



Tolling Good to GO (DOL & WSDOT)

Currently Implementing



By thinking Lean we will

reduce cycle time by **8 hours (1 work day)**

Problem

- Since the fall of 2011 WSDOT requested 87,448 vehicle holds on registration renewals due to unpaid toll bills. This totaled more than \$49 million in tolls. Only 21,467 (24%) were paid or resolved, representing \$6.6 million.
- Customers don't know unpaid toll bills must be paid before they can receive their vehicle registration.
- The agencies received bad press regarding the efficiency of the bill collection system.

Causes

- Customers don't know what's holding up their renewal and there are breakdowns in information.
- Multiple people at DOL are contacted by agents and subagents regarding WSDOT Tolling.
- Customers without proof of payment have few remedies for same-day renewal.

Improvements

- WSDOT will send hold requests to DOL daily, rather than holding for a batch.
- Put tolling links on DOL's website and plain talk the Good to Go notice.
- Provide training to DOL agents, sub agents and the Customer Service Center.
- Implement the hold clear form (from WSDOT to DOL Citations).
- Allow agents, subagents and DOL to give out amount owed along with violation numbers.

Anticipated Results

25,000 vehicle registration holds each year. Results assume 50% currently go through unhappy path. In addition to reducing cycle time by 1 day, reducing potential rework loops by 6 and reducing the number of process steps by 17, the following results are anticipated:

