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
• 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
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
• 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
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*
Key project milestones

Vehicle System Modernization

FY 2016

First 6 months of FY 2017


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

Vehicles Implementation
December 2016

10/2/2015
• 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?