



WASHINGTON STATE DEPARTMENT OF
LICENSING



The numbers

- 5.4 million drivers
- 6.9 million vehicles
- 1300 FTE agency wide



Physical offices

56 driver license offices throughout the state



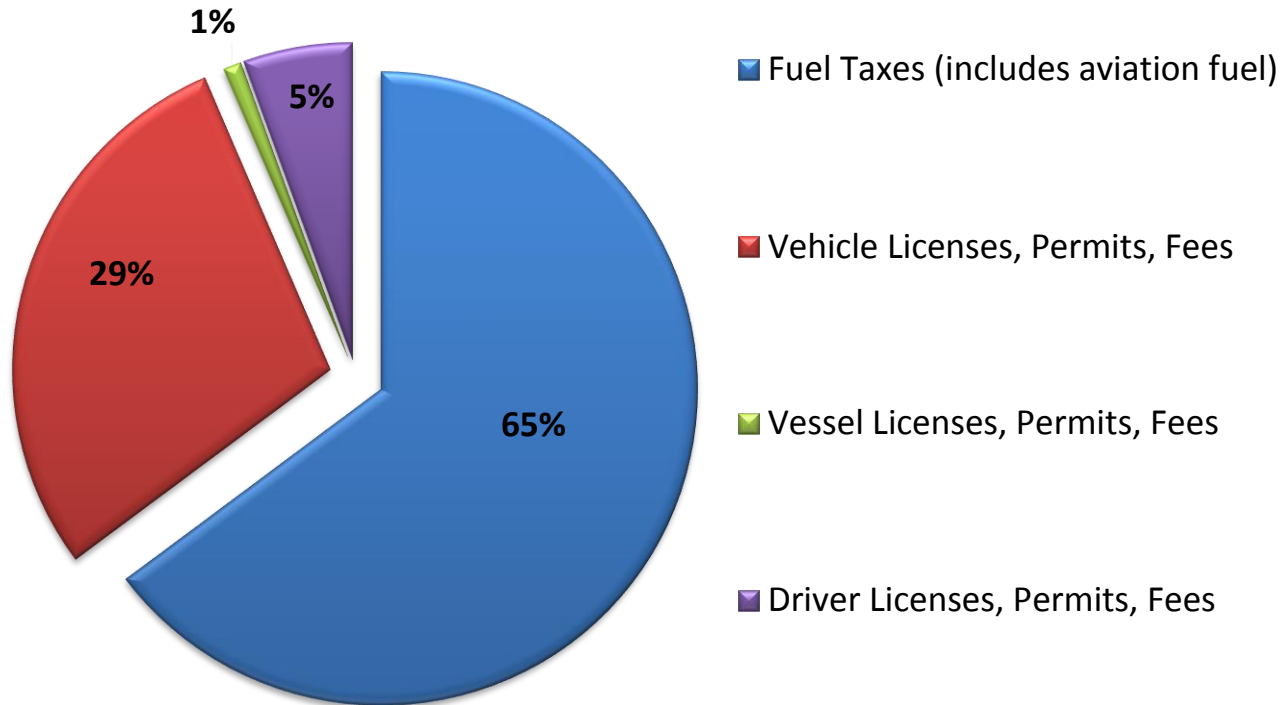
A day in the life....

Every working day, DOL:

- issues about 4,300 new & renewed driver licenses
- supports more than 26,000 vehicle licensing transactions through county auditors & vehicle/vessel subagents
- Process over 7,000 driver licenses, ID cards and tab renewals online.

Major transportation revenue collector

DOL collects about \$1.8 billion in transportation revenue per year



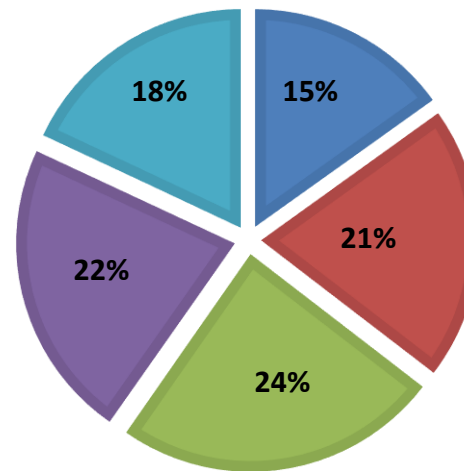
Agency budget

90% of funding is from Transportation budget

Total biennial budget
(all sources)
\$301,876,000

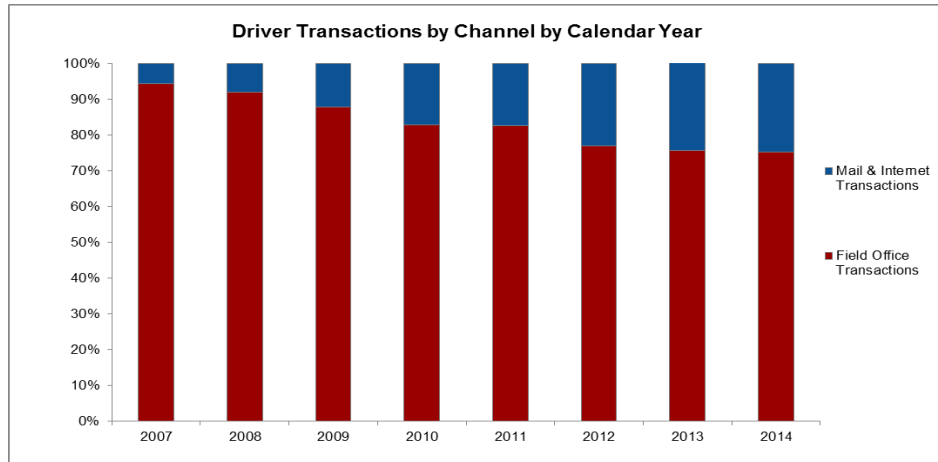
Transportation funding
\$259,707,000

BUDGET BY DIVISION



- Management & Support Services
- Information Services
- Customer Relations
- Programs & Services
- Business & Professions

Expanding online services

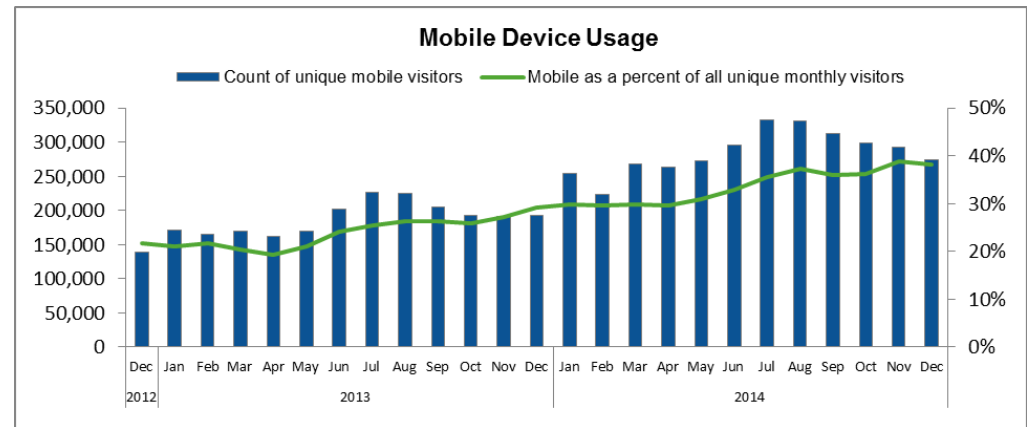


More driver transactions are happening online – 25% were completed online or by mail in 2014.

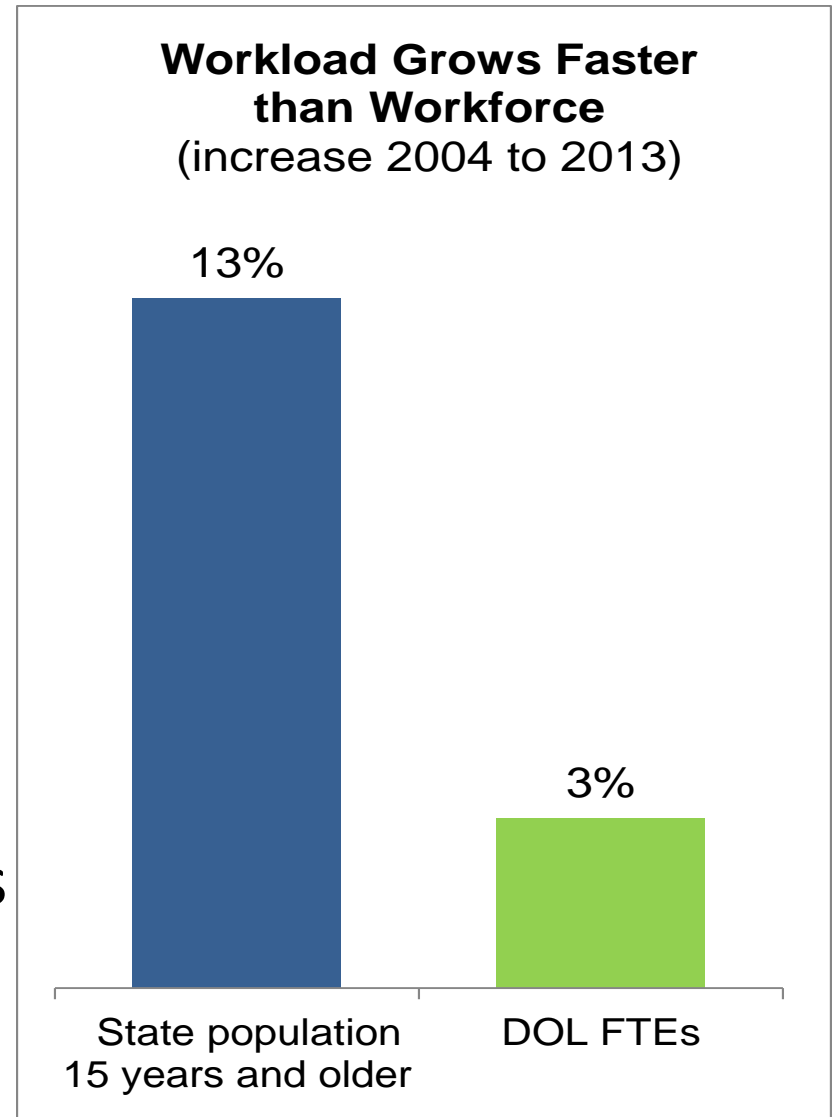
In seven years, the percentage has grown from 5% to 25%.



We are building pages specifically for mobile use as more customers access our website with mobile devices.



- Physical offices and online services work together to keep up with demand and population growth – one is not replacing the other.
- We'd need to add a driver license office (20 FTE) every four years to keep up with demand if our online services didn't exist



Technology Modernization

- Driver and vehicle systems are antiquated, and expensive to modify – two different systems
- Vendor on board; vehicles complete late 2016
- Reduce programming hours by 50 percent, reduce transaction times and provide system flexibility to meet emerging needs

Fuel tax system replacement

- Today's system relies on 13 custom built computer applications and 96 spreadsheets
- Collects about \$2.4 billion per biennium
- \$7 million project; complete in late 2015/early 2016

Emerging policy issues

- REAL ID: Federal Act regarding state identification cards and driver licenses
- DOL role in road usage charge
- Autonomous vehicles
- Target Zero: DOL is lead agency for young drivers