



KING COUNTY

1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

Signature Report

November 6, 2012

Motion 13762

Proposed No. 2012-0369.1

Sponsors McDermott

1 A MOTION accepting the executive response to the 2012
2 Budget Ordinance, Ordinance 17232, Section 29, Proviso
3 P1, records and licensing services, restricting \$150,000 of
4 appropriation authority pending the county executive's
5 transmittal of a report and motion related to expenditures
6 by the vehicle vessel licensing section for new processing
7 equipment to be used for check processing and license
8 renewals.

9 WHEREAS, the 2012 Budget Ordinance, Ordinance 17232, contains a proviso in
10 Section 29, records and licensing services, stating \$150,000 may not be expended or
11 encumbered until the executive transmits a report and a motion that acknowledges receipt
12 of the report and said motion is adopted by council, and

13 WHEREAS, the King County executive has transmitted to the King County
14 council the requested report, and

15 WHEREAS, the King County council has reviewed the report developed by the
16 records and licensing services division, and

17 WHEREAS, \$150,000 was appropriated to support the implementation of new
18 check processing hardware and software, and only \$21,768 was expended through July,
19 2012, and

20 WHEREAS, the records and licensing services division is dependent upon _
21 additional information and direction from the Washington state Department of Licensing
22 before the remaining equipment and software can be acquired or developed, and

23 WHEREAS, it is the intent of the King County council to ensure the remaining
24 appropriation is restricted to implementing the check processing equipment and software:

25 NOW, THEREFORE, BE IT MOVED by the Council of King County:

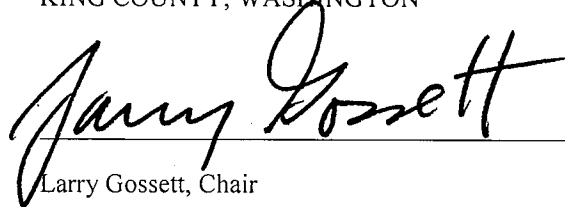
26 The report related to check processing equipment and software submitted in
27 compliance with the 2012 Budget Ordinance, Ordinance 17232, Section 29, Proviso P1,
28 records and licensing services, is hereby acknowledged; the \$150,000 restriction is
29 hereby reduced to \$128,232 pending the county executive's transmittal of an updated

30 report and motion related to expenditures by the vehicle vessel licensing section for new
31 processing equipment to be used for check processing and license renewals.
32

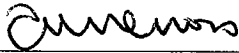
Motion 13762 was introduced on 10/15/2012 and passed by the Metropolitan King
County Council on 11/5/2012, by the following vote:

Yes: 9 - Mr. Phillips, Mr. von Reichbauer, Mr. Gossett, Ms. Hague,
Ms. Patterson, Ms. Lambert, Mr. Ferguson, Mr. Dunn and Mr.
McDermott
No: 0
Excused: 0

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON


Larry Gossett, Chair

ATTEST:



Anne Noris, Clerk of the Council

Attachments: A. RALS 2012 Budget Proviso Response.

Records and Licensing Services (RALS)

Licensing Section

2012 Budget Proviso Response

Ordinance 17232, Section 29, Proviso 1

**Report of Actual Costs for Equipment and Programming,
Comparative Performance Data, and Staff Time Saved**

August 2012

Background

King County Adopted Budget Ordinance 17232, Section 29 Records and Licensing Services Proviso 1 restricted \$150,000 of appropriation authority pending the County Executive's transmittal of a report and motion related to expenditures by the Vehicle Vessel Licensing Section for new processing equipment to be used for check processing and license renewals. The estimated cost included purchase of processing equipment, such as but not limited to: envelope/mail opener, document/check scanner, check endorser and related software; and programming to interface with the Washington State Department of Licensing's (DOL) mainframe system. In November 2011, Governor Gregoire announced an elimination of mailing vehicle renewal notices as part of government reforms for state agencies to implement "paperless renewals". This announcement created a great deal of concern from County agencies primarily because there was no time frame, implementation plan or consideration for citizens without internet access. In March of 2012, state legislation was passed as part of the supplemental budget bill that gave DOL direction to develop a transition plan for moving to a paperless system that must allow for a citizen to opt-in to receive a paper renewal notice.

In light of the unknowns regarding changes to the State's renewal notices, processes, and systems, RALS has delayed purchasing equipment and programming until later in the year when it is anticipated that DOL will provide additional information and clarification. Proviso 1 requires a response to be transmitted by August 31, 2012. Although the anticipated replacement effort has not been completed as originally anticipated, some activity has occurred. Therefore, this report serves as a status update and focuses on the activity that has occurred thus far.

Expenditure Summary

	Budget	Expenditure	Balance Available
Equipment and Software	\$100,000	\$21,768	\$78,238
Programming	\$50,000	0	\$50,000
Total	\$150,000	\$21,768	\$128,232

Description/Status of Implementation

In March, the check scanner/endorser completely failed and could not be reasonably repaired. To avoid service interruption to the public and delayed processing of financial transactions, a new check scanner/endorser was purchased, at a cost of \$21,768. The remaining acquisition of peripheral equipment and programming work remain on hold pending DOL action.

RALS will determine the next steps once the State's transition plan is issued. DOL has advised that they are in the early stages of planning what will be included in the plan and that a full report

will be submitted to the Washington State Legislative Joint Transportation Committee in November 2012.

Analysis of Performance Benefits of New Equipment

The anticipated implementation of an integrated check processing solution has not been implemented due to the delays noted above. With that said, the replacement of the check scanning/endorsing equipment has already resulted in increased efficiency, reducing central processing time that has been redirected towards directly serving customers in Licensing. The existing check scanner/endorser was antiquated and caused the end of day check balancing process to take up to three hours. The new check processing equipment has reduced the end of day balancing process to less than 30 minutes and the number of transactions processed per day has been increased by 700 renewals a day. In addition, the new equipment has less maintenance requirements freeing up additional time. On average, this efficiency has generated three additional hours per day that Licensing staff can assist customers in the office (and often assist customers via the phone or in the lobby by up to six hours per day). Note: efficiencies vary on a daily basis as renewal volumes fluctuate from 800 to 4,000 renewals received per day.

Processing Equipment Efficiencies Gained

Service Type	Old	New	Increased Potential
Daily renewal processing potential	1,400	2,300	900 renewals
Staff time assisting at counter	1 hours	6 hours	5 hours