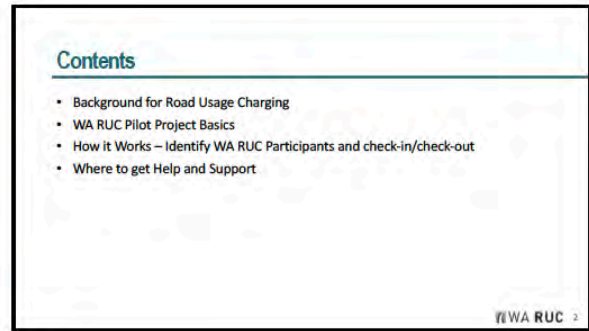
Contact Information

Steve Morello
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steve.morello@dartagnanconsulting.com
(571) 535-0600



Appendix B: Training Module and User Manual for VLOs

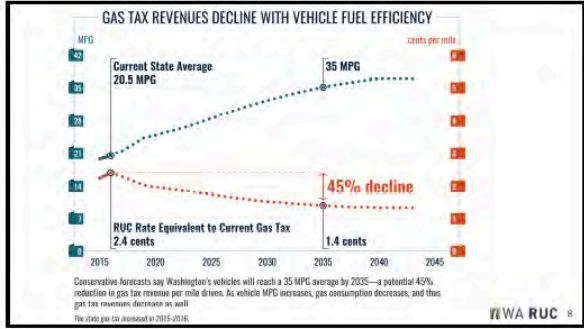
B.1 On-site Training Module



The Fuel Efficiency Bar Continues to Rise

- Auto manufacturers are setting the transition pace:
 - Volvo plans to produce only hybrid and electric cars starting in 2019
 - Toyota 2017 Mirai - powered by hydrogen fuel cell with an EPA rated 312-mile range. Plans to shift to hydrogen fuel cell fleet in the next 15+ years
 - Ford is investing \$4.5 B to transition to hydrogen fuel cell and other alternative fuels over the next 15+ years
 - Nearly 400,000 people put down a \$1,000 deposit for Tesla's all electric Model 3

WA RUC 7



Potential Solution: Road Usage Charge Emerges

- A road usage charge is a **per mile charge** drivers would pay for the use of the roads, rather than paying by the number of gallons of gas consumed
- Similar to how we pay for utilities, such as electricity or water
- Identified as a viable future funding source in need of further exploration

WA RUC 9

Road Usage Charge, a Potential Solution

- Washington is **not alone**:
 - 14 western states are involved in research, **testing**, or **legislatively enacted programs**
 - Remaining task: let the public (volunteer participants) "test drive" RUC through a live pilot test
 - On August 28, 2016, FHWA awarded Washington a \$3.847 million grant to prepare for a live pilot test

WA RUC 10

Road Usage Charge Assessment

Since 2012, the Washington State Transportation Commission has led this work with a 25-member steering committee comprised of diverse stakeholders

Three Commissioners – One serves as Chair

Eight Legislators – four Senators and four Representatives

Representatives from:

- Auto and light truck manufacturers
- Ports
- Environmental
- Counties
- Trucking industry
- Cities
- Public transportation
- Consumer/Public
- WSDOT
- Department of Licensing
- Motoring public
- Business
- User fee technology
- Treasurer's Office

WA RUC 11

The Basis of the Assessment

Identify a sustainable, long-term revenue source for Washington State's transportation system, and transition from the current gas tax.

- Ensure there is consumer choice on how mileage information can be collected and paid for
- During the transition period of moving from the gas tax to a road usage charge, drivers would pay one or the other, **but never both**
- For purposes of assessing the gas tax against a road usage charge, we have assumed revenue neutrality and focused on net revenue potential for both

WA RUC 12

Four Options to Test and Evaluate

Option	Technology Level	Description
Mileage Permit	No-tech	Pre-select a block of miles you anticipate using in three-month increments
Odometer Readings	Low-tech	Miles reported quarterly, either electronically or in person
Plug and Play	Higher-tech	Automated mileage meter with GPS and non-GPS options, plugged into your car's OBD-II port
Smartphone App	High-tech	Record your miles using your smartphone

WA RUC 13

New Technologies Enhance Privacy and Increase Convenience

Emerging technologies show potential for reliably and easily collecting mileage data while protecting drivers' privacy.

- Mobile phone app-based solutions are emerging – works for every vehicle
- Rely on consumers' own mobile phone and vehicle odometer
- VIN and odometer picture captured and transmitted with driver's phone
- Data is extracted and validated using picture recognition technology, algorithms, and databases
- System can detect fraud

WA RUC 14

Statewide Pilot Project with Recruiting Focused in 5 Regions

Up to 2,000 vehicles from anywhere in Washington will participate

- Outreach efforts and participant support focused in five regions, to ensure geographic diversity in the Washington pilot test
- A small pool of participants from Surrey, BC will test the international border crossing
- A small pool from Vancouver, WA who commute into Portland, OR will test interoperability between the two states
- Four payment options will be tested from no-tech to high-tech

WA RUC 15

Pilot Project Timeline

Year	Season	Phase	Key Activities
2017	Spring/Summer	Pilot project final development	• Pilot project setup • Baseline public attitude assessment and information gathering • Broad awareness building
	Fall	Participant recruitment	• Pilot system testing • Recruitment of volunteers • Outreach to general public continues
	Winter	Participant selection	• Final participants selected • Set up participant accounts
2018	Winter	Pilot test launch	• Pilot test launches in early 2018

WA RUC 16

WA RUC Pilot Project Basics

WA RUC 17

Summary of Pilot Project Basics for Vehicle Licensing Offices

- Support the pilot project undertaken by the Washington State Transportation Commission to test various methods to gather mileage data for a per-mile road usage charge for transportation funding
- Specifically, pilot a manual reporting method for those that do not have a mobile device with a camera or prefer not to use their personal mobile device for privacy reasons
- Gather feedback from Participants on the process
- Gather feedback from DOL Vehicle Licensing Office (VLO) Customer Service Representatives (CSRs) on the process
- Collect data to gauge cost of administering the system

WA RUC 18

Who is involved in WA RUC Pilot

- Pilot Participants**
 - Drivers enrolled in the WA RUC pilot
 - Selected an operational concept, set up an account, and registered a vehicle in their account
 - If signed up for odometer reading or mileage permit methods, then need to periodically submit pictures of their odometer reading & license plate
 - Can use own mobile device to submit pictures
 - Some participants may be from Idaho
- WSTC:** Sponsor of RUC pilot
- DOL:** Holds contracts with County Auditors
- WA County Auditors**
 - Hold contracts with DOL VLOs to collect registration and titles for DOL vehicle/vessel licenses
- Project Team**
 - Pilot oversight
 - Implement plan for DOL VLOs
 - Contact and train CSRs
 - Evaluate process of using DOL VLOs

WA RUC 19

Roles and Responsibilities

- DOL Vehicle Licensing Offices (VLOs)**
 - Businesses that collect registration and titles for DOL vehicle/vessel licenses
 - 8 Vehicles Licensing Offices selected to participate in the WA RUC pilot
 - Role: Support Participants needing to submit periodic pictures of their odometer readings and license plate
- Vehcon (Web app developer)**
 - Vendor providing web app (browser-based program) for capture of odometer and license plate pictures
 - Staff Help Line for CSRs for app questions
- Account manager:**
 - Offer participants the option to use VLOs to take pictures
 - Updating website for CSRs
 - Provide customer service to Participants

Participants can elect to go to a participating DOL Vehicles Licensing office to borrow an iPhone with which to take and submit photos

WA RUC 20

Key Needs for Vehicles Licensing Offices in Pilot

- Several Customer Service Representatives who can and are willing to:
 - Participate in the initial training before **January 12, 2018**
 - Ready to provide excellent customer services beginning January 16, 2018
 - Complete all 6 surveys over the course of 12 months (approx. 10 minutes per survey)
 - Provide WA RUC odometer reporting services to walk-in pilot Participants by lending them an iPhone to enable them to submit periodic pictures of their odometer mileage and license plate
 - Submit a log of walk-in Participant activity on a periodic basis (depending on number of transactions each month)
- Have a secure location to charge and store the iPhone when not in use

WA RUC 21

How it Works – Identify WA RUC Participants and check-in/check-out

WA RUC 22

Provided Technology: MVerity Web App

- D'Artagnan will provide an Apple iPhone for use at each VLO involved in the pilot.
- Customized MVerity web app for WA RUC Pilot Project: <https://tdemo.vehcon.com/agents/>
- All iPhones are on a cellular data plan

WA RUC 23


How it works for Participants

- Participant receives notification from the WARUC team to submit odometer reading
- Participant walks into Vehicle Licensing Office and asks to get their odometer read for the WA RUC pilot
- CSR logs Participant in and hands Participant an iPhone provided to take pictures of odometer and license plate
- Participant takes iPhone to car, takes pictures of their odometer and license plate with iPhone and submits the two pictures via the web app
- Participant returns iPhone and checks out with CSR

WA RUC 24

How it works from perspective of CSR (1 of 2)

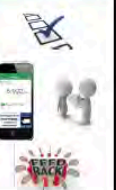
- Step 1: Participant walks in and asks to get their odometer read for the WA RUC pilot
- Step 2: CSR does Participant check-in via the WA RUC transaction log
- Step 3: CSR retrieves fully-charged iPhone from storage place
- Step 4: While Participant observes, the CSR clicks on the web clip to open the MVerity website
- Step 5: CSR (or the Participant) types in Participant's first name, last name, email address, and phone number into the web app



WA RUC 25

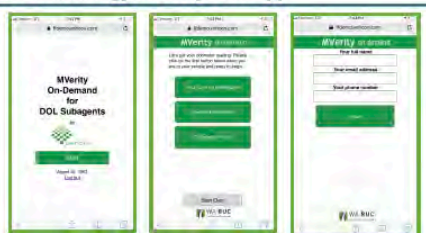
How it works from perspective of CSR (2 of 2)

- Step 6: CSR explains to Participant how to take and submit the pictures and provides lends the iPhone to Participant
- Step 7: When Participant returns with the iPhone, the CSR checks that the two pictures were successfully submitted via the web app
- Step 8: If a picture was not successfully submitted, CSR informs the Participant and troubleshoots together
- Step 9: Once pictures of the odometer and license plate are successfully submitted via web app, the CSR informs the user that they will receive a message from their service provider once the photos are processed and logs the end of the transaction



WA RUC 26

Provided Technology: MVerity Web App



MVerity Start Screen Initial Screen Participant Information Entry

WA RUC 27

MVerity Web App – Walkthrough (1 of 2)



Odometer Capture Odometer Capture Instructions License Plate Capture Instructions License Plate Capture

WA RUC 28

MVerity Web App – Walkthrough (2 of 2)



- Once data entered and photos are submitted, system attempts to automatically process images and match to an account by license plate and customer name
- Once matched, data is posted to customer's account
- If a match could not be found, service provider will contact customer via email or phone

Image Upload Confirmation

WA RUC 29

Where to get Help and Support

WA RUC 30

Troubleshooting and Support

Type of Help	Vehicle Licensing Office and CSRs	Participants
First line of support	WA RUC Help Line 1-833-WASH-RUC 1-833-927-4782	Their service provider customer service, DriveSync 1-866-534-7241
Submission of Transaction Logs and Surveys	Triage, including: <ul style="list-style-type: none"> • Device theft and loss • Device malfunction claims D'Artagnan point of contact	All account related activity: <ul style="list-style-type: none"> • Account activity and status • Odometer requests Respond to online pilot Participant surveys
Compensation Questions and Issues	D'Artagnan point of contact	Not Applicable

WA RUC 31

Outreach and Engagement with Vehicle Licensing Offices

- Surveys - Developed by D'Artagnan for CSRs
- Opportunity for CSRs to provide feedback on the process and issues encountered



WA RUC 32

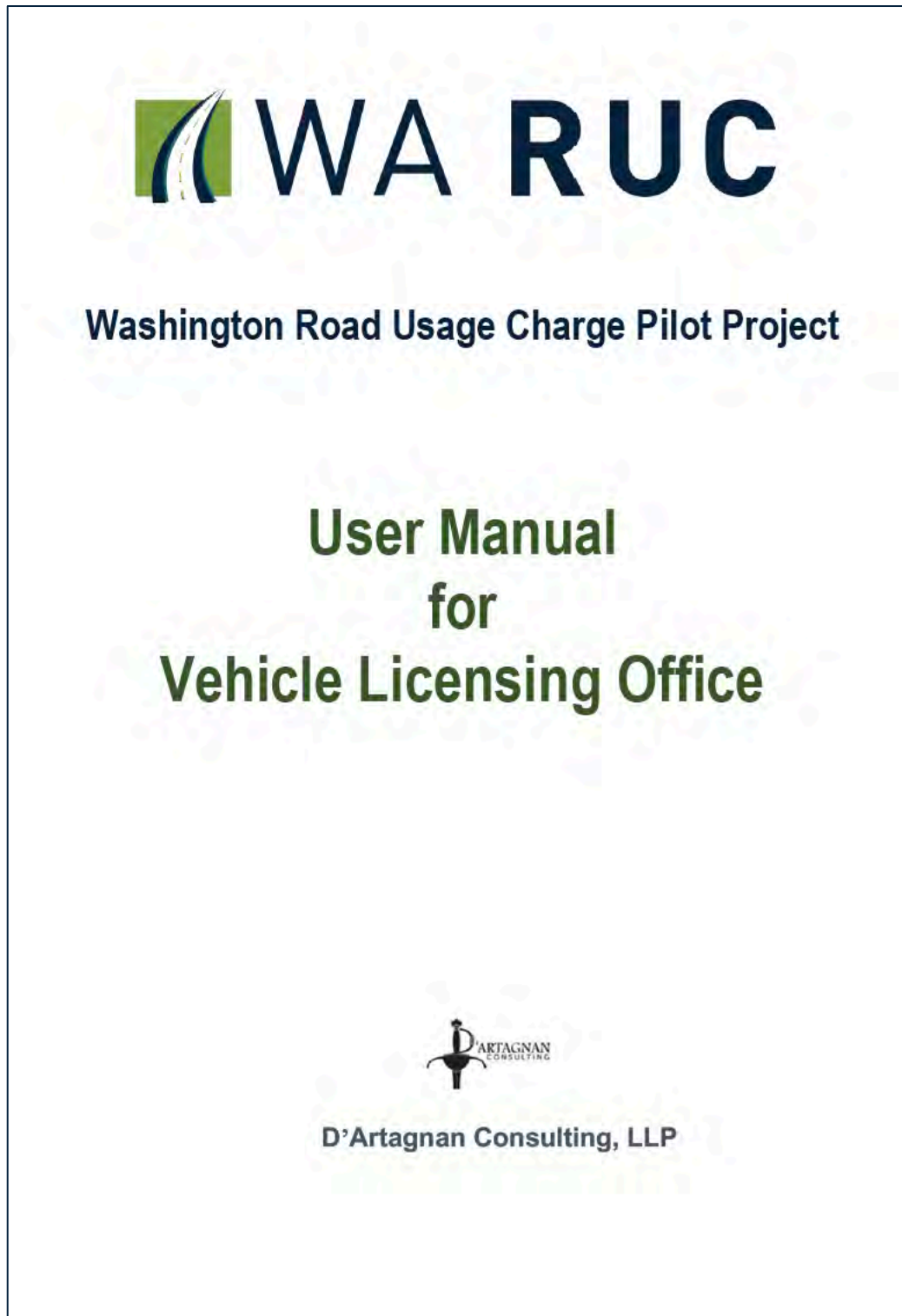
Contact Information

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 (571) 535-0600

WA RUC 33

B.2 User Manual for VLOs

The following pages include the User Manual as distributed to each of the VLOs in a 3-ring binder replete with log of Participants sheet (see last page of this section).



Introduction

Information provided in this packet includes the following key sections of information for the Vehicle Licensing Offices participating in the WA RUC Pilot Project:

- Instructions for Customer Service Representatives (CSRs)
- Troubleshooting and Support
- CSR Frequently Asked Questions
- Transactions Log for Vehicle Licensing Office

Instructions for Customer Service Representatives

Key steps for CSR activities from check-in to check-out of Participants

The following steps comprise the sequential instructions for CSRs:

- **Step 1: Participant walks in and asks to get their odometer read for the WA RUC pilot**
 - CSR welcomes Participant
- **Step 2: CSR does Participant check-in via the WA RUC transaction log (see section in this User Manual)**
 - CSR notes Participant name in transaction log and verifies ID
 - Check-in process completed when check in time noted on transaction log
- **Step 3: CSR retrieves fully-charged iPhone from storage place**
 - Verifies that the iPhone is operational
- **Step 4: While Participant observes, the CSR clicks on the web clip to open the MVerity website**
 - Alternative: Open Safari and go to the bookmarked web app at:
<http://mvodsub.mverity.com>
- **Step 5: CSR (or the Participant) types in Participant's first name, last name, email address, and phone number into the web app**
 - Note this information is to enable us to contact the participant should the pictures cannot be matched to their account successfully
 - Both CSR and Participant follow the on-screen prompts

- **Step 6: CSR explains to Participant how to take and submit the pictures via the iPhone's web app and lends the iPhone for Participant to take pictures of the car odometer and license plate**
 - Demonstrate how to use by taking fictive photo, if necessary
 - NOTE: CSR will have to hit cancel then and ensure it is not submitted since Participant is signed in at this point already

- **Step 7: When Participant returns with the iPhone after taking pictures of the car odometer and license plate and submitting them via the web app, the CSR checks that a text message was received verifying that the pictures were received while the iPhone was checked out**
 - CSR notes text message indicating a photo was received.

- **Step 8: If a text message was not received, CSR informs the Participant and troubleshoots together:**
 - No internet connectivity
 - Pictures not taken
 - Pictures stored on iPhone instead of submitted to app (CSR will assist with submitting them via web app)
 - Send Participant back to their vehicle to take new pictures
 - CSR aids Participant in taking pictures, if necessary to complete successful submission

- **Step 9: Once pictures of the odometer and license plate are successfully submitted via web app, the CSR:**
 - Informs the user that they will receive a message from their service provider once the photos are processed.
 - Accepts the return of the iPhone
 - Logs the end of the transaction

Washington Road Usage Charge Pilot Project
User Manual for Vehicle Licensing Office



- Deletes any pictures remaining on the iPhone
- Returns the iPhone to the storage place for recharging
- Notes any issues or feedback regarding the process or interaction

Troubleshooting and Support

The following table provides an overview of options for troubleshooting and support for CSRs and Participants to help resolve issues that may arise.

Type of Help	Vehicle Licensing Office and CSRs	Participants
First line of support	WA RUC Help Desk 1-833-WASH-RUC 1-833-927-4782	Their service provider customer service, DriveSync 1-866-534-7241
Submission of Transaction Logs and Surveys	Triage, including: <ul style="list-style-type: none"> • Device theft and loss • Device malfunction claims D'Artagnan point of contact	All account related activity: <ul style="list-style-type: none"> • Account activity and status • Odometer requests Respond to online pilot Participant surveys
Compensation Questions and Issues	D'Artagnan point of contact	Not Applicable

Frequently Asked Questions

This section is broken into two types of frequently asked questions (FAQs):

- FAQs for CSRs:
 - There are likely a number of issues/questions that may arise specific to a Participant coming to a Vehicle Licensing Office.
 - This section provides potential issues/questions with proposed response.
- Official WA RUC Pilot Project FAQs that are public on the WA RUC website (<https://waroadusagecharge.org>).

FAQs for CSRs

Why did I have to come to this Vehicle Licensing Office to get my pictures?

ANSWER: This service has been made available for those that prefer not to or do not have the option to use their own cameras or phones to take pictures and submit their odometer readings. You can use this service to submit a single odometer reading or to submit all of your readings during the pilot. If after submitting your odometer reading you feel comfortable with using your own smartphone for future odometer readings, you certainly can do so!

How often do I have to come here?

ANSWER: Odometer pictures are required at the start and end of the project. If you are on the mileage permit, odometer read, or Mile Mapper methods, pictures will also be needed every quarter (three months). You will receive an odometer reading request by text or email when it is needed. Other mileage reporting methods do not require any additional periodic reads.

How does this work? I don't know how to use a smartphone (or a web app).

ANSWER: We will loan you an iPhone so that you can take it out to your car to take pictures. The process has been designed to be as simple as possible so that you should be able to do this even if you are not very familiar with how to use an iPhone. We are here for any questions you may have and you can also call your service provider at any time in the process to have them help walk you through the process. Please feel free to take the iPhone out to your vehicle, take a couple pictures of your license plate and odometer and bring it back here. We can help you submit the pictures through the web app.

Washington Road Usage Charge Pilot Project
 User Manual for Vehicle Licensing Office



Can you help me take the pictures?

ANSWER: Sorry, our business policies does not allow us to leave our stations unmanned. If you have trouble, please feel free to take the iPhone out to your vehicle, take a couple pictures of your license plate and odometer and bring it back here. We can help you submit the pictures through the web app.

Sorry but I dropped the iPhone and broke it; do I have to pay for a replacement?

ANSWER: Thank you for reporting this. The iPhone is insured for damage. However, we will need to file a claim with the project. Can you please leave your name and contact information in case we need more information to complete the claim?

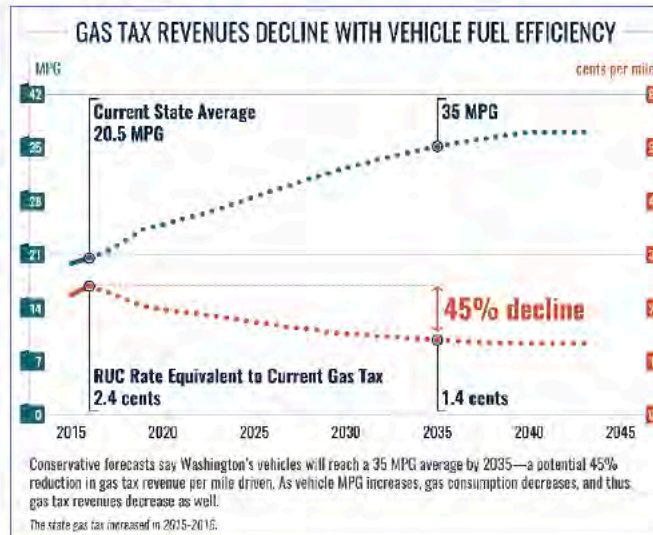
Official WA RUC Pilot Project FAQs

What is a road usage charge?

ANSWER: A road usage charge is a per-mile charge drivers would pay based on how much they use Washington’s road system rather than pay by the gallons of gas they buy. This approach is similar to how people pay for their utilities, including electricity or water.

Why is Washington studying a road usage charge system?

ANSWER: **To ensure sustainable, long-term funding:** As vehicles become more fuel efficient, gas consumption goes down. With a decline in gas consumption comes reduced gas tax revenues needed for our roads, bridges, and ferry system. A road usage charge could provide a more stable source of transportation funding than the gas tax, since drivers would pay by the mile instead of by the gallon.



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To ensure everyone pays their fair share: Considering the range of MPG of today’s vehicles on the road, the gas tax has become inequitable. For the same miles driven, drivers pay widely different amounts for their roadway use, depending on their vehicle’s MPG. This inequity is expected to grow each year as vehicle MPG continues to increase.

Will this be an additional tax?

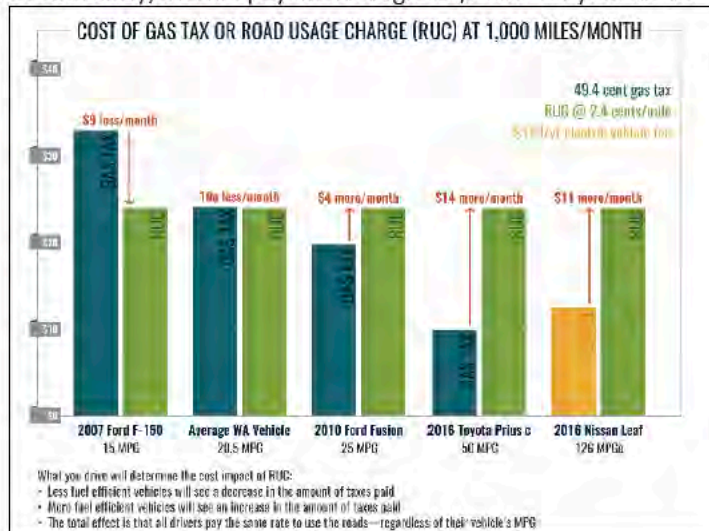
ANSWER: The road usage charge is being considered as a **replacement to the gas tax**, not on top of or in addition to the gas tax. During a transition time where the gas tax would coexist with the road usage charge, drivers would pay one or the other but not both.

Will the road usage be a flat rate?

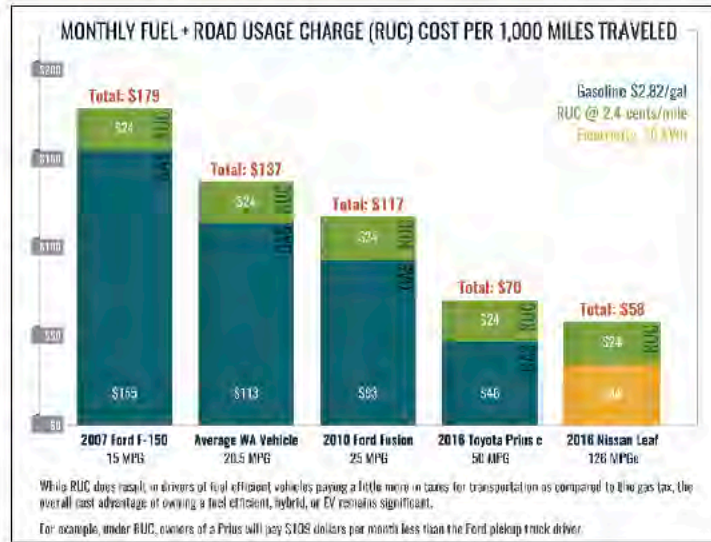
ANSWER: For purposes of the road usage charge pilot, we will utilize a 2.4 cents per mile mock charge across all vehicles statewide, which is equivalent to what the average car (20.5 mpg) in our state currently pays under the 49.4 cent per gallon gas tax. No real payments will be made in the pilot.

How much will a road usage charge cost me each year?

ANSWER: Assuming the average vehicle per year travels 12,000 miles, this breaks down to 1,000 miles traveled per month. If we apply the road usage charge pilot’s rate of 2.4 cents per mile, this equates to a total of \$24 per month, or \$288 on an annual basis. Currently, drivers pay an average of \$289.17 a year under the gas tax.



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What happens if i drive out of state?

ANSWER: In a future road usage charge system, drivers would only pay for the miles they drive in Washington. The pilot will help us determine how drivers would best record mileage in and out of Washington state.

One way that drivers can ensure they are not charged for miles driven out of state is by selecting the GPS-enabled “mileage meter” or smartphone app options for reporting miles. These two options utilize GPS to ensure drivers are only charged for miles they drive in Washington. The State of Washington will not store or record specific location data, only the total number of miles driven in state.

During the pilot, drivers who use the “low-tech” or “no-tech” options would not be able to distinguish miles driven in or out of state.

Can miles be reported without using GPS data?

ANSWER: Yes. Pilot project participants will get to pick how they record their mileage from four options: a mileage permit, odometer readings, an automated mileage meter, or smartphone app. Each of these methods will require a different mechanism for recording and reporting data. The mileage permit and odometer reading approaches do not require any technology or GPS to utilize.

Washington Road Usage Charge Pilot Project
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What is a pilot project?

ANSWER: This road usage charge pilot project is a small-scale, short-term study that will help decision makers learn whether and how a concept might work in Washington. The pilot process allows the Washington State Transportation Commission and lawmakers improve upon the design or policies prior to potentially launching a larger-scale project.

Will I have to make any payments to participate in the Washington State Road Usage Charge pilot project?

ANSWER: No, participating is free - no payment of any kind is required.

Who will participate in the Washington State Road Usage Charge pilot?

ANSWER: We are looking for at least 2,000 drivers throughout Washington to participate in the study beginning in early 2018. We need a diverse set of drivers: from urban, rural and suburban areas of the state; different car types including electric and hybrid cars; different household income levels, etc. We need the public's help and input to better understand how a road usage charge might affect all types of drivers, what works and doesn't work for them, etc.

What work has already been done?

ANSWER: The Washington State Transportation Commission and a 25-member stakeholder committee have been researching, assessing, and analyzing this potential replacement for the gas tax since 2012 in close partnership with the Washington State Department of Transportation and the Department of Licensing.

Are other states interested in road usage charging?

ANSWER: Oregon began a voluntary road usage charge program in 2015 and has approximately 1,000 participants. California is nine months into a road usage charging pilot program with approximately 5,000 volunteers.

Vehicle Licensing Office Transactions Log

The following pages comprise the chronological transaction log to be updated each time a CSR handles a WA RUC pilot project Participant request.

The transactions log provides the column headings for key items CSRs need to note each time they interact with a Participant to take pictures of the license plate and odometer reading.

Transactions Log for January-February 2018						
No.	Name	Date	Check in time	Check out time	Pictures uploaded Y/N	a) Troubleshooting Issues, if any b) Comments, if any
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						

Appendix C: Results for the Onboarding Survey

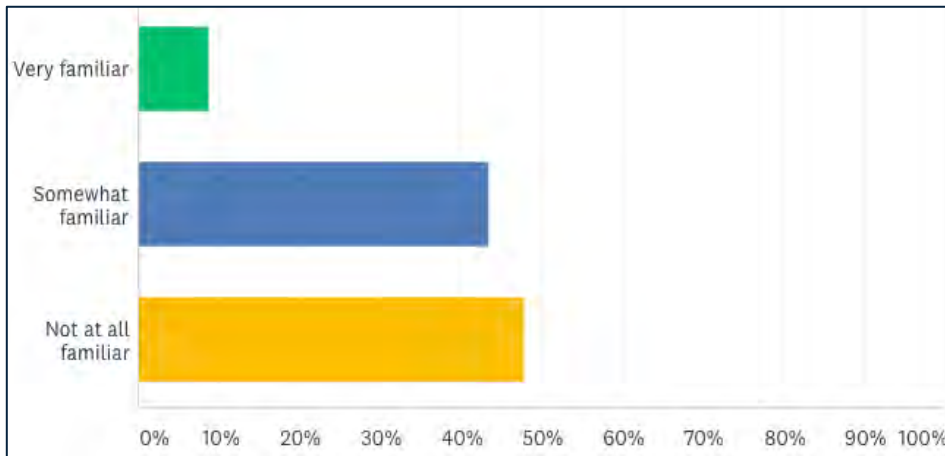
C.1 Warm Up

- Please indicate the name of the Vehicle Licensing Office you work for:**

Answered: 23 Skipped: 0

- How familiar were you with the concept of road usage charging before the WA RUC pilot?**

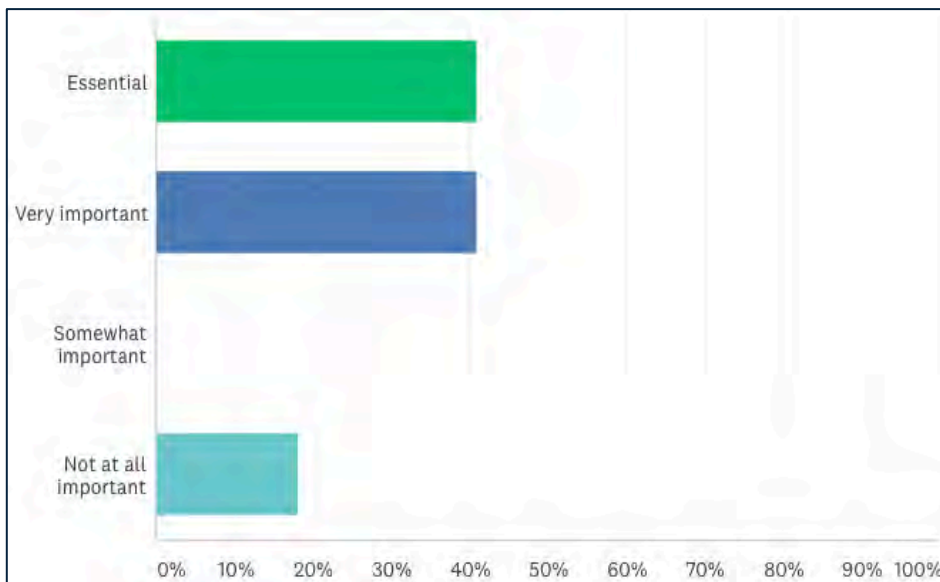
Answered: 23 Skipped: 0



C.2 On-site Training

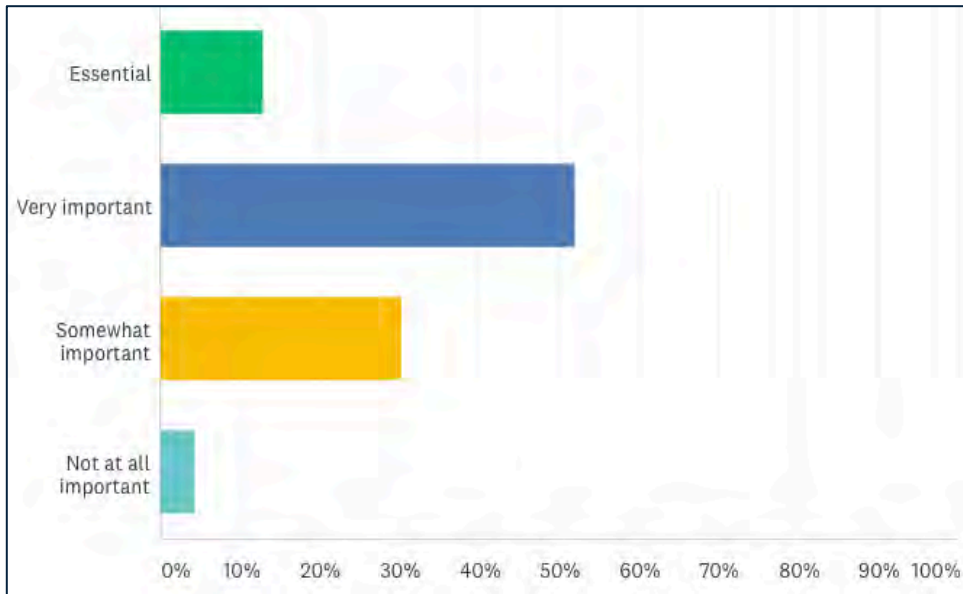
- How important was the on-site training in preparing you for serving pilot participants?**

Answered: 22 Skipped: 1



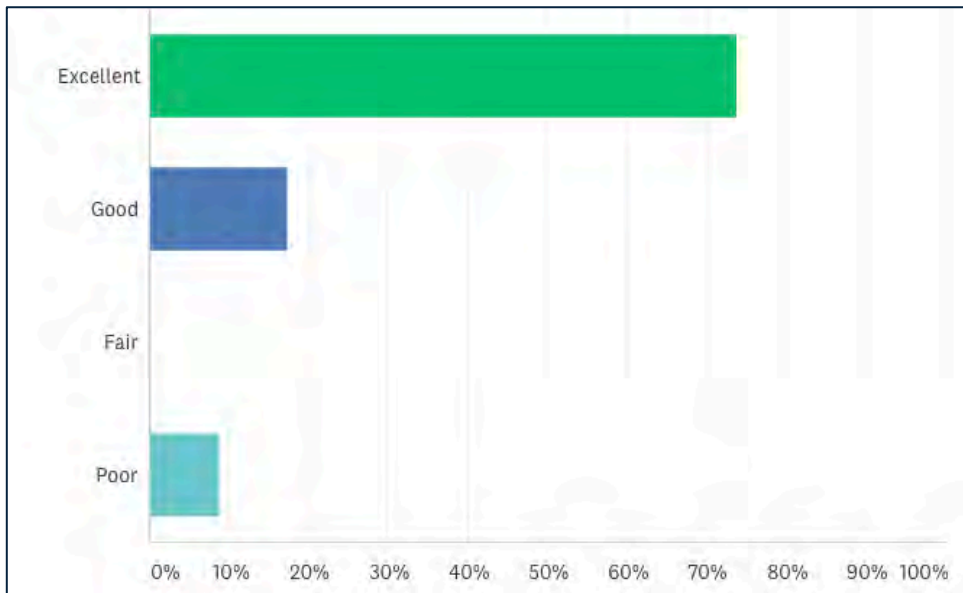
4. How important were the user manuals in helping you serve pilot participants?

Answered: 23 Skipped: 0



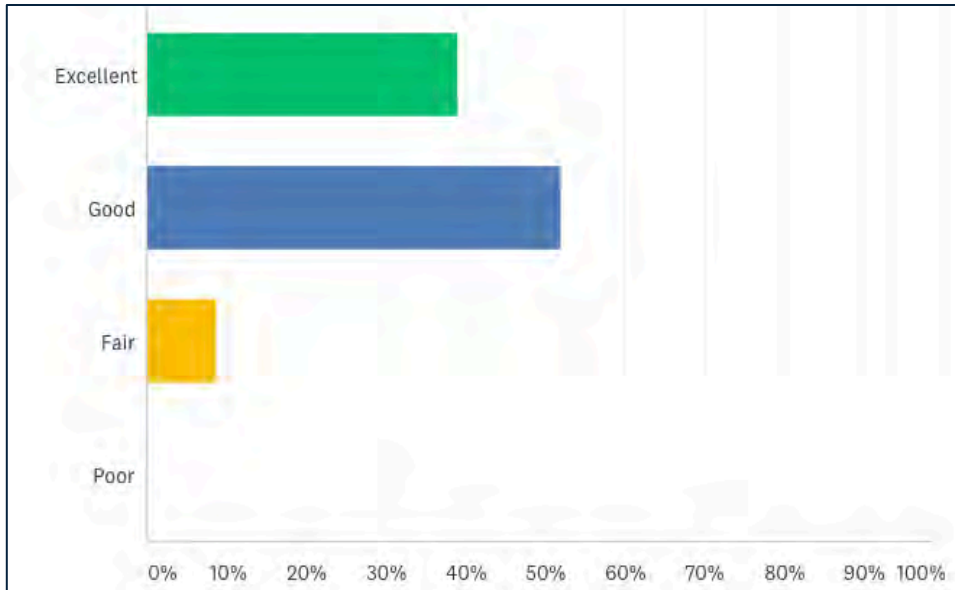
5. Thinking about the on-site training, please rate how well it prepared you to support participants with submitting their odometer readings.

Answered: 23 Skipped: 0



6. Thinking about the user manuals, please rate how helpful they were in servicing participants with their odometer readings:

Answered: 23 Skipped: 0



7. Please provide any comments you may have on the training and materials provided:

Answered: 3 Skipped: 20

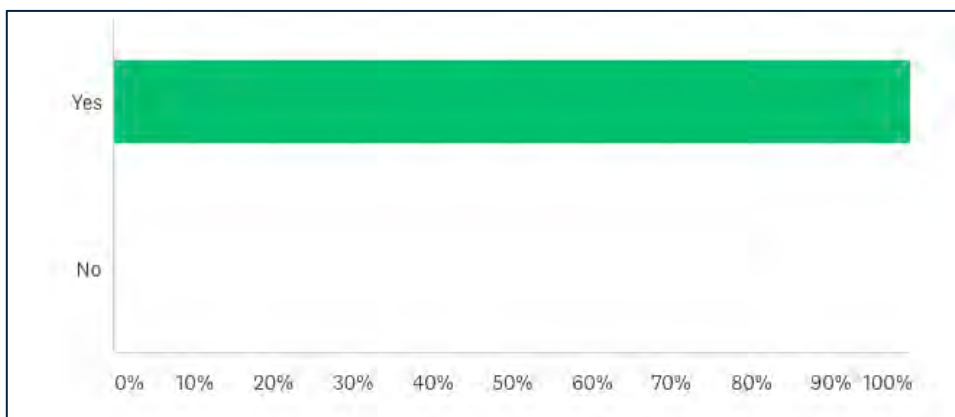
Sample answers:

- ▶ Training was superb, he made it easy to understand our duties and how to assist the car owner
- ▶ The trainer was not able to answer any of our questions. He basically just read the manual to us and left. Our very first RUC customer made us look like idiots because we were not prepared to answer any questions about the program.

C.3 Providing WA RUC Pilot Services

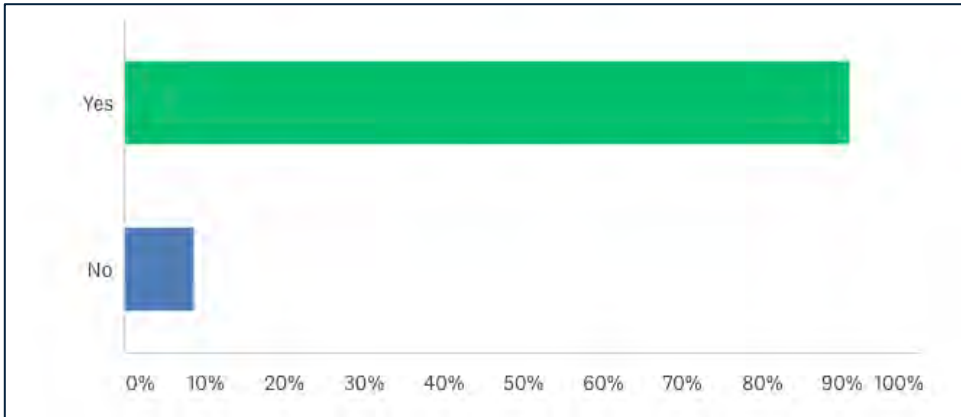
8. Have you provided service to at least one participant odometer readings?

Answered: 23 Skipped: 0



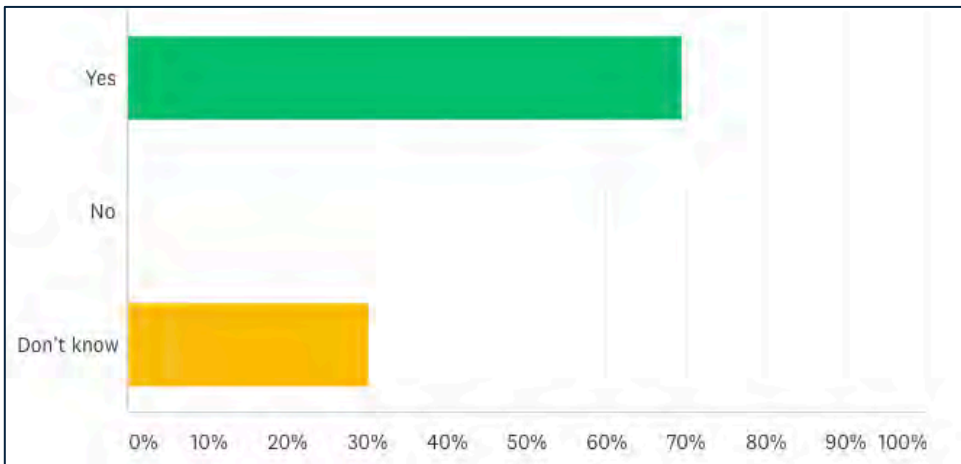
9. Do you feel comfortable assisting participants and answering their questions?

Answered: 23 Skipped: 0



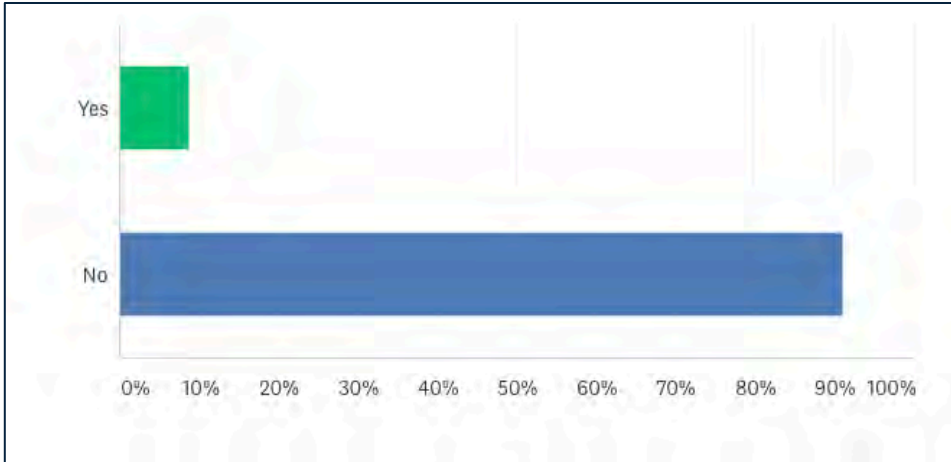
10. Do you think that this method for taking pictures of license plate and odometer is working well?

Answered: 23 Skipped: 0



11. Do you have any comments or feedback on the MVerity App for taking and uploading pictures?

Answered: 23 Skipped: 0

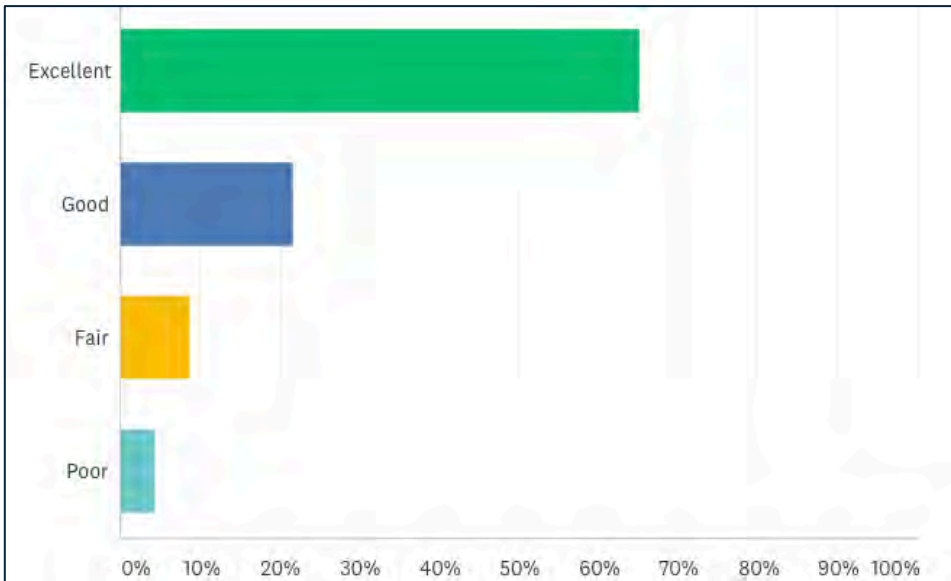


Comment:

- Sometimes the software works and sometimes it doesn't, usually we have to restart the phone in order to have the app work again but even sometimes that doesn't work. I'd like to see a more reliable app produced or this one have its bugs worked out.

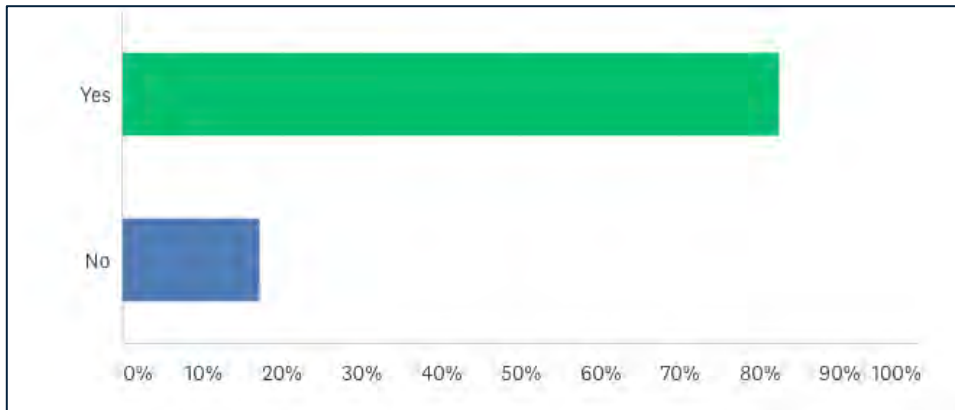
12. How do you feel about the level of support from the WA RUC Pilot Team?

Answered: 23 Skipped: 0



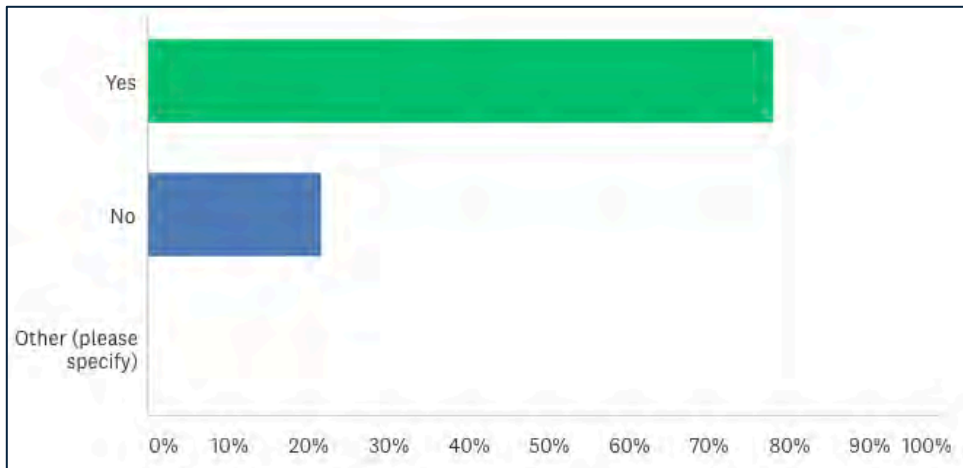
13. Do you know whom to contact when you have issues with participants?

Answered: 23 Skipped: 0



14. Do you know whom to contact when you have technical issues?

Answered: 23 Skipped: 0



C.4 General feedback

15. Do you have any ideas on how the process for submitting odometer readings through the VLO could be improved?

Answered: 7 Skipped: 16

Sample answers:

- ▶ none. very efficient process
- ▶ No, I think it works fine
- ▶ None

16. Do you have any ideas on how the participant experience through the VLO could be improved?

Answered: 7 Skipped: 16

Sample answers:

- ▶ I think all the participants are text savvy and they know how to do it on their own phones
- ▶ None
- ▶ No works just fine
- ▶ Having the customer enter a phone number and the app should pull up their information rather than have them enter all their information every time.

Appendix D: Results for the Closeout Survey

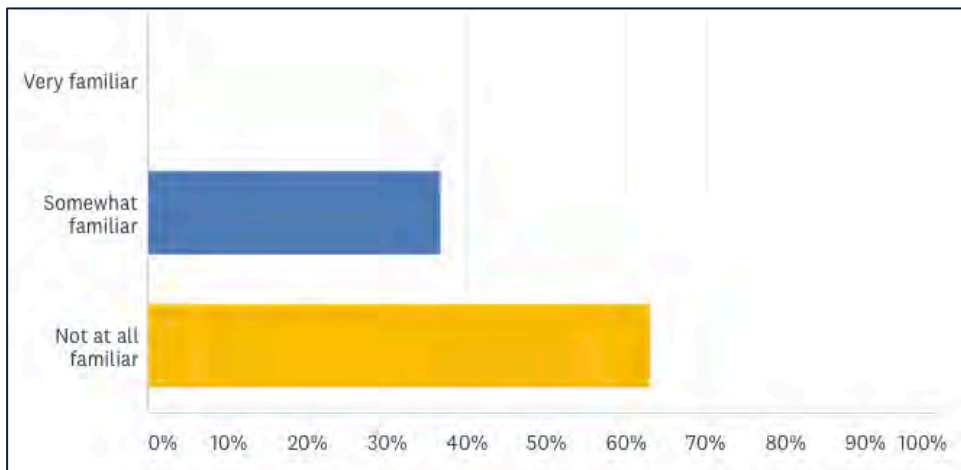
D.1 Warm Up

1. Please indicate the name of the Vehicle Licensing Office you work for:

Answered: 19 Skipped: 0

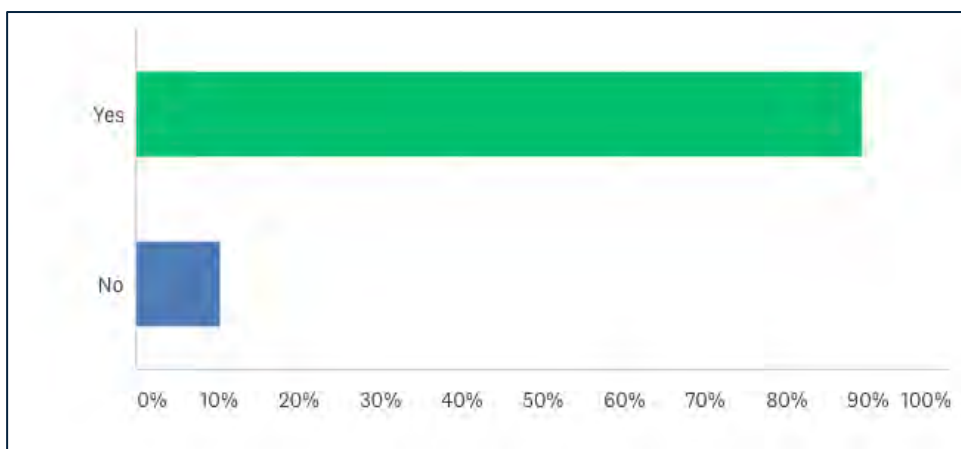
2. How familiar were you with the concept of road usage charging before the WA RUC pilot and on-site training?

Answered: 19 Skipped: 0



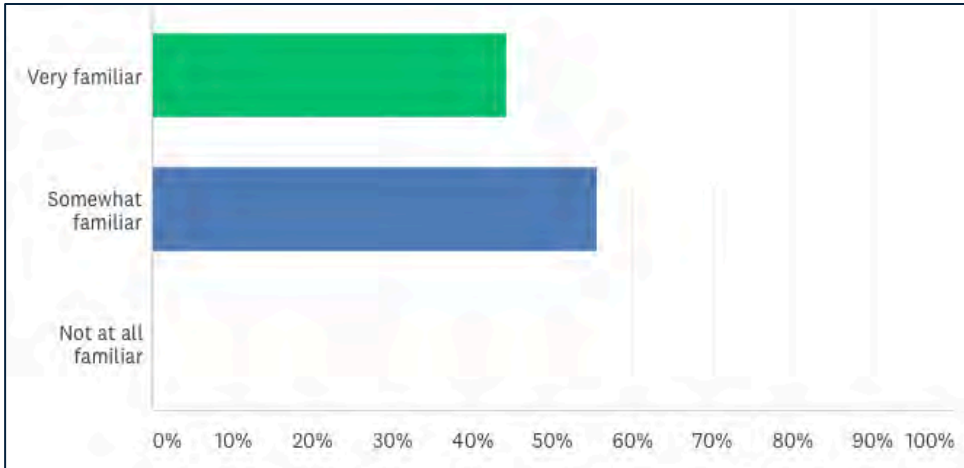
3. Did you participate in the on-site training?

Answered: 19 Skipped: 0



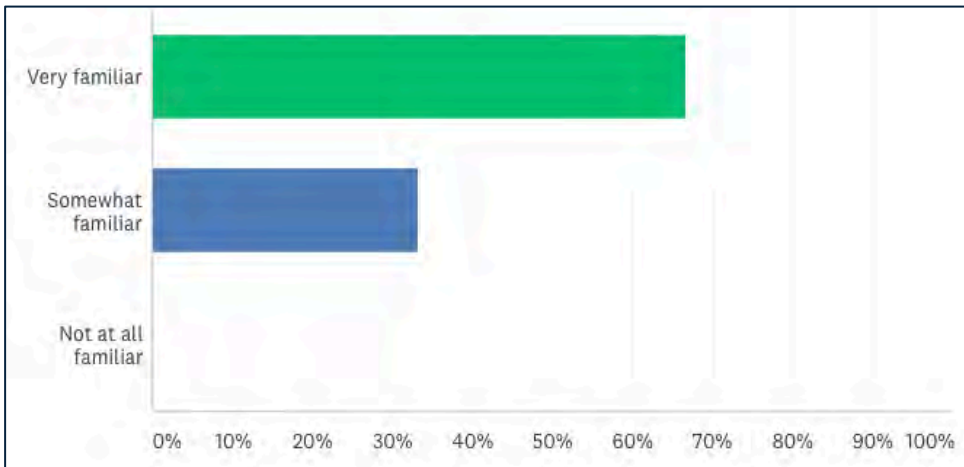
4. If Yes, how familiar were you after the training with the concept of road usage charging for the WA RUC pilot?

Answered: 18 Skipped: 1



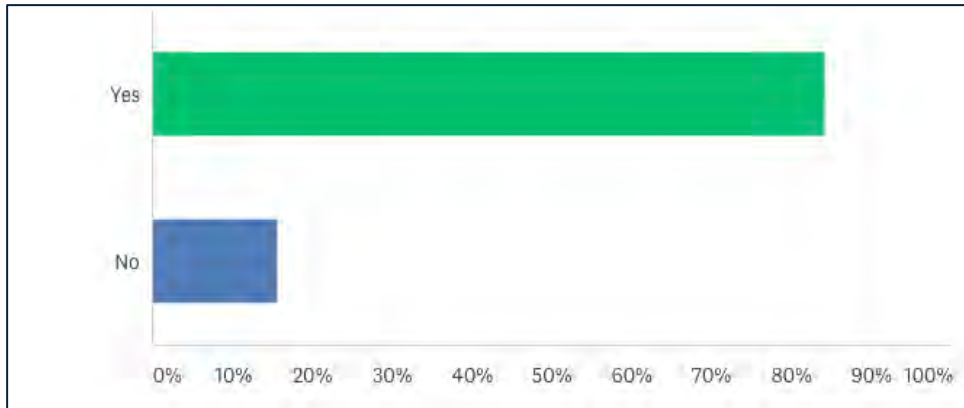
5. How familiar do you feel with the RUC now?

Answered: 18 Skipped: 1



6. Has YOUR experience with providing RUC services helped YOU become more familiar with the concept of road usage charging?

Answered: 19 Skipped: 0

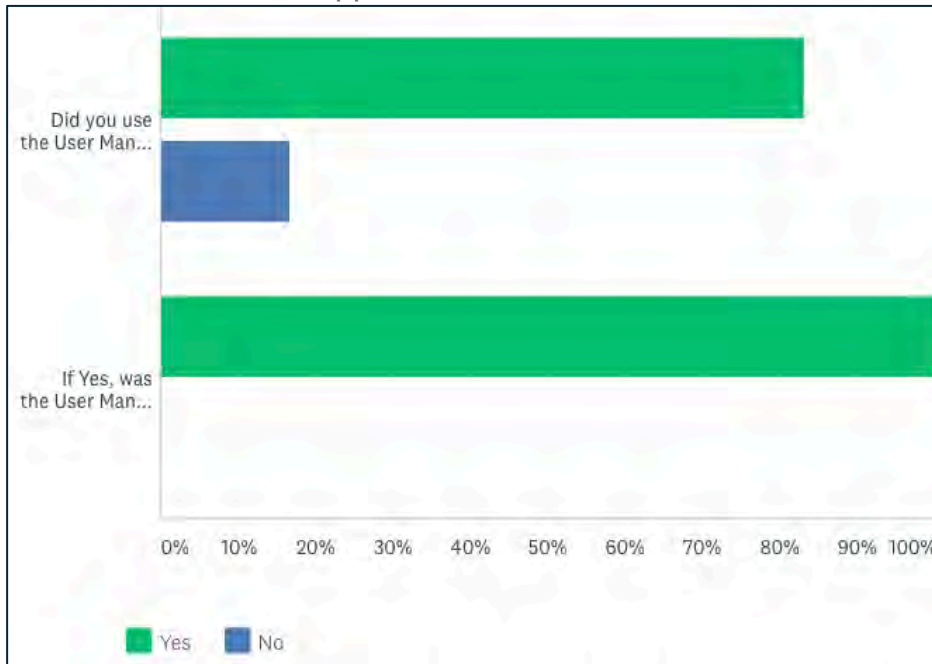


Comments:

- ▶ It made me very aware of the taxes I pay at the pump. Things that I didn't pay attention to and took for granted...now mattered.
- ▶ It educated me. I learned more about gas tax and actual usage expense.
- ▶ Made me aware of taxes.
- ▶ Learned on how it will work, if it does take in effect.
- ▶ Now nice and it was easy to report
- ▶ Program was easy to follow and set up good.
- ▶ Easy, fast, enjoyable.

7. As part of the training, the User Manual for VLOs was provided. Did you use the User Manual (for reference or to answer your own or a customer's question)?

Answered: 18 Skipped: 1



	YES	NO	TOTAL
Did you use the User Manual (for reference or to answer your own or a customer's question)?	83.33% 15	16.67% 3	18
If Yes, was the User Manual easy to use?	100.00% 15	0.00% 0	15

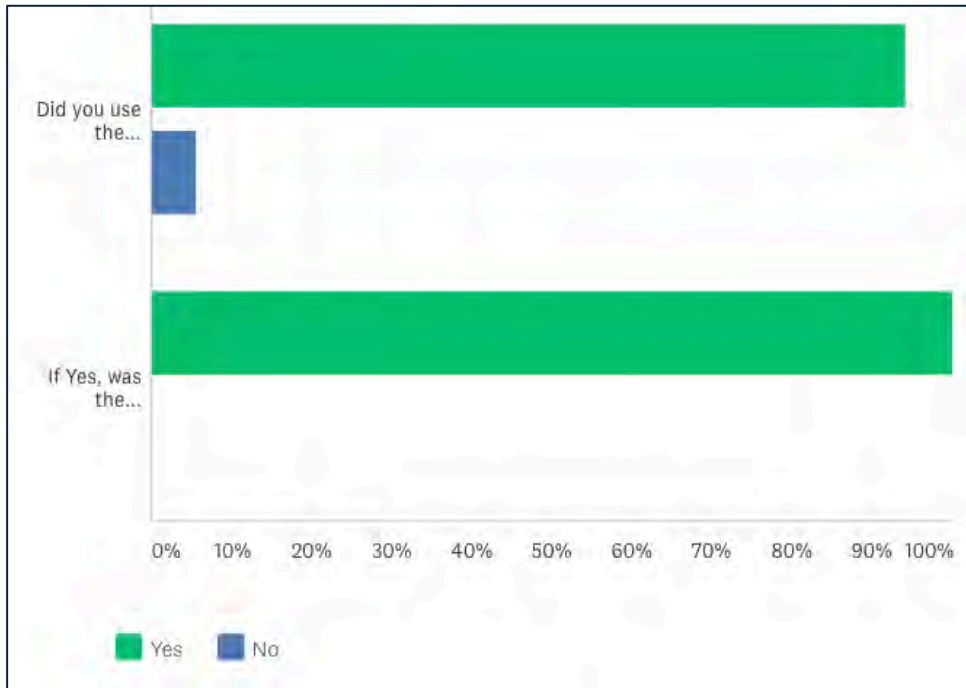
Do you have any suggestions for how the User Manual might be improved?

Comments:

- ▶ Our initial training was very thorough and it was good to have a back up manual if needed.
- ▶ I read it for a refresher.
- ▶ We used it just once as a refresher – Steve ore educator trained us well and we retained the knowledge he shared with us.

8. As part of the odometer reading service, a Transactions Log was provided for VLOs to check-in and check-out Participants. Did you use the transactions log?

Answered: 18 Skipped: 1



	YES	NO	TOTAL
Did you use the transactions log?	94.44% 17	5.56% 1	18
If Yes, was the Transactions Log easy to use?	100.00% 17	0.00% 0	17

Do you have any suggestions for how the Transactions Log might be improved?

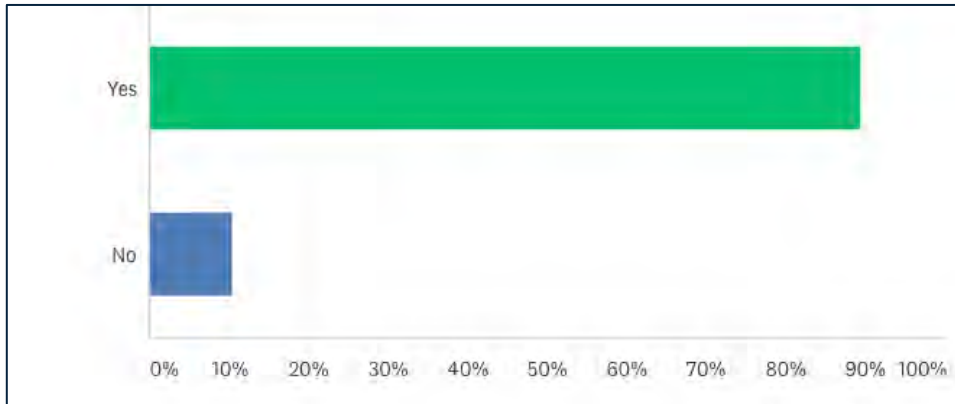
Comments:

- ▶ The transaction log was perfect and easy to use – no improvements needed.
- ▶ No it was perfect and easy to use.
- ▶ None

D.2 Providing WA RUC Pilot Project services

9. Have you provided odometer reading services to at least one participant?

Answered: 19 Skipped: 0

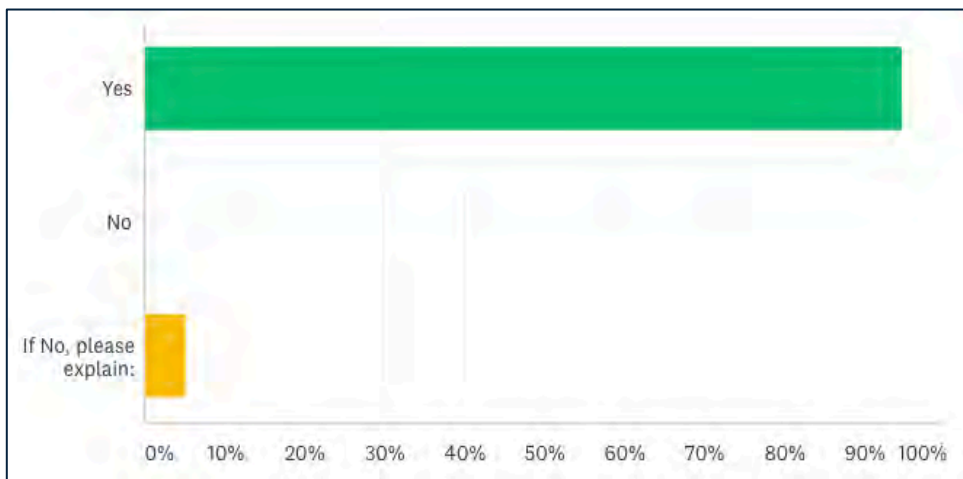


If Yes, please indicate how many participants you *personally* helped:

Total entered: 82

10. Did you feel comfortable assisting participants and answering their questions?

Answered: 19 Skipped: 0

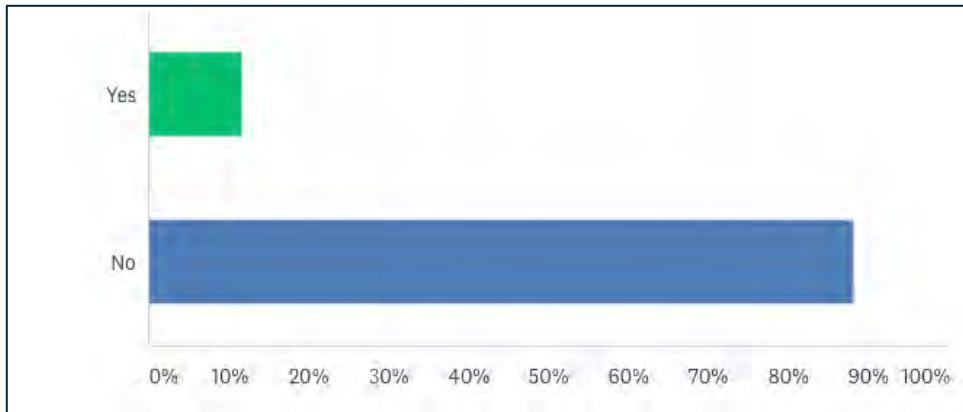


Explanation:

- ▶ Most of the questions were about on how to use the app than anything else.

11. Did any participants ask questions you were uncomfortable answering (either didn't know the answer due to lack of training/references or felt it was outside the VLO responsibility)?

Answered: 17 Skipped: 2

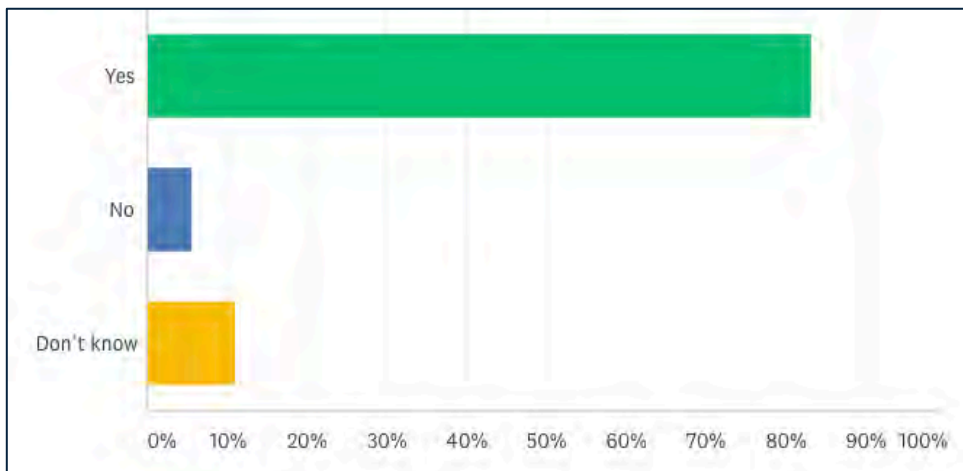


Comments:

- ▶ Everyone I dealt with was friendly and happy to participate. Eager to be part of the pilot program.
- ▶ People knew what they were into for the most part. No questions were asked that I could not answer.
- ▶ Any questions asked we were able to answer.
- ▶ I only helped one person and they didn't ask any questions.
- ▶ No participants asked questions

12. Do you think that using the iPhone and MVerity App to take pictures of license plates and odometers worked well?

Answered: 18 Skipped: 1

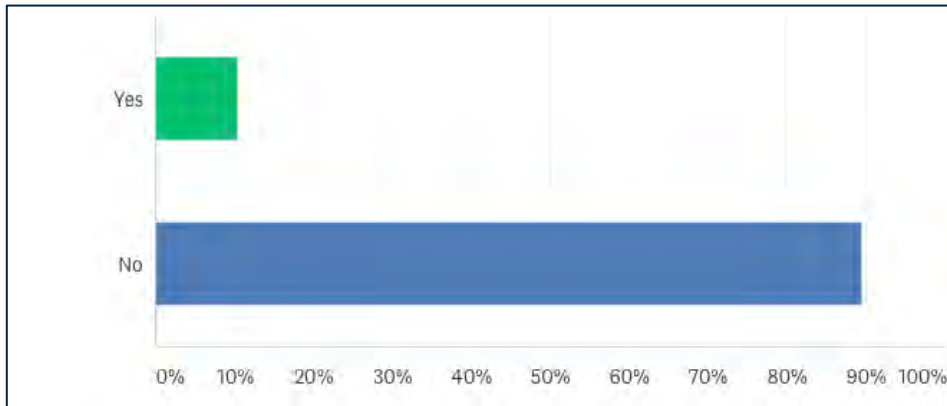


If no, please explain any specific problems you had:

- ▶ But the camera would not work sometimes. Took awhile to load sometimes
- ▶ But sometimes it took a very long time to load. I found myself looking for service.
- ▶ iPhone worked about 70% of the time.

13. Do you have any comments or feedback on the MVerity App for taking and uploading pictures?

Answered: 19 Skipped: 0

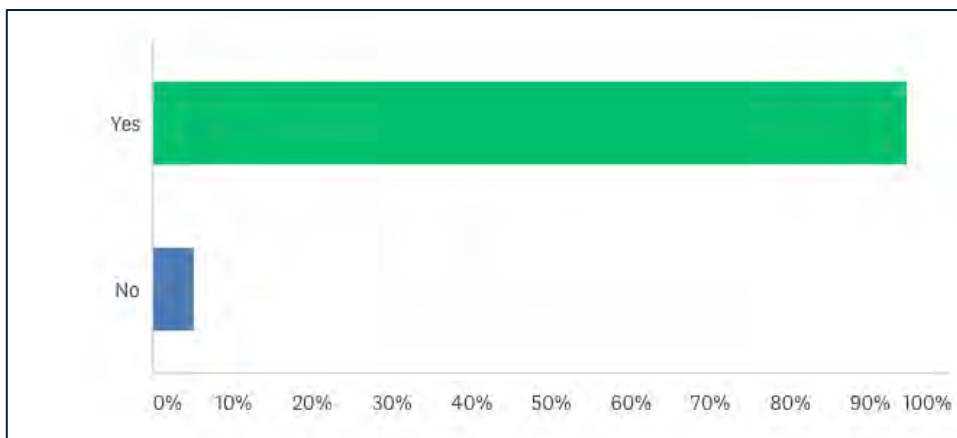


Comments:

- ▶ Maybe when you take the picture the app auto fills the mileage.
- ▶ Sometimes it took a bit long to load.

14. Did you know who to contact when you have technical issues or issues with participants?

Answered: 19 Skipped: 0

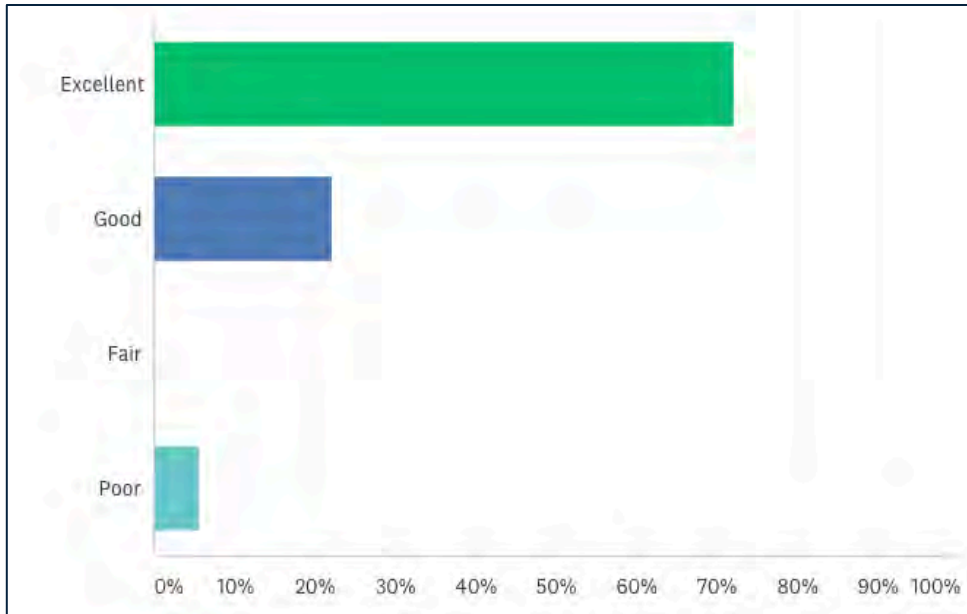


Comments:

- ▶ We had all necessary contacts
- ▶ Directions and contact information was very thorough

15. How do you feel about the level of support from the WA RUC Pilot Team (not the helpdesk)?

Answered: 18 Skipped: 1



How did support from the Team do? (please provide comments)

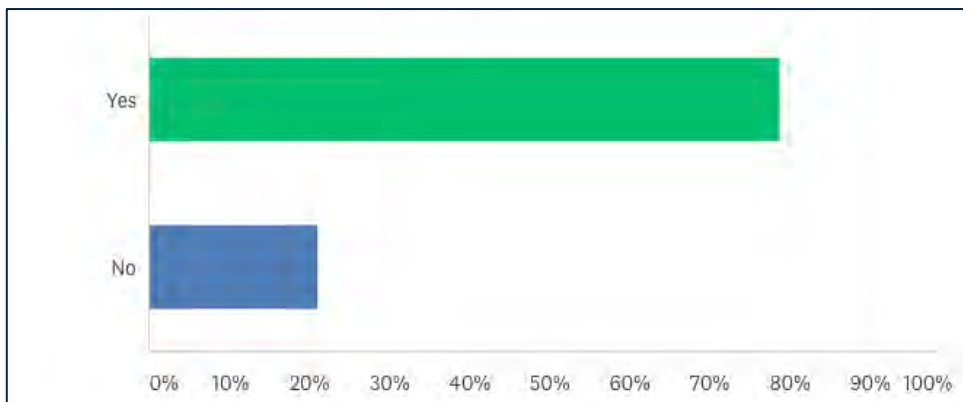
Comments:

- ▶ Steve was awesome, easy to work with and fun.
- ▶ I didn't have question on the side of agent but I did as a participant on the consumer side. My questions were answered quickly and efficiently.
- ▶ Any questions we had or assistance needed was answered immediately.
- ▶ They could not help with the issues we were having.
- ▶ Great easy to work with.

D.3 Benefits to VLOs

16. Based on your experience providing services at \$5 per transaction, do you think this is a fair fixed fee per transaction in comparison to other vehicle licensing fees?

Answered: 19 Skipped: 0

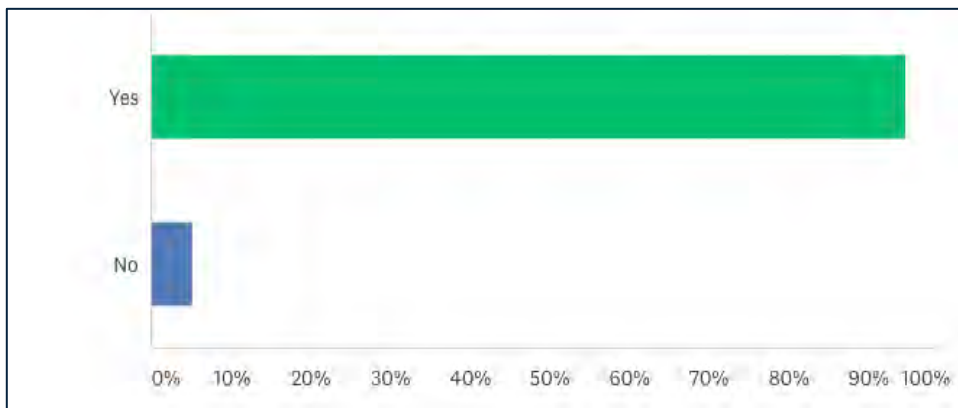


Comments:

- ▶ We need to collect information for DOL/DOR/DOT. It's a lot of departments for \$5.
- ▶ Inflation causes everything to go up for licensing fees. The DOL fees should be more fair based on inflation.
- ▶ It paid for the time of the employee.
- ▶ Fair fee
- ▶ This fee was appropriate for the time it required.

17. If a future system included VLO support for submitting odometer readings as an additional source of work and revenue, do you think your VLO would be interested?

Answered: 19 Skipped: 0



Comments:

- ▶ We enjoyed engaging with the participants. We went out to the vehicles and took odometer picture and it allowed us to spend time with them.
- ▶ It was fun communicating with customers. Hearing their feedback. Looked forward to next reading.
- ▶ It was easy to do. It's right up our alley and works well within our system.
- ▶ If an increase of fees were to given to office.
- ▶ If we get compensation for the additional work.

D.4 General feedback

18. Do you have any ideas on how the process for submitting odometer readings through the VLO could be improved?

Answered: 13 Skipped: 6

Key answers:

- ▶ Entry into DRIVES, links to WA RUC. Possibly a system linking (similar to emissions) to communicate between systems.
- ▶ Auto inputs the mileage when you take the picture.
- ▶ I think the way we did it was fine.
- ▶ We could enter at time of renewal.

19. Do you have any ideas on how the participant experience for reporting through their RUC through the VLO could be improved?

Answered: 13 Skipped: 6

Key answers:

- ▶ Customer did suggest when logging in if system could remember their info they had to re-enter name/email and the pics of plates/odo.
- ▶ More information could be provided to both the common people and the VLO participants.

20. Do you any final comments on the WA RUC Pilot Project and your involvement?

Answered: 13 Skipped: 6

Key answers:

- ▶ Feel it went smoothly and would be willing to help out with WA RUC projects if need be.
- ▶ I think it went great and was really straightforward.
- ▶ No
- ▶ No, it was pretty simple.
- ▶ None