

**JTC Vehicle Registration and Titling Study**  
**Summary of Discussion DRAFT---Subagents / JTC Study Staff**  
**July 29, 2014, 1:30-3:00**

Participants:

Subagents and Subagent staff: Charlene Winzler (Moses Lake); Bill Cox (Union Gap); Mark Pfouts (Bothell); Jan Novak (Federal Way);

Study Staff: Gene Baxstrom and Mary Fleckenstein (JTC); Amanda Cecil (STC); Jerry Long (HTC); Veronica Jarvis (OFM)

**Comments by Subagents:**

**1. Paper work and processing:**

- a) Great deal of variation among subagents and how they handle paper work.
  - o King County (and maybe Clark) adopted “green” business models to reduce paper handling King County subagents mail nothing to the county and instead scans voids and inventory adjustments *Subagent comment*
  - o Snohomish and Yakima County subagents send in all paper work—**what is cost of mailing—example of Subagent costs.**
  - o *Study staff is working to identify and summarize paper work involved in the process.*
- b) Subagents have mailing expenses for paper processing, DOL pays for plate and tab mailings
- c) Subagents would like to have DOL provide printer/scanners/faxes for subagent processing of paperwork (*this would require an identification process for retrieving electronic documents*)
- d) Question whether 15 days is enough time for vehicle transfers to be recorded
- e) DOL throws away after a short period of time hard copies they ask for for permanent record
- f) Mention was made of ability for persons renewing a vehicle license to be able to pay for outstanding tolling bills at the same time (*parking tickets?*)

**2. DOL/Auditor/Subagent relations:**

- a) Auditor oversight of subagents appears to vary, from very infrequent to regular meetings/visits—perhaps quarterly.
- b) Subagents /Auditor relationships are mostly good, but vary from very strong ties and cooperation to more challenging, sometimes affected by problem actors or simply personalities.

- c) Subagents suggested need to improve Subagent/Auditor/DOL training sessions, so that all licensing entities receiving the same training at the same time. Subagents identified cases where different DOL trainers provided information which was inconsistent.

### **3. TechMod:**

- a) Subagents suggested that users of the system should be involved in the system applications design.
- b) Hopeful that system design will address current system issues such as the need for correcting errors without closing out system, use of multiple screens at the same time, other system issues.

### **4. Process Improvement:**

- a) Like the LEAN suggestions to-date. Would like to have a regular forum for subagents to make LEAN process improvement suggestions to DOL/Auditors
- b) Observed that inventory process perhaps should involve direct shipments to Subagents rather than through Auditors
- c) Information and communications should be shared with both Auditors and Subagents. 39 Auditors sometimes interpret policies presented by DOL differently. Process changes should apply to all involved in licensing process.
- d) Concerns were expressed about the potential amount of vehicle fraud that could be occurring, sometimes with persons stepping outside a licensing office and coming back with new or altered information. (Subagents may wish to expand on this point, and to other types of fraud they are encountering.) Need LEAN process with all stakeholders to develop these procedures.
- e) DOL relies on operator summary reports which frequently are inaccurate; generates a lot of extra work for subagents. Subagents comment?
- f) Concerns over requirements for notarization due to variations in name, and those requirements presenting an obstacle to person doing titling changes
- g) State law does not require that signatures be cursive, but sometimes DOL rejects printed signatures.
- h) Could process for subagent to get in-house training count as part of the required 10 hours of training to maintain "certified" status. Subagent comment?

### **5. DOL Support for Subagents and Auditors:**

- a) Better Training for Auditors and Subagents, including title work
- b) Same information shared with Auditors and Subagents

- c) Better training for licensing offices including use of on-line tutorials, video training sessions, interactive video conferences on issues of importance
- d) Better training for DOL personnel that answer phone inquiries from licensing agencies. The staff rotates and isn't as well trained as they need to be to answer questions consistently and well.

**Bottom line:**

- **Better training for licensing personnel at all levels**
- **Improved communication among DOL, Auditors and Subagents**
- **Reduce and/or streamline paperwork processing**