Road Usage Charge Workgroup

Pat Kohler, DOL Director

Vehicle licensing in Washington

- Vehicle licensing is performed by 39 county offices and about 140 licensing subagents across the state using DOL systems
- DOL systems and staff manage the “back end” of the vehicle licensing operation
- Current systems are antiquated and costly to maintain and change
- We have about 7M vehicles in our state

Business Need

- DOL's current systems are not flexible and can't adapt to meet needs to support RUC
- The new licensing system is capable to support RUC, but it's not a simple "flip of the switch" change

About the modernization project

DOL is implementing large-scale agency-wide initiatives to modernize our business processes and technologies

- The Business & Technology Modernization (BTM) Initiative replaces current systems for vehicle, driver licensing, with business professional licensing in the future

Funding

- The Legislature has committed approximately $35.2M to date for BTM:
  - $2.5M (FY13): roadmapping & feasibility study
  - $5.3M (FY14): planning & pre-implementation
  - **$27.4M (FY15-17): implement vehicles and related revenue components; begin drivers implementation**

New Technology

- In January 2015, DOL contracted with Fast Enterprises, LLC

  Fast brings a proven solution and history of successful implementations in other states

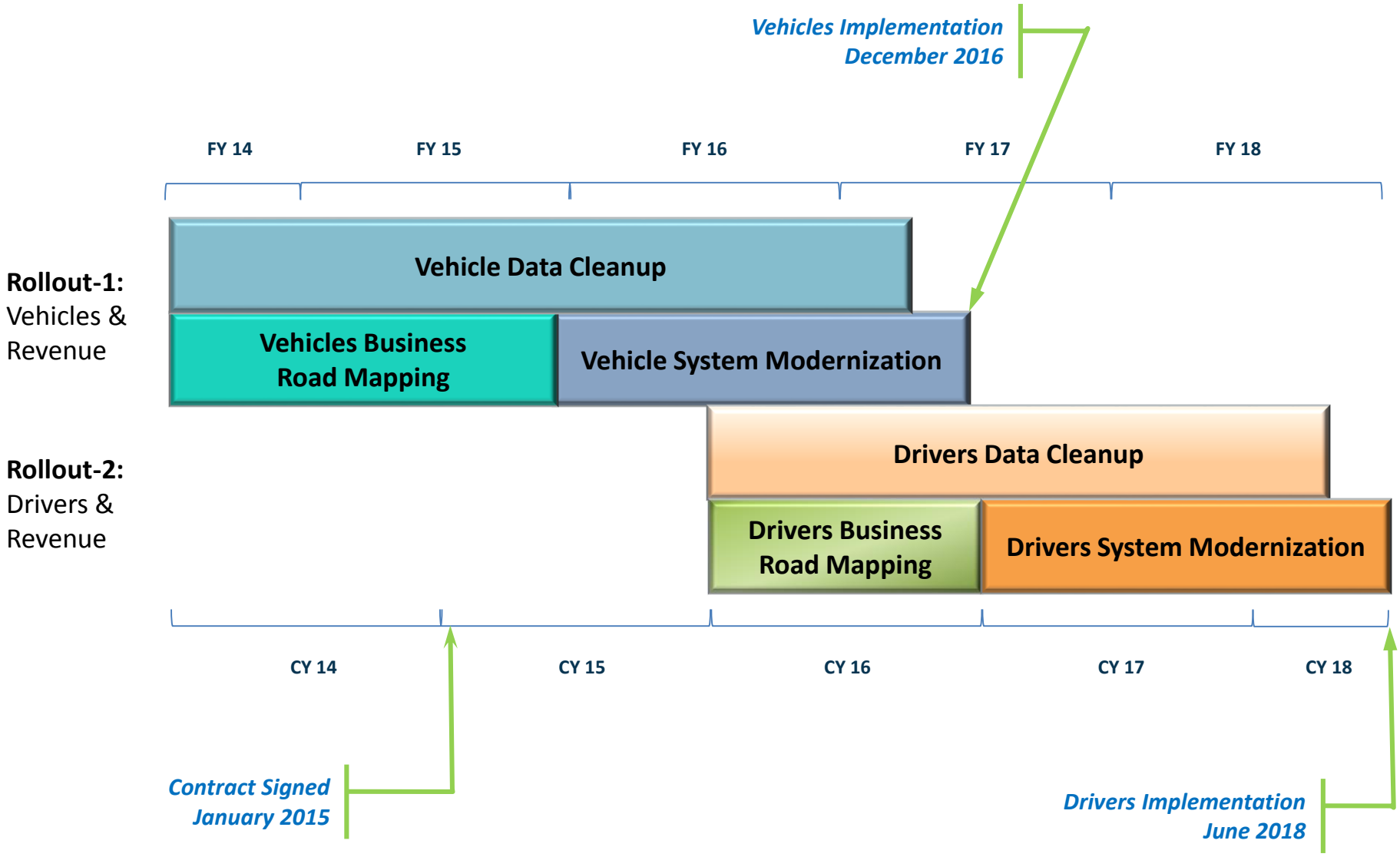
- The new system is a web-based commercial-off-the-shelf (COTS) solution configured to meet DOL business needs

  More flexible to implement policy changes & other improvements; vendor performs maintenance

Schedule

Business&Technology Modernization

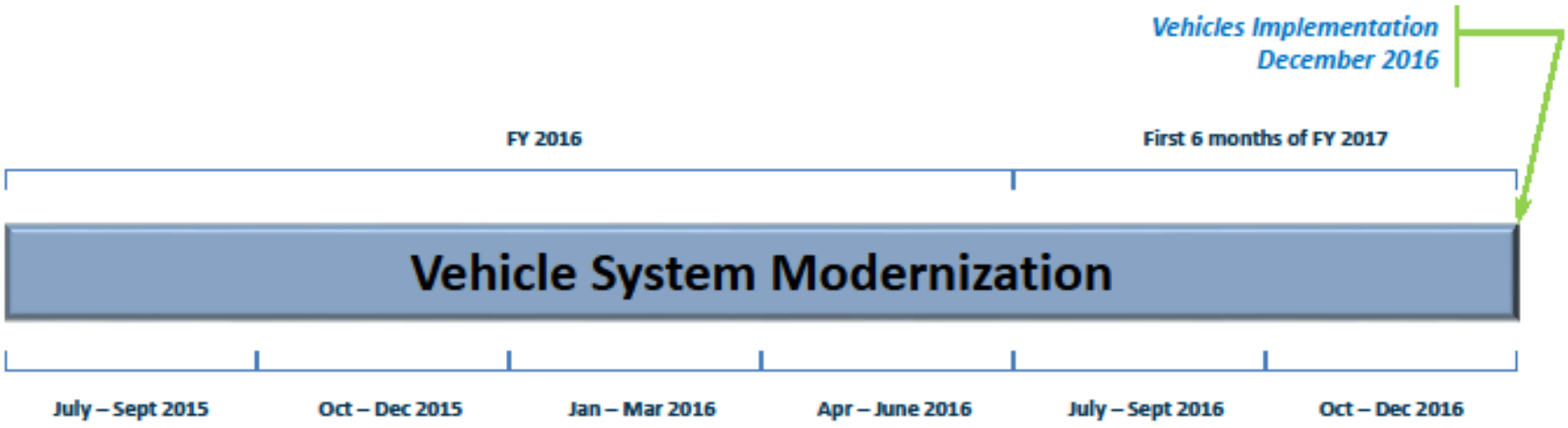
October 2015



Key project milestones

Business&Technology Modernization

October 2015



Configuration (Aug 2015 – June 2016)

An iterative process comprised of a multitude of discussions with business partners where we adapt the core COTS software to meet Washington's unique business needs

Testing (Feb 2016 – Sept 2016)

Through hands-on system access, business partners run business scenarios to ensure the configured software meets the defined business requirements

User Training

(Oct – Dec 2016)

- train the trainer
- Individualized
- computer-based training
- hands-on classroom training
- More specialized training

Risk Mitigation & Management

- Successful COTS Vendor/ Proven Solution
- Stakeholder Engagement
  - agents and subagents
- Governance
- External Quality Assurance
- OCIO Oversight

RUC Challenges

- Vehicle infrastructure is not customer-centric
  - Billing and enforcement are built around the vehicle, not the vehicle's owner(s)
- Modernization project will help DOL definitively connect owners and vehicles
- Our new system may be capable to receive EPA mpg information
  - DOL is not aware of an existing public or private industry source for this service

RUC Challenges

- Track and report RUC decals or separate RUC and registration expiration dates
- Changes for County Auditors and subagents
- Managing RUC registration by multiple entities could present challenges to the customer and DOL
  - data/system integration, potential confusion by customers over service providers and billing, etc.

Questions?