



Miller & Miller, P.S.

**Washington State
Department of Licensing
Driver & Vehicle Services
Fee Study
December 1, 2013**

Miller & Miller, P.S.
4240 West Cramer Street
Seattle, WA 98199-1005
Telephone (206) 281-0281
Fax (206) 281-0276
E-mail mandmps@comcast.net

WASHINGTON STATE DEPARTMENT OF
LICENSING

Driver & Vehicle Services Fee Study

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December 1, 2013

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The Washington State Department of Licensing

Driver & Vehicle Services Fee Study - Executive Summary

Study Results

This report provides an analysis to the Washington State Senate and House transportation committees on whether the Washington State Department of Licensing (DOL) effectively recovered the costs to administer driver and vehicle fees during the 2011-2013 biennium. This analysis is intended to assist the Legislature in reviewing and adjusting rates for these fees.

To assist the reader in using the study results, this report includes a description of the study's purpose, scope and methodology, important assumptions and estimates used for the analysis, study limitations, and a discussion of fee relationships for the 2011-2013 biennium.

Detailed study results are provided in this report's appendices:

- Appendix A: Summary level fee schedule of DOL driver and vehicle fees, including rates, transaction totals, per unit and total costs, and revenue for each fee; notes about limitations and exceptions for particular data are also included;
- Appendix B: Detailed fee schedules for each major DOL operating unit involved in administration of driver and vehicle fees;
- Appendix C: Summary of the organizational units, data, assumptions, and methods used to allocate indirect and direct costs to specific DOL driver and vehicle fees.

Purpose, Scope and Approach

The purpose of this study is contained in statute as follows:

“RCW 46.01.360 Fees -- Study and adjustment. To ensure cost recovery for department of licensing services, the department of licensing shall submit a fee study to the transportation committees of the house of representatives and the senate by December 1, 2003, and on a biennial basis thereafter. Based on this fee study, the Washington state legislature will review and adjust fees accordingly.”

The scope of this study is limited to costs associated with fees administered by the DOL's Customer Relations Division, Programs and Services Division, and transportation programs within the Business and Professions Division. Therefore, it does not extend to costs associated with fees administered by non-transportation programs within the DOL Business and Professions Division. This is because the transportation committees authorize and appropriate funding for the Customer

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Relations, Programs and Services, and transportation-related Business and Professions Divisions' programs, but do not authorize and appropriate funding for non-transportation related programs within the Business and Professions Division.

In order to effectively assess the whole cost to DOL for administering driver and vehicle fees, a "fully loaded" total and per-unit cost of each fee must be determined. For the purposes of this fee study, "fully-loaded" means the DOL costs involved in administering driver and vehicle fees include:

- The direct costs involved for each program in administering the fees:
 - Staff, materials, contractual services, and related costs.
- The indirect costs of:
 - Program and Division level supervision
 - Agency-wide management, support, and information services.

Effort estimation methodologies were used in this fee study to allocate fully loaded costs to each fee. The key to allocating costs to fees is assessing the work required of each organizational unit to produce the services tied to each of the fees administered. DOL does not track staff time or activities directly to the fees administered; therefore effort estimation methodologies were required. Based on the effort estimation results, we allocated all direct and indirect costs to each fee and determined a related per unit cost.

In addition to the need for effort estimation techniques, additional estimation was necessary for expenditure, revenue and transaction data as counts were not always available for each fee. These and other limitations impacting study results are discussed throughout the report and particularly in the Project Issues and Recommendations section.

We wish to thank DOL's management and staff for the outstanding level of support and assistance provided in this project.

Miller & Miller, P.S.

October 25, 2013

Fee Study Results

Introduction

The major objective of this fee study is to understand DOL's total costs for administering each fee. These fees are administered by the DOL Customer Relations Division, Programs and Services Division, and transportation programs within the Business and Professions Division (the Divisions). The process of determining these costs involves obtaining available data and estimating information that is not readily available.

Fees included in this study provide revenue for many purposes. This revenue is primarily distributed to state funds supporting state transportation and highway safety activities. Such activities include transportation projects; highway safety enforcement and education; and licensing and regulation of drivers, vehicles and vessels. Revenue from designated fees is distributed to local jurisdictions for qualifying transportation purposes, to non-transportation state funds, and to non-profit and other qualifying organizations sponsoring a special plate. Additional revenues are distributed back to DOL specifically for administering designated fees.

Fee rates are set by the Legislature. Fee rates are not required to recover the per-unit cost of administering the fee and may also exceed that cost. Reasons for a fee rate to exceed the per-unit cost include revenue generation and discouraging certain behaviors such as a fee for a bad check or a late renewal.

The cost for administering each fee includes DOL's costs of collecting the fee and of providing the customer with any associated product or service. It also includes the costs of other related services, such as customer education, and support for courts and law enforcement. In this way, all of DOL's transportation-related costs are assigned to fees. This enables the study to assess the "cost recovery of department of licensing services", as required.

Study Results

The results of this study indicate most vehicle and vessel related fees generate revenues exceeding the cost of administering the fees. The results for driver-related fees include several fees' revenues that do not recover their related costs. For example, in some cases the fee's rate is small and the number of transactions is low. This situation often causes the estimated cost of administering the fee to exceed the associated revenue.

Details of fee study results are provided in this report's appendices.

- Appendix A: Presents summary level fee schedules. It presents information related to total sources and uses of funding and the costs applied to each fee. Appendix A also presents the complete listing of the fees included in this fee study. For each fee, the fee rate, per-unit cost, total number of transactions processed during the biennium, total costs, and the total revenues are presented.
- Appendix B: Presents detailed fee schedules for each major operating unit within the Divisions.

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- Appendix C: Presents a summary of the organizational units, data obtained, assumptions made, and methods used to allocate indirect and direct effort to specific fees.

Driver Services Fees

It is helpful to understand the relationships between how related fees are administered when analyzing the comparison of fees' costs and revenues provided in Appendix A. For example, administering a license renewal fee may be less costly than administering the related original license fee, yet the fee rate is typically the same as the original license fee. In addition, the fee rates for examination fees do not generally recover the cost of services related to those fees. However, when related original license, examination and license renewal fees are viewed as a group, revenues generated from these fees are generally more than the associated costs. In effect, original license and renewal license fees tend to subsidize the examination fees.

Some fees and groups of fees, however, do have costs exceeding generated revenue. These fees include various permit fees, the Enhanced Driver License and Enhanced Identocard fees; Driver Training School fees; and Hearings and Interviews fees. Some of these programs have a higher level of regulatory functions and/or a smaller group of customers for their fees, as compared to other programs, which contributes to the higher costs. So for these programs, the fee rates charged do not recover the related costs.

In prior fee studies, the costs of DOL Driver Records program's services supporting courts and law enforcement, and the Motorcycle Safety program's costs were not included in determining the costs of administering related fees. Analysis of service costs during this fee study led us to understand that costs for administering many of DOL's fees include not only DOL's costs of administering the fee and of providing the customer with any associated product or service, but also the costs of other related services, such as customer education and training, and support for courts and law enforcement. In this way, all of DOL's transportation-related costs are assigned to fees. This enables the study to assess the "cost recovery of department of licensing services", as required.

Therefore, to provide consistency, the Driver Records and Motorcycle Safety programs' costs previously excluded are now factored into the costs of related fees. This includes costs supported by federal funding. This change in methodology and approach from prior fee studies increased the costs of motorcycle fees, select fees associated with drivers' records, and other driver license fees as compared to prior fee studies.

Vehicle Services Fees

As noted above, the results indicate most vehicle and vessel related fees generate revenues exceeding the cost of administering those fees. The main exception is for the Dealer and Manufacturer Services program fees that involve a higher level of regulatory functions applied to a smaller group of participants than for fees administered by other programs, similar to the discussion of certain driver programs above.

Purpose, Scope and Methodology

Introduction

This section describes project requirements, objectives, and limitations on the scope of work that was conducted.

Purpose

This study is required by statute. RCW 46.01.360 *Fees -- Study and Adjustment* states: "To ensure cost recovery for department of licensing services, the department of licensing shall submit a fee study to the transportation committees of the house of representatives and the senate by December 1, 2003, and on a biennial basis thereafter. Based on this fee study, the Washington state legislature will review and adjust fees accordingly."

Summary of Project Work

Descriptions of the organizational units, data obtained, methods used and assumptions made in this study are provided in Appendix C to this report.

The volume of transactions played a significant role in this study. For many programs, the volume of transactions was used to estimate staff effort in several cost centers. The resulting percentages of effort were used to distribute costs among the program's fees. As a result, in cases when per-unit costs are calculated using the same volume of transaction statistics, many fees' per-unit costs are reported at the same value. This was discussed with program managers when the decision to use transaction volumes as a measure of effort was made. This result is consistent with their understanding of their operations in that it takes the same amount of effort to process many different fees.

We have determined and reported in Appendix A all costs that should be included in the fee study have been applied to the fees.

In order to accumulate costs for each fee, detailed calculations were made at the program level. These results were used in a variety of steps to add in the cost of Division and agency support services. The design of the cost flow and the specific methods used in allocating cost center costs by fees is included in Appendix C. The detailed calculation spreadsheets for each program area are provided in Appendix B.

Most driver licenses are processed in the agency's licensing services offices (LSO). The exception is for certain fees administered by Driver Records (such as restricted licenses) and by Programs & Services Division programs (such as Commercial Driver Licensing), as well as Internet transactions for fees administered by Driver Examining. In many cases both the Driver Examining (DE) unit (which includes the LSO operations) and either the Driver Records or Programs & Services Division programs participate in administering particular fees.

Most vehicle and vessel title and registration fees are processed by agents or subagents, although many fees are processed by the customer using DOL's Internet applications. Most transportation-related Business and Professions Division fees are processed by staff in those units.

Scope of Driver and Vehicle Services Fee Study

The scope of this study is limited to costs associated with fees administered by DOL's Customer Relations Division, Programs and Services Division, and transportation programs within the Business and Professions Division. Therefore, this study does not extend to costs associated with fees administered by non-transportation programs within the DOL Business and Professions Division. This is because the transportation committees authorize and appropriate funding for the Customer Relations, Programs and Services and transportation-related Business and Professions Division programs, but do not authorize and appropriate funding for non-transportation related programs within the Business and Professions Division.

DOL Organizational Structure

This fee study uses the DOL accounting cost center structure in place for the 2011-2013 biennium – which is different from the cost center and organizational structures that existed during the biennium ending June 30, 2011 (2009-2011 biennium) – to align fees and costs with DOL organizational units described as follows.

Functional reorganization took place prior to the 2011-2013 biennium related to DOL programs that administer driver and vehicle fees. This included:

- Shifting the Prorate & Fuel Tax Services, Driver Training School, and Dealers & Manufacturers Services programs to the Business & Professions Division.
- The Customer Relations Division now includes the Customer Service Center, Driver Examining, Self Service Channel, and Vehicle & Vessel Operations programs.
- The Programs & Services Division now includes the Driver Contracts & Initiatives, Commercial Driver Licensing & Motorcycle Safety, Driver Records, Vehicle & Vessel Licensing, License Integrity, Hearings & Interviews, Records & Program Management, and Field & Licensing Support programs.

Most of the Title & Registration effort is captured in the Programs & Services Division but the Customer Relations Division also plays a role.

Within the Divisions, there are multiple organizational units that administer fees:

- There are four main organizational units within the Customer Relations Division that administer fees. These units are the Driver Examining, Customer Service Center, Self Service Channel, and Vehicle & Vessel Operations programs.
- There are eight main organizational units within the Programs and Services Division that administer fees. These units are the Contract & Initiatives, Commercial Driver Licensing & Motorcycle Safety, Driver Records, Vehicle & Vessel Licensing, License Integrity, Hearings and Interviews, Records & Program Management, and Field & Licensing Support programs.
- There are five main organizational units within the Business and Professions Division that administer transportation fees. These are the Limousine Carrier and Vehicle For-Hire (Taxis) programs within the Business Resource Section, as well as the Driver Training Schools, Dealer & Manufacturer Services, and Prorate & Fuel Tax Services programs.

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- The Assistant Director's Office in each Division also indirectly contributed to the administration of the Divisions' fees during the 2011-2013 biennium.

For accounting purposes, each of these main organizational units is further broken down into discreet cost centers associated with particular activities. These cost centers are used to accumulate costs related to these activities. Cost centers are associated with one or more of several state funds as follows:

- General Fund (001)
- Marine Fuel Tax Refund Account (048)
- State Patrol Highway Account (081)
- Motorcycle Safety Education Account (082)
- State Wildlife Account (104)
- Highway Safety Account (106)
- Motor Vehicle Account (108)
- Ignition Interlock Device Revolving Account (14V)
- DOL Services Account (201)
- Derelict Vessel Removal Account (513)
- Selected Business and Professions accounts

As noted, each main organizational unit is involved in administering certain fees. The revenues from these fees are distributed to the appropriate account code and then deposited into the associated state funds. Revenue in these funds is then distributed to each cost center as authorized by the Legislature. Some fees have direct costs associated with several cost centers, while other fees have direct costs associated with only one cost center. All fees have indirect costs associated with certain administration cost centers, as well as the indirect costs associated with DOL support unit cost centers.

Study Requirements

DOL and the independent contractor agreed to the following requirements for carrying out the purpose of this study:

Review and validate current methodology and recommend modifications as necessary. Conduct a driver transaction timing survey in the agency's licensing service offices. Produce a report identifying the driver and vehicle services and associated fees that DOL is responsible for collecting. The report shall include:

- The current charge (fee) to the customers for each service provided
- The total volume of the services/products provided during the 2011-2013 biennium
- The total revenue collected for each service/product during the 2011-2013 biennium
- A "fully loaded" per unit cost and total costs for producing the services/products provided and for each of the fees collected by the Divisions, which uses staff matrices of each Division's fees that allocate the Division staff members' time expended for each of the fees collected and accounts for:

Direct Costs: the total costs for the Divisions to provide each service/product and to collect each associated fee, and

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Indirect Costs: Utilizing DOL methodology for allocation of Management Support Services' and Information Services' costs to each service/product provided

- The per unit and total variances between the fees and costs for the 2011-2013 biennium

Project Methodology

Information Collection

We approached the information needs of this project in two main categories:

- Information that is available from the Divisions' information management systems.
- Information on staff effort that was developed for this study, as well as results of the LSO transaction timing study conducted in June 2013 for the 2011-2013 fee study.

Existing Information

The information necessary to compile the listing of fees, total number of fee transactions and total revenue collected was provided by DOL staff. Also available was the biennial expenditure cost data by each cost center from the Agency Financial Reporting System (AFRS), the state's central accounting system. This system provides expenditure cost information by object codes. We obtained the expenditure cost data for each cost center via a Microsoft Excel download and applied it to each fee-type based upon relative transaction volumes, unless there was a large expenditure only relating to a specific fee-type sub-set. We performed a roll-up of this expenditure cost data into larger organizational units using Microsoft Excel.

Effort Estimation

Since the agency does not have a detailed time tracking system tied to the fee structure, we developed various effort estimation processes to address the allocation of the Divisions' staff members' time expended for administration of the fees. An understanding of the effort was obtained through interviews of organizational unit managers or staff who are directly involved in the various processes. We used existing documentation to the extent it is current, accurate and relevant. We used different methodologies for the various organizational units. We determined the appropriate method to use based on correspondence and interviews with each unit. The information obtained from these interviews and other methods were used to design the effort estimation process.

DOL manages its efforts along organizational units (programs), and not fees. During this 2011-2013 fee study, we obtained service descriptions and estimates of effort by service type for each program area administering transportation fees. The results of this analysis provided more refined information on how certain programs support one another, on the relationship of fees and DOL services, and how program supervision costs should be allocated to administration of certain fees. This newly obtained information has been incorporated into this fee study.

This fee study also allocates Information Services Division Internet application costs. These efforts, particularly the Internet application costs, support the agency's efforts

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to improve delivery of services through multiple channels (such as Internet, in-office and mail).

Once the effort estimation data was obtained from the various appropriate methods, we used the data to compile and analyze the relative effort for administration of each fee.

The percentage of relative effort from the effort estimation data compilation work was used to allocate personnel and other cost data from AFRS by cost center to the various fees. This means that we allocated expenditures from the selected cost centers to the fees. In addition we allocated the “overhead” allocations from the DOL Management Support Services Division and the DOL Information Services Division based on the results of the agency’s activity allocation method. This method uses allotment data because expenditure data was not available for the activity allocation method. We adjusted the results to reflect actual cost data (on a pro-rata basis).

For fees collected in LSOs, transaction timing data used for effort estimation was obtained from:

- The LSO timing study conducted in June 2013,
- DOL’s customer flow management system located in licensing service offices (Q-Flow), and
- In a few circumstances, the August 2009 LSO timing study for the 2007-2009 fee study. This data was used after review of the timings by Driver Examining staff to ensure the timings remained appropriate for the 2011-2013 biennium.

The workgroup effort estimations, timing data from the LSO timing study and Q-Flow, results of individual fee cost analyses, and compilations of revenue and transaction volumes were synthesized into comprehensive fee schedules provided in Appendices A and B. Details regarding our methodology, data, and assumptions used in applying costs to fees are provided in Appendix C.

Cost Allocation

The cost allocation methodologies used in this fee study rely heavily on the number of transactions for each fee in relation to the total transaction count for all fees. Vehicle title and registration fees use transaction counts for the initial allocation of costs to fees in a variety of steps. For example, expenditures in the cost centers associated with only registration fee activities are isolated to vehicle, vessel and credit card costs. Vehicle registration costs are allocated to individual vehicle registration fees based on the proportion of transaction counts for each fee to the total vehicle registration fees transaction count. This same procedure is used for vessel fees. Credit card costs are allocated to only those fees that can be transacted using credit cards using the total transaction count of those related fees. A similar process is used for title fees, personal and special plate fees, and cost centers that are associated with all title and registration fees.

An important note to users of this report is that direct costs have not been initially assigned to all title and registration and prorate and fuel tax fees, but receive costs from a secondary allocation method. There are many fees that are added to or charged only in connection with other fees. Including these “add-on” fees in the total transaction count and the initial allocation of direct costs to these fees would, in our opinion, inappropriately distort the reported costs. For example, the License Plate

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Technology Account Fee of \$0.25 and the License Service Fee of \$0.50 each report total transaction volumes of 11,227,961. Including these two fees in the initial direct cost allocation and the total transaction count would result in the allocation of approximately one-third of title and registration fee costs to just these two fees. By excluding these fees from the initial direct cost allocation methods and from total transaction counts, their initial direct costs are automatically distributed to the other fees.

These “add-on” fees are programmed into the DOL fee processing systems to accompany the base, underlying fee. As such, the effort to collect the add-on fees is relatively minor. However, their existence does add some complexity to processing the fees, and therefore, should receive some allocation of costs. In order to address this issue, yet protect the initial direct cost allocation process, these fees were included in a secondary cost allocation process. Once the initial direct costs were allocated to the underlying base fee, another allocation process, whereby a portion of the base fee was applied to the related add-on fees, was used. The methods used to accomplish this secondary allocation included using pro-rata transaction counts, fee rates or a combination of both.

The fees and the state parks donation that were affected by the secondary allocation are designated with an asterisk (*), as listed in the Driver Examining, Title & Registration, and Prorate & Fuel Tax programs’ Total Direct and Indirect Costs Schedules, which are the first, third and seventh schedules in Appendix B, respectively.

Project Issues and Recommendations

Summary of Issues

Effort Estimation

DOL staff provided a significant amount of data that was used in this fee study. The Office of Budget and Economic Analysis provided cost and funding by each cost center as captured in AFRS (Phase 3). The Research and Analysis Office and staff from the Divisions provided transaction volumes for fee types, as available, as captured in DOL data sets. Revenue data was provided by the Accounting Office, and applied to fee types, as possible, with the assistance of the Research and Analysis Office. The Driver Examining program provided LSO transaction timings as captured in DOL's customer workflow management system.

The Divisions are organized around program areas. Some program services are directly related to the fees they administer, while others are not. Further, many program services relate to all fee administration efforts, or a certain subset of fees, and therefore are not directly related to a specific fee. As a result, there is generally no operational need to track effort by fee. Therefore, with the exception of the Driver Examining program, the Divisions do not employ systems to track time and effort by fees. This situation requires that effort estimation methodologies be employed. The results of this study rely on, and are significantly influenced by, estimates made by the Divisions' staff and estimating methods used.

The information provided and the estimation methods used are sufficient to produce reasonable estimates of fee-related costs.

Fully-Loaded Costs

The fundamental, underlying assumption in this study is that all of the Divisions' costs, including allocated agency overhead, should be included in the cost of administering fees. Producing a "fully-loaded" cost and per unit cost for each fee that includes the total expenditures assigned to each Division is a required deliverable in this study.

During prior fee studies, some of the Divisions' staff members indicated they perform services not related to administering fees and expressed that these costs should not be allocated to fees. For example, the Driver Records program provides documents and data to courts, law enforcement and some other government agencies for no fee. In addition, the Motorcycle Safety program provides safety education services to the public not directly tied to administration of a fee.

This fee study includes all costs and assigns them to fees, regardless of the costs' direct or indirect relationship to fees. This is a change from prior fee studies, in which certain costs of supporting other agencies or safety programs were not assigned to fees. This change in approach affects the comparability of the cost of fees in the Driver Records and Driver Examining (most notably the motorcycle-related fees) in this fee study to prior fee studies.

DOL allocates support costs from its Management Support Services (Program 100) and Information Services (Program 200) divisions to operating units based on an activity-based method. We used DOL's activity-based method to allocate these support costs

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to operating units and then to individual fees. Agency overhead costs are based on allotments, as expenditure information was not available for this purpose. However, we adjusted the allotment data to actual cost data based on applying actual costs in the same relationship as the allotment data.

Appendix A includes a schedule titled *Total Sources and Distribution of Costs*. In this schedule the total expenditures by funding source and by object code for the entire agency are presented. In order to isolate the funding sources and costs specific to the driver and vehicle fees, all costs related to the Business and Professions Division that are not associated with transportation-related fees, the costs retained by the Management Support Services and Information Services Divisions, and other adjustments are deducted from the total agency funding and costs. The total of these three deductions is approximately \$34.4 million as is reflected in Appendix A.

While the term “fully-loaded” is generally recognized in cost accounting, its specific application in practice can vary widely. For the purposes of this fee study “fully-loaded” means the costs involved in administering fees and include: the direct costs of staff, materials, etc. involved in managing the related program; the program supervision costs; and the supporting costs of information services, division level supervision costs, and agency-wide management costs allocated to the Divisions.

Recommendations for Consideration in Future Fee Studies

The basic structure of the fee study is sound. However, certain refinements should be considered for future fee studies.

Knowing that a fee study will be conducted every two years allows for advance planning. Additional efforts to understand the types of information benefiting the study and making arrangements for accumulating that information during the biennium would ease and focus the impact of the study on the Divisions’ staff.

Possible improvements include:

IS Internet Application Cost Tracking

This fee study used effort estimation methods to allocate the costs for managing Internet applications to just those fees benefiting from the applications. Internet applications allow individual users to process licenses and registrations on-line. Understanding how Internet application costs are distributed to fees supports the agency’s efforts to improve delivery of services thru multiple channels (such as Internet, in-office and mail).

Future fee studies would benefit if the costs of designing and implementing Internet applications were also segregated from the other information services costs and applied to only those fees which benefit from the Internet applications.

Transaction and Revenue Counts by Fees

Improvements should be pursued in the capacity to identify transactions and revenue by fees. For example, counts of Dealers and Manufacturers Services revenue are not available by each particular fee; several Driver Examining transaction types are tracked together for both transaction and revenue counts; transaction counts for vehicle and vessel fees must be queried from multiple tables as in most cases no report exists to track this data.

Tracking of Effort and Costs by Fee

The agency should explore opportunities to implement contemporaneous or occasional test period time tracking of effort and costs by fee to improve the accuracy of the cost estimates. This data would benefit the study by providing additional information regarding effort instead of relying on transaction volume data.

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Appendix A: Summary Fee Schedules

The summary fee schedules included in this Appendix A are as follows:

Total Sources and Distribution of Costs: This schedule presents the sources of funding and the nature of costs expended for the operation of the Customer Relations Division, Programs and Services Division, and transportation-related Business and Professions Division programs (the Divisions) for the 2011-2013 Biennium. It provides the total agency costs and deducts costs related to the Business & Professions Division's programs that are not related to transportation fees. It shows that the net Divisions' costs assigned to fees agree with the total costs of all fees presented in the next schedule.

Total Costs, Per-Unit Costs and Revenues for Each Fee: This schedule presents the results of the cost analysis. It compares total costs for each fee with the revenues generated by each fee. It also compares the per-unit cost of administering each fee, with the individual fee rate charged to customers.

Notes: *See the end of Appendix A for notes regarding specific fees or sets of data. Below are general notes regarding Appendix A:*

As noted in the body of this report, the cost for administering each fee includes DOL's costs of collecting the fee and of providing the customer with any associated product or service. It also includes the costs of other related services, such as customer education, and support for courts and law enforcement. In this way, all of DOL's transportation-related costs are assigned to fees. This enables the study to assess the "cost recovery of department of licensing services", as required.

DOL is not required to recover costs for the administration of transportation fees. However, in some cases statute requires that fee revenues be directed to DOL to support administration of a fee type or set of fee types. Such administration fees are only listed if authorized in statute as a unique fee type. The list of fees does not include separate entries representing how the fee rate is distributed, whether for administration costs, or for other purposes. For example, though one fee may generate revenue for several state funds, it is listed just once with the full fee rate.

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Total Sources and Distribution of Costs**

TOTAL SOURCES OF COSTS	
Fund	Amount
001 - General Fund	\$ 2,444,000
048 - Marine Fuel Tax Refund Account	31,926
EB0 - Motorcycle Safety Education Account	4,364,000
EC0 - State Wildlife Account	818,947
106 - Highway Safety Account	146,813,129
108 - Motor Vehicle Account	75,372,162
14V - Ignition Interlock Device Revolving Account	1,969,791
201 - DOL Services Account	6,020,060
BN0 - Derelict Vessel Removal Account	29,113
Business & Professions and Other Combined Costs	<u>32,202,241</u> NOTE
Total All DOL Costs	270,065,371
Less Business & Professions-Non Transportation	<u>(34,429,062)</u> NOTE
Drivers and Vehicle Services Costs	<u><u>\$ 235,636,309</u></u>

NOTE: In addition to Business & Professions costs, the following amounts have been excluded from amounts allocated to fees:	
Business & Professions and Other Combined Costs	32,202,241
Interfund Allocations and Other Adjustments, Net	(605,290)
Agency Overhead not Applied to Programs	2,832,111
Total amount excluded from the cost of fees	<u><u>34,429,062</u></u>

TOTAL DISTRIBUTION OF COSTS	
Expenditure Type	Amount
A - Salaries and Wages	\$ 121,259,026
B - Employee Benefits	43,752,277
C - Personal Service Contracts	1,276,083
E - Goods and Services	88,875,554
G - Travel	2,594,273
J - Capital Outlays	3,972,782
P - Debt Service	7,747,480
N - Grants, Benefits & Client Services	839,000
S - Interagency Reimbursements	(251,104)
Total 2011-2013 Costs	<u><u>\$ 270,065,371</u></u>
Less Business & Professions and Other Costs	<u><u>\$ (34,429,062)</u></u>
Total All Drivers and Vehicle Services Costs	<u><u>\$ 235,636,309</u></u>
Costs Assigned To:	
Total Driver Licensing and Identification	\$ 162,062,270
Total Vehicle and Related Services	73,477,324
Total Accounting Service Unit	96,715
Division Costs Allocated to Fees and Other Activities	<u><u>\$ 235,636,309</u></u>

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 Total Costs, Per-Unit Costs and Revenue for Each Fee
 For the Biennium Ended June 30, 2013

Individual Service and Product Fees	Authorized by RCW/WAC	Current Fee (Note B, Pg. 12)	Cost Per Unit (Note C, Pg. 12)	2011-2013 Transactions	Total All Costs	Variance	Total Revenues (Note D, Pg. 12)
Driver Licensing & Identification							
Driver Examining Fees							
Original License	46.20.161	\$45.00 *	\$27.11	492,241	\$13,342,339	\$2,363,467	\$15,705,806
Renewal License	46.20.181	45.00 *	16.23	1,665,504	27,025,318	26,115,487	53,140,805
Original License Application (Exam)	46.20.120 (2)	35.00 *	50.26	650,564	32,696,053	(16,800,739)	15,895,314
Penalty Fee	46.20.181	10.00	1.03	56,572	58,194	583,486	641,680
Duplicate License	46.20.200 (1)	20.00 *	12.84	505,013	6,486,396	(156,929)	6,329,467
Duplicate Identical Cards	46.20.200 (1)	20.00 *	17.76	83,192	1,477,578	(434,910)	1,042,668
Identical Cards	46.20.117	45.00 *	18.17	190,654	3,464,665	1,932,171	5,396,836
Identical Cards Renewal	46.20.117	45.00 *	13.66	160,736	2,196,093	2,353,856	4,549,949
Identical Cards (Public Assistance Recipient)	46.20.117	5.00	25.66	6,693	171,732	(140,132)	31,600
Agriculture Permits Original	46.20.070 [1]	20.00	22.58	45	1,016	(136)	880
Agriculture Permit Renewal	46.20.070 [3]	15.00	17.25	13	218	(99)	119
Instruction Permit Original	46.20.055 [1]	25.00 *	20.93	140,239	2,935,663	(738,595)	2,197,068
Instruction Permit Renewal	46.20.055 [4]	25.00 *	15.01	39,400	591,253	26,003	617,256
Non-Photo Permit Original	46.20.055 [1]	25.00 *	21.81	49,009	1,068,778	(300,974)	767,804
Non-Photo Permit Renewal	46.20.055 [4]	25.00 *	15.39	13,769	211,945	3,766	215,711
Photo License Only	46.20.200	10.00	11.10	255,621	2,836,819	(273,089)	2,563,730
Trip Permits (Motor Carrier & Non-Motor Carrier)	46.16.160 (5)	20.00	14.70	4,264	62,674	22,606	85,280
Trip Permit Surcharge Fee	46.16.160 (5)	5.00	2.99	4,264	12,770	8,550	21,320
Out-of-State License Renewal	46.20.181 & 46.20.120	45.00	106.89	8,375	895,230	(518,355)	376,875
Motorcycle Original	46.20.505	2.00 to 12.00 *	85.85	50,539	4,338,784	(3,862,078)	476,706
Motorcycle Renewal	46.20.505	25.00	21.59	125,133	2,701,901	378,273	3,080,174
Motorcycle Application	46.20.505	5.00	22.04	54,623	1,203,675	(928,950)	274,725
Motorcycle Permit	46.20.510	15.00	20.20	23,211	468,791	(119,846)	348,945
Enhanced Drivers License (EDL)	46.20.202	15.00	33.51	186,226	6,240,283	(6,072,238)	168,045
Enhanced Identical Cards (EID)	46.20.202	15.00	44.63	13,799	615,878	(510,593)	105,285
Contracts & Initiatives Management Fees							
Abstract of Drivers Record (ADR)-Account Holders	46.52.130 & 46.20.293	13.00 *	0.15	5,008,604	761,111	54,478,503	55,239,614
ADR Non-Account Holders	46.52.130 & 46.20.293	13.00 *	7.60	496,271	3,770,547	1,478,110	5,248,657
ADR Monitoring	46.52.130 & 46.20.293	0.06	0.00	38,349,459	190,278	2,109,618	2,299,896
Ignition Interlock Device Monthly Fee	46.20.385 (6)(a)	20.00	12.50	125,965	1,574,690	944,603	2,519,293
Indigent Ignition Interlock Devices installed (No Fee)	46.20.385 (6)(a)						
CDL Program Fees							
Commercial Drivers License (CDL) Original	46.20.049	85.00 *	48.50	19,531	947,292	42,118	989,410
CDL Requalification	46.25.100	20.00	36.77	526	19,342	(8,822)	10,520
CDL Renewal	46.20.049	85.00 *	57.93	76,778	4,447,423	(666,948)	3,780,475
CDL Instruction Permit	46.25.060	10.00	40.30	17,321	698,090	(524,880)	173,210
CDL Knowledge Exam	46.20.060	10.00	36.32	65,781	2,388,921	(2,153,598)	235,323

**Washington State Department of Licensing
Driver and Vehicle Services Fee Study
Total Costs, Per-Unit Costs and Revenue for Each Fee
For the Biennium Ended June 30, 2013**

Individual Service and Product Fees	Authorized by RCW/WAC	Current Fee (Note B, Pg. 12)	Cost Per Unit (Note C, Pg. 12)	2011-2013 Transactions	Total All Costs	Variance	Total Revenues (Note D, Pg. 12)
CDL Classified Skill Exam - Reduced	46.20.060	75.00	170.87	19	3,247	(1,826)	1,421
CDL Classified Skill Exam	46.20.060	100.00	179.44	17,779	3,190,195	(1,417,788)	1,772,407
Driver Training School Fees							
Driver Training School - Original and Transfer	46.82.310 / WAC 308-108-025	500.00	5,100.78	44	224,434	(181,523)	42,911
Driver Training School - Renewal	46.82.310 / WAC 308-108-025	250.00	3,206.20	70	224,434	(190,300)	34,134
Branch Office - Original	46.82.310 / WAC 308-108-025	250.00	1,066.02	217	231,327	(207,159)	24,168
Branch Office - Renewal	46.82.310 / WAC 308-108-025	125.00	889.72	260	231,327	(202,370)	28,957
Driver Training Instructor - Original	46.82.320 / WAC 308-108-025	125.00	1,421.92	321	456,436	(413,905)	42,531
Driver Training Instructor - Renewal	46.82.320 / WAC 308-108-025	100.00	830.03	565	468,969	(409,081)	59,887
Duplicate License-School or Instructor	46.82.340 / WAC 308-108-025	10.00	95.33	59	5,624	(4,999)	625
Instructor Knowledge and/or Skill Exam	46.82.330 / WAC 308-108-025	25.00	391.78	313	122,626	(114,332)	8,294
Driver Records Fees							
Temporary Restricted License (Ignition Interlock License Included)	46.20.380	100.00	196.12	22,138	4,341,647	(2,127,822)	2,213,825
License Extension Fee	46.20.120 (4)	5.00	31.31	7,425	232,506	(195,381)	37,125
Probationary License (DUI/Non-Hearing)	46.20.355	50.00	113.04	26,141	2,955,019	(1,512,054)	1,442,965
CDL Requalification	46.25.100	150.00	1,856.74	505	937,652	(861,902)	75,750
Reissue Fee \$75 (Reinstatement)	46.20.311	75.00	34.44	185,063	6,372,698	7,507,049	13,879,747
Reissue Fee \$150 (Alcohol Reinstatement)	46.20.311	150.00	42.25	45,432	1,919,477	4,895,361	6,814,838
Hearings & Interviews Fees							
DUI Hearings Conducted	46.20.308 (8)	375.00 *	458.75	19,024	8,727,322	(3,773,359)	4,953,963
Indigent DUI Hearings	46.20.308 (8)	-	458.75	6,364	2,919,506	(2,919,506)	-
Other Hearings Conducted	46.20.245	-	458.75	3,061	1,404,244	(1,404,244)	-
Total Interviews Conducted	46.20.245	-	458.75	2,598	1,191,841	(1,191,841)	-
Total Driver Licensing and Identification					\$ 162,062,270	\$ 53,901,724	\$ 215,963,994

**Washington State Department of Licensing
Driver and Vehicle Services Fee Study
Total Costs, Per-Unit Costs and Revenue for Each Fee
For the Biennium Ended June 30, 2013**

Individual Service and Product Fees	Authorized by RCW/WAC	Current Fee (Note B, Pg. 12)	Cost Per Unit (Note C, Pg. 12)	2011-2013 Transactions	Total All Costs	Variance	Total Revenues (Note D, Pg. 12)
Vehicle Registrations							
Annual and Permanent Vehicle Registration Fees							
Registration							
License Tab Fee	46.17.350(1)(j)	\$30.00	\$0.75	11,078,570	\$8,285,721	\$289,299,833	\$297,585,555
License Plate Technology Account Fee	46.17.015	0.25	0.01	11,227,961	70,584	2,730,363	2,800,947
License Service Fee	46.17.025	0.50	0.01	11,227,961	141,168	5,221,233	5,362,401
Vehicle Registration Filing Fee	46.17.005(1)	3.00	0.70	96,436	67,106	222,202	289,308
Vehicle Weight Fee	46.17.365(1)	10.00 to 30.00	0.81	9,211,450	7,485,366	102,606,878	110,092,244
Vehicle Weight Fee - Motor Home	46.17.365(2)	75.00	0.84	131,217	110,470	9,717,689	9,828,158
Duplicate License Registration Fee	46.16A.190	1.25	0.87	62,372	54,144	23,821	77,965
Replacement of Tabs or Windshield Emblem Fee	46.17.230	1.00	0.87	90,268	78,360	11,908	90,268
Change in License Class Fee	46.16A.200(6)	1.00	0.87	22,265	19,328	2,937	22,265
Seating Capacity Fee	46.17.340	15.00	0.96	6,357	6,083	89,272	95,355
Tow Truck Capacity Fee	46.17.335	25.00	0.93	2,792	2,604	67,196	69,800
Commercial Trailer License Fee	46.17.350(1)(c)	34.00	0.93	114,668	106,962	3,791,750	3,898,712
Trailing Units -- Permanent Plate Fee	46.16A.450	36.00	0.87	8,715	7,565	306,175	313,740
Initial Camper License Fee	46.16A.405(1)	4.90	1.00	1,977	1,985	8,698	10,682
Camper License Renewal Fee	46.16A.405(1)	3.50	0.68	43,622	29,679	138,678	168,357
RV Sanitary Disposal Fee	46.17.375	3.00	0.79	422,414	332,530	938,539	1,271,069
Small Trailer License Fee (single axle, 2000 lbs or less)	46.17.350(1)(k)	15.00	0.66	780,658	512,236	12,572,425	13,084,661
Boat Trailer (Freshwater Aquatic Weed) Annual Fee*	46.17.305	3.00	0.24	433,738	106,238	1,187,548	1,293,786
Moped Registration Fee	46.16A.405(2)	30.00	1.02	4,387	4,483	127,854	132,337
Moped Registration Renewal Fee	46.16A.405(2)	30.00	0.60	14,401	8,641	425,774	434,415
Moped Registration Transfer Fee	46.16A.405(2)	5.00	0.87	2,335	2,027	25,873	27,900
Gross Weight Fees	46.16A.455	38.00 to 3,400.00	0.79	3,046,041	2,408,148	245,394,934	247,803,082
Gross Weight Fees - Farm Vehicles	46.16A.425	Varies	0.96	40,338	38,841	3,286,798	3,325,639
Gross Weight Monthly Permit Fee (per payment)	46.16A.455(5)	2.00	0.87	17	15	19	34
Commercial Vehicle Safety Enforcement Fee	46.17.315	16.00	0.81	214,374	173,920	3,078,762	3,252,682
Farm Vehicle Trip Permit Fee	46.16A.330	6.25	0.87	1,152	1,000	6,200	7,200
Off-Road Vehicle - Registration Fee	46.09.410(1-2)	18.00	2.45	127,425	312,761	2,520,600	2,833,360
Off-Road Vehicle - Registration Transfer Fee	46.09.410(4)	5.00	0.87	34,533	29,978	183,317	213,294
Off-Road Vehicle - Temporary Use Permit Fee	46.09.430	7.00	14.00	798	11,175	(4,275)	6,900
Snowmobile (Newer than 30 years old) - Registration Fee	46.10.400(1-2)	30.00	0.93	55,953	52,145	1,629,865	1,682,010
Snowmobile (30 years old or older) - Vintage Registration Fee	46.10.400(1-2)	12.00	0.96	544	523	6,041	6,564
Snowmobile - Transfer Fee	46.10.400(4)	5.00	0.87	7,935	6,888	77,332	84,220
Snowmobile - Non-Resident Registration Permit Fee	46.10.450	5.00	0.87	48	42	198	240
Federally-Owned Vehicle Registration Fee (Non-Exempt)		2.00	0.87	405	352	458	810
Electric Vehicle Registration Renewal Fee	46.17.323	100.00	0.41	835	338	79,745	80,083
Liquid Propane Gas Fee	82.38.075	141.00-781.00	0.79	2,722	2,151	964,236	966,387

**Washington State Department of Licensing
Driver and Vehicle Services Fee Study
Total Costs, Per-Unit Costs and Revenue for Each Fee
For the Biennium Ended June 30, 2013**

Individual Service and Product Fees	Authorized by RCW/WAC	Current Fee (Note B, Pg. 12)	Cost Per Unit (Note C, Pg. 12)	2011-2013 Transactions	Total All Costs	Variance	Total Revenues (Note D, Pg. 12)
Liquid Propane Gas Handling Fee	82.38.075	5.00	0.79	2,727	2,155	12,387	14,542
Dealer Temporary Permit Fee	46.16A.300	15.00	0.87	36,971	32,094	8,739,109	8,771,203
Trip Permit Fee	46.16A.320	17.00	0.65	179,828	117,080	2,939,996	3,057,076
Trip Permit Surcharge Fee	46.16A.320	5.00	0.22	179,828	39,027	860,113	899,140
45 Day Non-Resident Military Permit Fee	46.16A.340	10.00	0.87	908	788	8,292	9,080
Special Fuel Trip Permit Fees (T&R totals)	82.38.100	24.00	0.87	757	657	17,511	18,168
Special Fuel Trip Permit Fees - Filing Fee (T&R totals)	82.38.100	1.00	0.13	757	100	657	757
Special Fuel Trip Permit Fees (T&R totals) - Surcharge Fee	82.38.100	5.00	0.87	757	657	3,128	3,785
Out-of-State 30-60-90 Day (Vehicle) Permits	46.16A.360	Varies	0.87	247	214	41,605	41,820
Discover Pass Fee	46.16A.090 (4)	30.00	0.61	267,929	162,728	7,806,962	7,969,690
Local Jurisdiction Fees							
Unpaid Violations Surcharge Fee	46.16A.120(4)[c];	10.00	0.66	31,040	20,361	303,349	323,710
Unpaid Violations Surcharge Filing Fee	46.16A.120(4)[c]	5.00	0.66	31,040	20,361	(18,366)	1,995
Transportation Benefit District Fee (TBD)	82.80.140	Varies	0.48	1,466,258	710,498	27,780,173	28,490,671
Congestion Reduction Charge	82.80.055	20.00	0.66	1,569,553	1,031,297	29,645,524	30,676,821
RTA Excise Tax	81.104.160	Varies	0.51	4,453,310	2,276,997	131,042,267	133,319,264
Sound Transit Private/Local Recovery	81.104.160	N/A	N/A	N/A	1,381,460	(147,190)	1,234,269
Vehicle Registration Donations							
Organ & Tissue Donation Awareness Donation	46.16A.090 (2)	1.00 or more	0.45	155,445	70,341	560,599	630,940
State Parks Donation*	46.16A.090 (3)	1.00 or more	0.03	9,479,588	319,079	15,199,283	15,518,361
Vehicle Title Fees							
Vehicle Title Fees							
Certificate of Ownership (Title) - Application Fee	46.12.530(4)	15.00 *	0.35	3,947,696	1,380,562	18,098,429	19,478,991
Certificate of Ownership (Title) - Filing Fee	46.17.005(2)	4.00	1.32	30,407	40,228	81,400	121,628
Vehicle Use Tax	82.12.020	Varies	1.32	1,074,454	1,421,479	348,734,725	350,156,205
Vehicle Use Tax Collection Fee	82.12.045	2.00	1.32	101	134	68	202
Quick Title Service Fee	46.17.160 / 46.68.025	25.00	7.15	29,337	209,832	522,447	732,279
Quick Title Service Fee Co 40 portion	46.17.160 / 46.68.025	25.00	1.32	458	606	10,844	11,450

**Washington State Department of Licensing
Driver and Vehicle Services Fee Study
Total Costs, Per-Unit Costs and Revenue for Each Fee
For the Biennium Ended June 30, 2013**

Individual Service and Product Fees	Authorized by RCW/WAC	Current Fee (Note B, Pg. 12)	Cost Per Unit (Note C, Pg. 12)	2011-2013 Transactions	Total All Costs	Variance	Total Revenues (Note D, Pg. 12)
Department Temporary Permit - Filing Fee	46.16A.305	0.50	1.32	18,829	24,910	(15,496)	9,415
Vehicle Previously Registered in Another Jurisdiction Fee	46.12.570	15.00	0.99	564,702	557,148	7,893,391	8,450,539
Physical Examination of Vehicle Fee	46.12.560(1)	65.00	35.21	46,903	1,651,489	1,303,905	2,955,393
Emergency Medical Services Fee : \$6.50	46.17.110	6.50	0.41	1,731,317	713,912	N/A	11,253,561
Emergency Medical Services Fee: \$4.00	46.17.110	4.00	0.41	1,129,890	459,818	N/A	4,519,560
Vehicle Identification Number Reassignment Fee	46.12.560(5)	5.00	1.32	2,257	2,986	8,299	11,285
Motor Change Application -- Corrected Ownership / Registration Certificate	46.12.590	15.00 *	N/A	0	282,003	(282,003)	-
Certificate of Ownership - Duplicate Fee	46.12.580	15.00 *	1.32	53,899	71,308	483,712	555,020
Arbitration Fee (Lemon Law)*	19.118.110	3.00	0.52	382,723	197,173	938,058	1,135,231
Transfer of Ownership - Late Penalty Fee	46.12.650(7)	50.00 - 125.00 *	1.32	86,900	114,967	6,042,073	6,157,039
Mobile Home Title Elimination Additional Fee*	46.12.700	25.00	0.89	2,117	1,894	51,031	52,925
Mobile Home Title Transfer & Elimination Fee	46.12.700	15.00	0.89	21,143	18,918	297,852	316,770
Mobile Home Title Transfer Fee - Mobile Home Park Relocation Fee (sales of \$5000+)*	46.12.700	100.00	0.89	8,002	7,160	789,360	796,520
Vehicle Plate, Emblem & Decal Fees							
Vehicle Plate & Decal Fees							
Original Issue Fee (per plate)	46.17.200(1)(a)	10.00	0.36	1,307,379	464,647	7,878,121	8,342,768
Original Issue Fee - Motorcycle	46.17.200(1)(a)	4.00	0.36	15,063	5,353	59,638	64,991
Original Issue Fee - Moped	46.16A.405(2)	1.50	0.36	2,178	774	2,493	3,267
Standard & Special Plate Transfer Fee	46.16A.200(8)(a)	10.00	0.36	13,203	4,692	127,338	132,030
Reflectorized Plate Material (per plate)*	46.17.200(1)(a)	2.00	0.00	2,929,762	4,924	5,854,600	5,859,524
Plate Reuse Fee	46.17.200(2)	Up to 5.00	N/A	0	-	-	-
Vehicle Replacement Plate (per plate)	46.16A.200(9)	10.00	3.51	1,309,592	4,601,589	8,494,331	13,095,920
Motorcycle Additional Fee - Vehicle Replacement Plate	46.16A.200(9)	4.00	2.27	42,684	96,721	74,015	170,736
Plate (Number) Retention Fee	46.16A.200(10)(c)	20.00	2.09	81,044	169,197	1,299,223	1,468,420
Exempt Plates Fee	46.16A.170	2.00	0.36	14,732	5,236	24,228	29,464
Exempt Farm ID Decal Fee	46.16A.420	5.00	0.36	4,027	1,431	18,704	20,135
Snowmobile Original Decal Fee	46.10.430	0.50	0.27	4,375	1,201	987	2,188
Off-Road Vehicle Original Decal Fee	46.09.400	1.00	0.31	23,999	7,334	16,665	23,999
Personalized Plate Fees							
Initial Personalized License Plate Fee - Set	46.17.210	30.00	3.38	24,349	82,403	890,892	973,295
Personalized Plates Additional Renewal Fee	46.17.210	20.00	0.34	161,976	54,935	4,647,824	4,702,760
Personalized Plates Transfer Fee	46.16A.200(8)(b)	10.00	0.22	11,715	2,616	230,637	233,254
Personalized plates Additional Fee*	46.17.210	12.00	0.18	186,325	32,961	330,925	363,886
Special Plate & Emblem Fees							
Disabled Parking Plates - Original	46.19.010(6)	No Fee	6.40	10,498	67,236	(67,236)	-
Disabled Parking Plates - Original (Motorcycle)	46.19.010(6)	No Fee	6.37	231	1,472	(1,472)	-

**Washington State Department of Licensing
Driver and Vehicle Services Fee Study
Total Costs, Per-Unit Costs and Revenue for Each Fee
For the Biennium Ended June 30, 2013**

Individual Service and Product Fees	Authorized by RCW/WAC	Current Fee (Note B, Pg. 12)	Cost Per Unit (Note C, Pg. 12)	2011-2013 Transactions	Total All Costs	Variance	Total Revenues (Note D, Pg. 12)
Disabled Parking Plates - Replacement	46.19.010(6)	No Fee	1.93	6,435	12,405	(12,405)	-
Disabled Parking Plates - Renewal	46.19.040	No Fee	1.86	77,020	143,370	(143,370)	-
Disabled Parking Plates - Renewal (Motorcycle)	46.19.040	No Fee	1.92	809	1,557	(1,557)	-
Veterans' Emblem [Military Emblem] Fee	46.16.332	10.00	1.93	2,011	3,877	10,245	14,122
Disabled Veteran / Prisoner of War Transfer Fee	46.18.235	10.00	1.93	12,410	23,922	100,178	124,100
Amateur Radio Operator Plate Fee	46.18.205	5.00	5.52	1,064	5,873	(550)	5,323
Military Affiliate Radio System (MARS) Plate Fee	46.18.265	5.00	5.52	611	3,372	(317)	3,055
Horseless Carriage (Antique Vehicle) Original Plate Fee	46.18.255	35.00	5.52	367	2,026	10,819	12,845
Horseless Carriage (Antique Vehicle) - Motorcycle - Original Plate Fee	46.18.255	35.00	5.52	29	160		1,015
Collector Vehicle Original Plate Fee	46.18.220	35.00	5.52	22,753	125,588	670,767	796,355
Collector Vehicle - Motorcycle - Original Plate Fee	46.18.220	35.00	5.52	3,343	18,452		117,005
Restored Original Plate Fee	WAC 308-96A-074	35.00	5.52	4,776	26,362	140,798	167,160
Ride Share - Original Plate	46.18.285(1)	25.00	5.52	1,143	6,309	22,266	28,575
Ride Share - Transfer Plate	46.18.285(3)	10.00	1.93	4	8	32	40
Purple Heart - Original Plate	46.18.280(2)	No Fee	5.52	876	4,835	(4,835)	-
Purple Heart - Motorcycle - Original Plate	46.18.280(2)	No Fee	5.52	1	6	(6)	-
Gold Star - Original Plate	46.18.245(2)	No Fee	5.52	59	326	(326)	-
Pearl Harbor Survivor - Original	46.18.270(2)	No Fee	N/A	0	-	-	-
Prisoner of War - Original Plate	46.18.235(2)	No Fee	5.52	14	77	(77)	-
Medal of Honor - Original Plate	46.18.230(2)	No Fee	5.52	1	6	(6)	-
Disabled Veteran Original Plate	46.18.235(2)	No Fee	5.52	780	4,305	(4,305)	-
Sponsored Special Plate Fees							
Special Plate Design Services Fee	46.18.150	200.00	N/A	0	-	-	-
Special Plate Design Services -- Additional Plate Renditions Fee	46.18.150	100.00	N/A	0	-	-	-
DOL Special Plate Orig Admin Fee	46.68.420(1); 46.68.425(1); 46.68.430(1)	12.00	5.52	32,753	180,784	182,376	363,160
DOL Special Plate Renewal Admin Fee	46.68.420(1); 46.68.425(1); 46.68.430(1)	2.00	1.24	177,046	220,055	134,940	354,995
Central Washington University - Original Plate	46.18.225	28.00	5.52	142	784	3,211	3,994
Central Washington University - Renewal	46.18.225	28.00	1.87	1,124	2,103	29,514	31,617
Eastern Washington University - Original Plate	46.18.225	28.00	5.52	367	2,026	8,126	10,152
Eastern Washington University - Renewal	46.18.225	28.00	1.89	1,606	3,039	41,385	44,425
The Evergreen State College - Original Plate	46.18.225	28.00	5.52	32	177	681	857
The Evergreen State College - Renewal	46.18.225	28.00	1.86	286	532	7,129	7,662
University of Washington - Original Plate	46.18.225	28.00	5.52	2,351	12,977	51,892	64,869
University of Washington - Renewal	46.18.225	28.00	1.87	13,302	24,899	342,130	367,029
Western Washington University - Original Plate	46.18.225	28.00	5.52	163	900	3,598	4,498

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Western Washington University - Renewal	46.18.225	28.00	1.86	1,489	2,771	38,320	41,091
Washington State University - Original Plate	46.18.225	28.00	5.52	7,112	39,255	155,709	194,965
Washington State University - Renewal	46.18.225	28.00	1.89	28,566	54,054	729,039	783,094
Baseball Stadium - Original Plate	46.18.215	28.00	6.37	167	1,064	3,087	4,151
Baseball Stadium - Renewal	46.18.215	28.00	2.71	4,519	12,249	100,084	112,333
Professional Firefighter & Paramedics - Original Plate	46.18.200	28.00	5.52	895	4,940	19,831	24,771
Professional Firefighter & Paramedics - Renewal	46.18.200	28.00	1.95	7,949	15,487	204,518	220,005
Helping Kids Speak - Original Plate	46.18.200	28.00	6.37	244	1,555	4,996	6,551
Helping Kids Speak - Renewal	46.18.200	28.00	2.75	2,539	6,982	61,187	68,169
Law Enforcement Memorial - Original Plate	46.18.200	28.00	6.37	3,258	20,759	68,015	88,774
Law Enforcement Memorial - Renewal	46.18.200	28.00	2.74	17,564	48,108	430,477	478,585
Washington's Wildlife Coalition - Original Plate	46.18.200	28.00	6.37	1,905	12,138	40,647	52,785
Washington's Wildlife Coalition - Renewal	46.18.200	28.00	2.74	13,553	37,107	338,430	375,538
Washington State Parks and Recreation Commission - Original Plate	46.18.200	28.00	6.37	1,250	7,965	26,580	34,544
Washington State Parks and Recreation Commission - Renewal	46.18.200	28.00	2.72	5,807	15,791	144,688	160,479
Washington Lighthouses - Original Plate	46.18.200	28.00	6.37	688	4,384	14,449	18,833
Washington Lighthouses - Renewal	46.18.200	28.00	2.78	6,905	19,230	169,783	189,013
Keep Kids Safe - Original Plate	46.18.200	33.00	6.37	331	2,109	7,222	9,331
Keep Kids Safe - Renewal	46.18.200	28.00	2.73	2,714	7,408	69,098	76,506
We Love Our Pets - Original Plate	46.18.200	28.00	5.52	513	2,832	10,763	13,595
We Love Our Pets - Renewal	46.18.200	28.00	1.86	3,839	7,152	94,585	101,737
Gonzaga University Alumni Association - Original Plate	46.18.200	28.00	5.52	254	1,402	5,506	6,908
Gonzaga University Alumni Association - Renewal	46.18.200	28.00	1.85	2,549	4,709	64,615	69,324
Washington's National Park Fund - Original Plate	46.18.200	28.00	5.52	1,702	9,394	37,091	46,485
Washington's National Park Fund - Renewal	46.18.200	28.00	1.85	7,622	14,126	194,046	208,172
Airforce - Original Plate	46.18.200	28.00	6.37	622	3,963	13,271	17,235
Airforce - Renewal	46.18.200	28.00	2.73	4,313	11,758	107,748	119,506
Army - Original Plate	46.18.200	28.00	6.37	1,655	10,545	35,079	45,624
Army - Renewal	46.18.200	28.00	2.74	8,005	21,945	198,732	220,677
Coast Guard - Original Plate	46.18.200	28.00	6.37	182	1,160	3,911	5,070
Coast Guard - Renewal	46.18.200	28.00	2.72	1,283	3,491	32,251	35,742
Marine Corp - Original Plate	46.18.200	28.00	6.37	1,052	6,703	22,480	29,183
Marine Corp - Renewal	46.18.200	28.00	2.74	4,990	13,696	124,729	138,425
National Guard - Original Plate	46.18.200	28.00	6.37	88	561	1,865	2,426
National Guard - Renewal	46.18.200	28.00	2.73	796	2,172	19,770	21,941
Navy - Original Plate	46.18.200	28.00	6.37	890	5,671	18,917	24,588
Navy - Renewal	46.18.200	28.00	2.73	5,138	14,038	127,911	141,949
Ski & Ride - Original Plate	46.18.200	28.00	5.52	389	2,147	8,532	10,679
Ski & Ride - Renewal	46.18.200	28.00	1.86	2,675	4,963	68,470	73,433
Wild on Washington - Original Plate	46.18.200	28.00	5.52	1,483	8,186	32,890	41,075

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Wild on Washington - Renewal	46.18.200	28.00	1.89	9,696	18,287	250,268	268,555
Endangered Wildlife - Original Plate	46.18.200	28.00	5.52	1,261	6,960	27,968	34,928
Endangered Wildlife - Renewal	46.18.200	28.00	1.86	7,523	13,967	194,413	208,380
Share the Road - Original Plate	46.18.200	28.00	5.52	876	4,835	19,130	23,965
Share the Road - Renewal	46.18.200	28.00	1.84	7,144	13,113	182,325	195,438
Volunteer Firefighters - Original Plate	46.18.200	28.00	5.52	1,012	5,586	26,524	32,110
Volunteer Firefighters - Renewal	46.18.200	28.00	2.18	685	1,496	20,238	21,734
4-H - Original Plate	46.18.200	28.00	54.67	90	4,920	24,990	29,910
4-H - Renewal	46.18.200	28.00	3.89	9	35	2,956	2,991
Music Matters Awareness - Original Plate	46.18.200	28.00	5.52	1,188	6,557	41,828	48,386
Music Matters Awareness- Renewal	46.18.200	28.00	2.21	650	1,436	25,038	26,474
State Flower - Original Plate	46.18.200	28.00	5.52	150	828	3,061	3,889
State Flower - Renewal	46.18.200	28.00	4.20	12	50	261	311
Square Dancer Original Plate Fee	46.18.290	40.00	5.52	64	353	(353)	-
Vessel Fees							
Vessel Title Fees							
Certificate of Title - Application Fee	88.02.515	5.00	1.16	87,515	101,412	333,753	435,165
Certificate of Title - Filing Fee	88.02.640(1)(f)	4.00	1.16	196	227	557	784
Vessel Use Tax	82.12.020	Varies	1.16	57,116	66,186	24,424,608	24,490,793
Vessel Use Tax Collection Fee	82.12.045	2.00	1.16	4	5	3	8
Quick Title Service Fee	88.02.540 / 88.02.640	25.00	1.16	636	737	15,038	15,775
Quick Title Service Fee Co 40 portion	88.02.540 / 88.02.640	25.00	-	4	5	95	100
Duplicate Certificate of Title Fee	88.02.530	1.25	1.16	1,527	1,769	139	1,909
Vessel Registration Fees							
Vessel Registration - Annual Fee	88.02.560(2)(a)	10.50	0.59	474,174	279,389	5,030,588	5,309,978
Vessel Registration - License Plate Technology Account Fee*	88.02.560(2)(d)	0.25	0.01	477,619	6,602	112,546	119,148
Vessel Registration - License Service Fee	88.02.560(2)(e)	0.50	0.03	477,619	13,204	224,098	237,302
			Varies: 5.00				
Vessel Excise Tax	82.49.010		0.82	318,629	260,163	24,641,927	24,902,090
Vessel Registration - Filing Fee	88.02.560(2)(c)	3.00	0.49	1,304	639	22,775	23,414
Vessel Registration - Derelict Vessel Fee	88.02.050 [2] [a]	2.00	0.11	474,141	52,815	935,204	988,019
Vessel Registration - Aquatic Invasive Species Prevention Fee	88.02.640(3)(a)(iv)	1.50	0.08	474,141	39,612	691,740	731,352
Vessel Registration - Freshwater Aquatic Algae Control Fee	88.02.640(3)(a)(i)	1.00	0.06	474,141	26,408	461,160	487,568
Vessel Registration - Aquatic Invasive Species Enforcement Fee	88.02.640(3)(a)(ii)	0.50	0.03	474,141	13,204	230,580	243,784

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Vessel Registration - Derelict Vessel Removal Surcharge Fee	88.02.640(3)(a)(iii)	1.00	0.06	474,141	26,408	447,733	474,141
Vessel Registration - Transfer Fee	88.02.640(4)	1.00	1.04	18,936	19,763	438	20,201
Replacement Registration Number Fee	88.02.560(7)	1.00	1.04	1,098	1,146	(48)	1,098
Duplicate Certificate of Registration Fee (Vessels)	88.02.590	1.25	1.04	951	993	196	1,189
Replacement Decal Fee	88.02.595	1.25	1.04	2,840	2,964	586	3,550
Temporary Vessel Permit Fees							
Vessel Dealer Temporary Permit Fee	88.02.800	5.00	1.04	6,011	6,274	(1,865)	4,409
Out-of-Country Vessel Permit - Change Owner Fee	88.02.610(4)	3.00	-	0	-	-	-
Out-of-Country Vessel Permit - Original Fee	88.02.610(3)	25.00	0.87	302	263	11,045	11,308
Out-of-Country Vessel Permit - Derelict Fee*	88.02.610(3)	5.00	0.17	302	53	1,745	1,798
Out-of-State Vessel Permit - Original Fee	88.02.620	25.00	1.04	186	194	1,348	1,542
Vessel Registration Donations							
Maritime Historic Restoration & Preservation Donation (Vessel Reg.)	88.02.580	No minimum	0.34	5,657	1,928	15,135	17,063
Dealers and Manufacturers Fees							
Vehicle Dealer							
Original license	46.70.061	750.00	2,881.53	617	1,777,902	(1,349,396)	428,506
Dealer plate	46.70.090	33.00	96.05	3,353	322,102	(322,102)	-
Replacement plate		5.50	96.05	2,365	227,169	(227,169)	-
License renewal	46.70.061	250.00	1,440.76	3,764	5,423,032	(4,551,668)	871,364
Plate renewal		33.00	(A)		-	-	-
Subagency	46.70.061	100.00	(A)		-	39,540	39,540
Subagency renewal	46.70.061	25.00	(A)		-	-	-
Temporary subagency	46.70.061	100.00	96.05	903	86,734	6,566	93,300
Vehicle Manufacturer							
Original license	46.70.061	500.00	711.59	62	44,119	(14,317)	29,801
Replacement plate		7.00	23.72	2	47	(34)	13
License renewal	46.70.061	250.00	355.80	610	217,036	(70,432)	146,604
Plate renewal	46.70.061	33.00	(A)		-	-	-
Registered Tow Truck Operator							
Original license	46.55.030	100.00	515.99	148	76,366	(39,299)	37,068
License renewal	46.55.030	100.00	515.99	856	441,685	(227,294)	214,391
Truck, new and renewal	46.55.030	50.00	(A)		-	-	-
Wrecker							
Original license	46.80.040	25.00	29.57	82	2,425	533	2,958
First plate set	WAC 308-63-060	6.00	29.57	59	1,745	(1,234)	511
Additional plate set	WAC 308-63-060	3.00	29.57	92	2,721	(2,323)	398
License renewal	46.80.050	10.00	29.57	503	14,876	(7,618)	7,258

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First plate set renewal	46.80.060	5.00	(A)		-	-	-
Additional plate set renewal	46.80.060	2.00	(A)		-	-	-
Hulk Hauler							
Original license	46.79.040	10.00	9.40	249	2,341	1,982	4,323
First plate set	WAC 308-65-060	6.00	9.40	105	987	107	1,094
Additional plate set	WAC 308-65-060	3.00	9.40	172	1,617	(721)	896
License renewal	46.79.050	10.00	9.40	400	3,761	3,184	6,945
First plate set renewal	46.79.060	5.00	(A)		-	-	-
Additional plate set renewal	46.79.060	2.00	(A)		-	-	-
Scrap Processor							
Original license	46.79.040	25.00	4.21	55	231	1,140	1,372
First plate set	WAC 308-65-110	6.00	4.21	20	84	36	120
Additional plate set	WAC 308-65-110	3.00	4.21	31	130	(38)	93
License renewal	46.79.050	10.00	4.21	101	425	583	1,008
First plate set renewal	46.79.060	5.00	(A)		-	-	-
Additional plate set renewal	46.79.060	2.00	(A)		-	-	-
Transporter							
Original license	46.76.040	25.00	15.91	691	10,997	23,639	34,636
Plate set	46.76.040	3.00	15.91	1,348	21,453	(13,345)	8,108
License renewal	46.76.050	15.00	15.91	970	15,437	13,736	29,173
Plate set renewal		2.00	(A)		-	-	-
Snowmobile Dealer							
Original license	46.10.050	25.00	17.41	196	3,413	(268)	3,145
Dealer plate	WAC 308-94-100	3.00	17.41	41	714	(635)	79
License renewal	46.10.050	25.00	17.41	163	2,838	(223)	2,616
ORV Dealer							
Original license	46.09.080	25.00	17.84	48	856	423	1,279
Dealer plate	WAC 308-94A-030	3.00	17.84	48	856	(703)	153
License renewal	46.09.080	25.00	17.84	148	2,641	1,303	3,944
Vessel Dealer							
Original license	88.02.740 / WAC 308-90-080	120.00	698.18	124	86,575	(57,693)	28,882
License renewal	88.02.740 / WAC 308-90-080	60.00	349.09	287	100,189	(66,766)	33,423
Decals-first	88.02.790 / WAC 308-90-080	40.00	(A)		-	48,340	48,340
Decals-second	88.02.790 / WAC 308-90-080	20.00	(A)		-	-	-
Prorate Fees & Fuel Taxes							
Prorate Fees							
Prorate Tran Fee	46.87.130 / WAC 308-91-140	4.50	0.03	43,058	1,142	192,247	193,389

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IFTA decals (set)	82.38.110 (12)	10.00	0.05	65,967	3,425	656,245	659,670
Temporary Authorization Permit	46.87.080	2.00	815.53	70	57,087	(24,281)	32,806
Two apportioned plates, cab card, decal replacement	46.87.090	12.00	40.98	1,393	57,087	(40,371)	16,716
Cab card replacement	46.87.090	2.00	(A)		57,087	(57,087)	-
Val. Yr tab(s) replacement	46.87.090	2.00	(A)		57,087	(57,087)	-
Subtotal Truck-Related Fees			2.11	110,488	232,914	669,666	902,580
Special Fuel Permit	82.38.100(3)	24.00	0.14	3,336	457	79,607	80,064
Special Fuel Permit Filing Fee	82.38.100(3)	1.00	0.01	3,336	19	3,317	3,336
Special Fuel Permit Surcharge	82.38.100(3)	5.00	0.03	3,336	95	16,585	16,680
Trip Permit	46.16A.320(5)	17.00	0.06	18,866	1,165	319,557	320,722
Trip Permit Filing Fee	46.16A.320(5)	3.00	0.01	18,866	206	56,392	56,598
Trip Permit Surcharge	46.16A.320(5)	5.00	0.02	18,866	343	93,987	94,330
Background Investigation	82.38.110 (6)	50.00	7.11	100	711	4,289	5,000
Reissuance of revoked special fuel license		100.00	0.45	1,268	571	126,229	126,800
				\$ Collected			
IFTA	82.38.032		0.20	30,458,231	6,164,081	24,294,150	30,458,231
Prorate (Gross Weight)	46.87.140(2)(b)		0.08	98,852,532	7,591,026	91,261,505	98,852,532
Washington Fuel Tax:							
Motor	82.36.025		0.00	1,941,472,474	2,928,649	1,938,543,825	1,941,472,474
Special	82.38.030		0.01	427,948,829	4,172,858	423,775,970	427,948,829
Aircraft	82.42.020		0.09	6,056,232	971,313	5,084,918	6,056,232
				2011-2013 Transactions			
Limousine & For Hire Registration							
Limousine Registration							
Carrier License	46.72A.120 / WAC 308-83-020	350.00 *	291.87	1,504	438,974	10,052	449,026
Vehicle Certificates	46.72A.120 / WAC 308-83-020	75.00 *	52.91	2,024	107,080	22,407	129,487
Training Provider Application	46.72A.090 / WAC 308-83-020	25.00	172.95	15	2,594	(2,274)	320
Change of Vehicle Certificate	46.72A.070 / WAC 308-83-020	20.00	(A)		1,656	(1,656)	-
Duplicate Vehicle Certificate	46.72A.070 / WAC 308-83-020	20.00	(A)		1,656	(1,656)	-
For Hire Registration							
Permits	46.72.030 / WAC 308-89-060	110.00 *	318.53	633	201,627	(166,853)	34,773
Vehicle Certificates	46.72.070 / WAC 308-89-060	55.00 *	14.26	3,457	49,313	45,641	94,954

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Change of Vehicle Certificate	46.72.080 / WAC 308-89-060	55.00 *	(A)		1,189	(1,189)	-
Duplicate Vehicle Certificate	46.72.080 / WAC 308-89-060	55.00 *	(A)		759	(759)	-
Total Vehicle and Related Services					\$ 73,477,324	\$ 3,882,358,059	\$ 3,955,835,383
<i>Managed by Accounting Services Unit</i>							
Dishonored Check Handling Fee	WAC 308-04-020	25.00	\$ 13.90	6,959	\$ 96,715	\$ 77,257	\$ 173,972

(A)- The number of transactions for these fees were not available for this fee study. As a result, a per-unit cost cannot be determined.

(B)- The "current fee" is the fee rate at the end of the 2011-2013 biennium (June 30, 2013). Fee rates with "*" increased during the biennium.

(C)- The cost for administering each fee includes DOL's costs of collecting the fee and of providing the customer with any associated product or service. It also includes the costs of other related services, such as customer education, and support for courts and law enforcement. In this way, all of DOL's transportation-related costs are assigned to fees. This enables the study to assess the "cost recovery of department of licensing services", as required.

(D)- Total revenues are primarily from DOL's accounting records, and a precise alignment of fee revenue and fee transaction data is not feasible. In some cases DOL revenue information is reported by account code and not by fee transaction type. In these cases the revenues have been distributed to individual fees based on a weighted average percentage method, or calculated totals based on transaction data are presented.

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Appendix B: Detailed Fee Schedules

The detailed fee schedules included in this Appendix B are as follows:

Driver Examining (DE) Program Total Direct and Indirect Costs: This schedule presents the cost centers involved in this program and the results of the total direct cost accumulation work. It also shows how program, division and agency indirect costs are assigned to each fee.

Programs & Services Division (PSD) Total Direct and Indirect Costs: This schedule presents the cost centers involved in this division's programs (excluding Title & Registration (T&R) related programs and Driver Records separately presented) and the results of the total direct cost accumulation work. It also shows how Contracts & Initiatives (C&I), Commercial Driver Licensing (CDL) programs, Division and agency indirect costs are assigned to each fee or allocated to other units. It also shows that the Motorcycle Safety program, the Training & Technical Services Unit and the License Integrity Unit allocate their costs to other units that administer fees.

Title & Registration Services (T&R) Administration Total Direct and Indirect Costs: This schedule presents the cost centers involved in this administration of title & registration services and the results of the total direct cost accumulation work. T&R services are administered by programs in both the Programs & Services and Customer Relations divisions. It also shows how program, Division and agency indirect costs are assigned to each fee. Certain costs have been assigned to all T&R fees, while other costs have been assigned to only registration, title and plate fees.

The following schedules present the cost centers involved in each program and the results of the total direct cost accumulation work. They also show how program, Division and agency indirect costs are assigned to each fee.

Driver Records Program Total Direct and Indirect Costs

Components of Driver Records Costs for Each Fee: This schedule presents how the operating units within the Driver Records Unit allocate their costs for fees and other activities.

Hearings and Interviews Program Total Direct and Indirect Costs

Dealers and Manufacturers Services Program Total Direct and Indirect Costs

Prorate and Fuel Tax Services Program Total Direct and Indirect Costs

Driver Training Schools, Limousine and For-Hire Total Direct and Indirect Costs

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**Washington State Department of Licensing
Driver and Vehicle Services Fee Study
Driver Examining Program Total Direct and Indirect Costs**

	11-13 Direct Costs	Direct costs from DR	Direct costs from MSP
Enhanced Driver License and Identocard Cost	\$ 1,150,662		
Total Driver Examining (DE) Direct Costs in DE cost centers	62,469,672		
Directly Allocated Program 200 Costs	2,265,010		
Directly Allocated Program 300 and 600 Costs	4,283,326		
Security Grant Programs allocated from Contract & Initiatives	1,106,699		
Total DE Support in PSD cost centers	5,490,543	\$ 7,207,701	\$ 4,353,559
Total DE Direct Costs	\$ 76,765,912	\$ 7,207,701	\$ 4,353,559

	011-13 Internet Costs	11-13 Indirect Costs
Agency Overhead Indirectly allocated	\$ 840,191	\$ 31,302,529
Division Indirect		321,395
Total Indirect Costs to Distribute		\$ 31,623,924

	Cost Per Unit	2011-2013 Transactions	Total All Costs	Internet Costs	Indirect Distribution	Total Direct	Effort Factor	Direct DE costs by Fee	Direct costs from DR	Direct costs from MSP
<i>Standard Driver Examining Activities</i>										
Original Personal Driver License (PDL)	\$27.11	492,241	\$13,342,339		\$3,583,663	\$9,758,676	11.33%	\$8,568,815	\$1,189,862	
Original License Application (Exam)	50.26	650,564	32,696,053		9,585,780	23,110,273	30.31%	22,920,342	189,931	
Renewal License	16.23	1,665,504	27,025,318	371,263	6,952,429	19,701,626	21.98%	16,623,796	3,077,831	
Penalty Fee	1.03	56,572	58,194		17,161	41,033	0.05%	41,033	-	
Duplicate License	12.84	505,013	6,486,396	182,424	1,636,379	4,667,594	5.17%	3,912,708	754,885	
Identicards	18.17	190,654	3,464,665		902,212	2,562,453	2.85%	2,157,259	405,194	
Identicards (Public Assistance Recipient)	25.66	6,693	171,732		46,448	125,285	0.15%	111,060	14,225	
Duplicate Identicards	17.76	83,192	1,477,578		383,586	1,093,992	1.21%	917,185	176,807	
Identicards Renewal	13.66	160,736	2,196,093	7,769	549,724	1,638,599	1.74%	1,314,433	324,166	
Agriculture Permits Original	22.58	45	1,016		268	749	0.0008%	640	109	
Agriculture Permit Renewal	17.25	13	218		55	163	0.0002%	132	31	
Instruction Permit Original	20.93	140,239	2,935,663		765,737	2,169,926	2.4214%	1,830,935	338,991	
Instruction Permit Renewal	15.01	39,400	591,253		147,802	443,451	0.4674%	353,405	90,046	
Photo License Only	11.10	255,621	2,836,819		741,303	2,095,516	2.34%	1,772,514	323,002	
Commercial Drivers License (CDL) Original		(1)-In PSD	496,678		139,822	356,856	0.44%	334,324	22,532	
CDL Requalification (\$20 Fee)		(1)-In PSD	7,450		2,018	5,432	0.01%	4,825	607	
CDL Renewal		(1)-In PSD	2,647,499		754,605	1,892,894	2.39%	1,804,320	88,574	
CDL Instruction Permit		(1)-In PSD	304,062		83,773	220,289	0.26%	200,307	19,982	
CDL Knowledge Exam		(1)-In PSD	902,834		266,238	636,596	0.84%	636,596	-	
CDL Classified Skill Exam		(1)-In PSD	146,310		43,145	103,164	0.14%	103,164	-	
Motorcycle Original	85.85	50,539	4,338,784		392,468	3,946,316	1.24%	938,422	58,304	\$2,949,590
Motorcycle Application	22.04	54,623	1,203,675		243,532	960,143	0.77%	582,303	-	377,840
Motorcycle Renewal	21.59	125,133	2,701,901	31,598	500,986	2,169,317	1.58%	1,197,896	105,848	865,573
Motorcycle Permit	20.20	23,211	468,791		83,000	385,791	0.26%	198,459	26,777	160,556
Driver Abstract (issued by LSR's)		(1)-In PSD	3,560,001	230,391	981,874	2,347,736	3.10%	2,347,736	-	
Non-Photo Permit Original	21.81	49,009	1,068,778		315,174	753,604	1.00%	753,604	-	
Non-Photo Permit Renewal	15.39	13,769	211,945		62,501	149,444	0.20%	149,444	-	

**Washington State Department of Licensing
Driver and Vehicle Services Fee Study
Driver Examining Program Total Direct and Indirect Costs**

	Cost Per Unit	2011-2013 Transactions	Total All Costs	Internet Costs	Indirect Distribution	Total Direct	Effort Factor	Direct DE costs by Fee	Direct costs from DR	Direct costs from MSP
Trip Permits	14.70	4,264	62,674		19,898	42,776	0.07%	42,776	-	
Trip Permit Surcharge Fee	2.99	4,264	12,770		2,350	10,420	0.00%	10,420	-	
Out-of-State License Renewal	106.89	8,375	895,230		263,996	631,234	0.83%	631,234	-	
Enhanced Drivers License (EDL)	33.51	186,226	6,240,283	16,479	1,526,569	4,697,236	4.83%	4,697,236	-	
Enhanced Identicards (EID)	44.63	13,799	615,878	267	150,996	464,615	0.48%	464,615	-	
Subtotal- All costs applied directly to DE fees			119,168,878	840,191	31,145,490	87,183,198	98.49%	75,621,938	7,207,701	4,353,559
<i>Attributed to Other Areas</i>										
CDL Requalification (\$150 Fee)		(1)-In DR	7,626		2,249	5,377	0.01%	5,377	-	
Temporary Restricted License (Ignition Interlock License Included)		(1)-In DR	281,051		82,879	198,171	0.26%	198,171	-	
Probationary License		(1)-In DR	397,448		117,204	280,244	0.37%	280,244	-	
Reissue Fee \$75 (Reinstatement)		(1)-In DR	460,409		135,771	324,638	0.43%	324,638	-	
Reissue Fee \$150 (Alcohol Reinstatement)		(1)-In DR	475,876		140,332	335,544	0.44%	335,544	-	
Subtotal- All costs applied to other fees/activities			1,622,409		478,435	1,143,974	1.51%	1,143,974	-	
All Direct and Indirect Costs			\$ 120,791,287	\$ 840,191	\$ 31,623,924	\$ 88,327,172	100.00%	\$ 76,765,912	\$ 7,207,701	\$ 4,353,559

(1)- These notes indicate that these costs are included in the Programs & Services Division (PSD) and Driver Records (DR) schedules of direct and indirect costs.

**Washington State Department of Licensing
Driver and Vehicle Services Fee Study
Programs Services Division Total Direct and Indirect Costs**

	Current Fee	Transactions 2011 to 2013	Cost Per Unit	Total All Costs	Agency Indirect	Division Indirect	Total Direct %	Total Direct	Unit Direct	Total Costs From DE
Contracts & Initiatives:										
60250 - Contracts & Initiatives Management									\$ 1,731,871	
60252 - Ignition Interlock Device (SHB 2443)									605,000	
60273 - Fy11-Cdl FRS & Integrity Proj (6273)									241,279	
60274 - Cdlis Modernization (Cm10531) (6045)									266,848	
Less CDL related Cost Centers included above									(508,127)	
60275 - Fy10-DI Sec Grant Prog Fy10 (6047)									853,370	
60276 - Fy11-DI Sec Grant Prog (6276)									253,329	
Less Drivers License related Cost Centers included above (allocated to DE)									(1,106,699)	
Division Indirect Costs						<u>\$ 348,754</u>				
Directly Allocated Agency Indirect:										
28240 - 2012 LEG Impl 2shb2443 DUI Accountabilit					<u>\$ 51,000</u>					
Total net cost to be applied to fees									<u>\$ 2,336,871</u>	
Abstract of Drivers Record (ADR)-Account Holders	\$13.00	5,008,604	\$0.15	\$ 761,111		\$ 42,500	12.19%	\$ 718,611	\$ 718,611	
ADR Non-Account Holders	13.00	496,271	7.60	3,770,547		210,546	60.37%	3,560,001	-	\$ 3,560,001
ADR Monitoring	0.06	38,349,459	0.00	190,278		10,625	3.05%	179,653	179,653	
Ignition Interlock Monthly Fee	20.00	125,965	12.50	1,574,690	51,000	85,082	24.40%	1,438,607	1,438,607	
				<u>\$ 6,296,626</u>	<u>\$ 51,000</u>	<u>\$ 348,754</u>	100.00%	<u>\$ 5,896,872</u>	<u>\$ 2,336,871</u>	<u>\$ 3,560,001</u>
Commercial Drivers License (CDL) Program:										
60210 - Cdl-Administration									\$ 1,316,769	
60220 - Cdl-Compliance									674,151	
60230 - Cdl-Skills Testing									2,536,200	
60271 - Fy09 - Cdl Program Improvement Goal 1/2									730,843	
64927 - Cdl Retest 2 (Cd08-351) (6039)									8,451	
69225 - Cdl-Medical Certificate (Hb1229)									24,146	
Allocation from C&I Above									508,127	
Allocation from Drivers Records									930,026	
Division Indirect Costs						<u>\$ 460,965</u>				
Agency Indirect Costs					<u>\$ -</u>					
Total net cost to be applied to fees									<u>\$ 6,728,713</u>	
Commercial Drivers License (CDL) Original	\$85.00	19,531	\$ 48.50	\$ 947,292		\$ 37,340	8.10%	\$ 909,953	\$ 413,275	\$ 496,678
CDL Requalification	20.00	526	36.77	19,342		762	0.17%	18,580	11,130	7,450
CDL Renewal	85.00	76,778	57.93	4,447,423		175,305	38.03%	4,272,118	1,624,619	2,647,499
CDL Instruction Permit	10.00	17,321	40.30	698,090		27,517	5.97%	670,573	366,511	304,062
CDL Knowledge Exam	10.00	65,781	36.32	2,388,921		94,165	20.43%	2,294,756	1,391,923	902,834
CDL Classified Skill Exam-Reduced	75.00	19	170.87	3,247		128	0.03%	3,119	3,119	

**Washington State Department of Licensing
Driver and Vehicle Services Fee Study
Programs Services Division Total Direct and Indirect Costs**

	Current Fee	Transactions 2011 to 2013	Cost Per Unit	Total All Costs	Agency Indirect	Division Indirect	Total Direct %	Total Direct	Unit Direct	Total Costs From DE
CDL Classified Skill Exam	100.00	17,779	179.44	3,190,195		125,749	27.28%	3,064,446	2,918,137	146,310
Subtotal CDL		197,735		<u>\$ 11,694,510</u>		<u>\$ 460,965</u>	100.00%	<u>\$ 11,233,545</u>	<u>\$ 6,728,713</u>	<u>\$ 4,504,832</u>
Motorcycle Safety Program										
60240 - Motorcycle Safety									\$ 3,746,687	
60246 - Mc 2011 Grant (Wtsc)									(36)	
60247 - Mc 2012 Grant (Wtsc)									0	
Division Indirect Costs						\$ 326,445				
Agency Indirect Costs										
Total Costs are allocated to DE MSP fees				\$ 4,353,559	\$ 280,463					
Training & Technical Services:										
60910 - Training & Technical Services									\$ 2,659,400	
60920 - Policy & Planning									551,451	
Division Indirect Costs						\$ 147,111				
Total Costs are allocated to DE fees				\$ 3,357,962						
License Integrity Unit:										
60270 - FRS Expansion / Acquisition									\$ 432,340	
60600 - License Integrity Unit									1,605,468	
Division Indirect Costs						\$ 126,444				
Directly Allocated Agency Indirect:										
28234 - 2012 LEG Impl Essb 6150 Facial Recognitn					\$ 280,816					
Total Costs are allocated to T&R and DE fees:				\$ 2,445,068						
DE				(2,132,581)						
T&R				(312,487)						

**Department of Licensing
Driver and Vehicle Services Fee Study
Title Registration Program Total Direct and Indirect Costs**

Cost Center	
Cost Centers generally allocated to all fees	\$ 22,751,474
Cost Centers allocated to only title fees	3,135,601
Cost Centers allocated to only registration fees	7,172,254
Cost Centers allocated to only plate fees	6,096,734
Cost Centers directly assigned to specific fees	2,163,392
Indirect Allocations from Agency and Divisions, net	227,070
Allocations of Internet Costs	168,038
	<u>\$ 41,714,563</u>

* The costs for these fees have been allocated ratably from other fee types			2011-2013	Total T&R	11-13 Internet	Indirect		Total Direct	Directly	Title	Registration	T&R	Personalized
TYPE FEES	Current Fees	Per Unit	Transactions	Costs	Costs	Allocation	%	Costs	Assigned	Only	Only	General	& Special
Vehicle Registration Fees													
Annual & Permanent Vehicle Registration Fees													
License Tab Fee	\$30.00	\$0.75	11,078,570	\$ 8,285,721	\$ 43,318	\$ 45,048	19.84%	\$ 8,197,354			\$ 2,950,529	\$ 6,013,072	
License Plate Technology Account Fee*	0.25	0.01	11,227,961	70,584		386	0.17%	70,198			-	-	
License Service Fee*	0.50	0.01	11,227,961	141,168		772	0.34%	140,396			-	-	
Vehicle Registration Filing Fee	3.00	0.70	96,436	67,106	623	363	0.16%	66,119			25,684	40,436	
Vehicle Weight Fee	10.00 to 30.00	0.81	9,211,450	7,485,366	36,952	40,709	17.93%	7,407,705			2,453,264	4,954,441	
Vehicle Weight Fee - Motor Home	75.00	0.84	131,217	110,470	446	601	0.26%	109,423			34,947	74,476	
Duplicate License Registration Fee	1.25	0.87	62,372	54,144		296	0.13%	53,848			8,193	45,655	
Replacement of Tabs or Windshield Emblem Fee	1.00	0.87	90,268	78,360		428	0.19%	77,932			11,857	66,075	
Change in License Class Fee	1.00	0.87	22,265	19,328		106	0.05%	19,222			2,925	16,298	
Auto Stage & For Hire (6 or Less Seats - No Taxis) - Seating Capacity Fee	15.00	0.96	6,357	6,083	6	33	0.01%	6,044			1,693	4,351	
Tow Truck Capacity Fee	25.00	0.93	2,792	2,604	4	14	0.01%	2,585			744	1,842	
Commercial Trailer License Fee	36.00	0.93	114,668	106,962	171	584	0.26%	106,207			30,539	75,668	
Trailing Units -- Permanent Plate Fee	36.00	0.87	8,715	7,565		41	0.02%	7,524			1,145	6,379	
Initial Camper License Fee	4.90	1.00	1,977	1,985		11	0.00%	1,974			527	1,447	
Camper License Renewal Fee	3.50	0.68	43,622	29,679	172	161	0.07%	29,346			5,730	23,616	
RV Sanitary Disposal Fee*	3.00	0.79	422,414	332,530	1,501	1,809	0.80%	329,220			-	-	
Small Trailer License Fee (single axle, 2000 lbs or less)	15.00	0.66	780,658	512,236	3,204	2,782	1.23%	506,249			207,911	416,369	
Boat Trailer (Freshwater Aquatic Weed) Annual Fee*	3.00	0.24	433,738	106,238	1,619	572	0.25%	104,047			-	-	
Moped Registration Fee	30.00	1.02	4,387	4,483	79	24	0.01%	4,380			1,168	3,211	
Moped Registration Renewal Fee	30.00	0.60	14,401	8,641		47	0.02%	8,594			1,892	6,702	
Moped Registration Transfer Fee	5.00	0.87	2,335	2,027		11	0.00%	2,016			307	1,709	
Gross Weight Fees	38.00 to 3,400.00	0.79	3,046,041	2,408,148	8,595	13,115	5.78%	2,386,438			811,245	1,813,705	
Gross Weight Fees - Farm Vehicles	Varies	0.96	40,338	38,841	35	212	0.09%	38,594			10,743	27,851	
Gross Weight Monthly Permit Fee (per payment)	2.00	0.87	17	15		0	0.00%	15			2	12	
Commercial Vehicle Safety Enforcement Fee*	16.00	0.81	214,374	173,920	380	948	0.42%	172,592			-	-	
Farm Vehicle Trip Permit Fee	6.25	0.87	1,152	1,000		5	0.00%	995			151	843	
Off-Road Vehicle - Registration Fee	18.00	2.45	127,425	312,761	505	1,707	0.75%	310,549	\$ 224,999		16,738	68,812	
Off-Road Vehicle - Registration Transfer Fee	5.00	0.87	34,533	29,978		164	0.07%	29,814			4,536	25,278	
Off-Road Vehicle - Temporary Use Permit Fee	7.00	14.00	798	11,175		61	0.03%	11,114			10,530	584	
Snowmobile (Newer than 30 years old) - Registration Fee	30.00	0.93	55,953	52,145	145	284	0.13%	51,716			17,776	33,939	
Snowmobile (30 years old or older) - Vintage Registration Fee	12.00	0.96	544	523	0	3	0.00%	520			145	375	
Snowmobile - Transfer Fee	5.00	0.87	7,935	6,888		38	0.02%	6,851			1,042	5,808	
Snowmobile - Non-Resident Registration Permit Fee	5.00	0.87	48	42		0	0.00%	41			6	35	
Federally-Owned Vehicle Registration Fee (Non-Exempt)	2.00	0.87	405	352		2	0.00%	350			53	296	
Electric Vehicle Registration Renewal Fee	100.00	0.41	835	338	8	2	0.00%	329			110	219	
Liquid Propane Gas Fee	141.00-781.00	0.79	2,722	2,151	4	12	0.01%	2,135			358	1,777	
Liquid Propane Gas Handling Fee	5.00	0.79	2,727	2,155	4	12	0.01%	2,139			358	1,781	
Dealer Temporary Permit Fee	15.00	0.87	36,971	32,094		175	0.08%	31,919			4,856	27,062	
Trip Permit Fee	17.00	0.65	179,828	117,080		640	0.28%	116,440			23,622	131,631	
Trip Permit Surcharge Fee*	5.00	0.22	179,828	39,027		213	0.09%	38,813			-	-	
45 Day Non-Resident Military Permit Fee	10.00	0.87	908	788		4	0.00%	784			119	665	
Special Fuel Trip Permit Fees (T&R totals)	24.00	0.87	757	657		4	0.00%	654			99	554	
Special Fuel Trip Permit Fees - Filing Fee (T&R totals)	1.00	0.13	757	100		1	0.00%	99			99	-	
Special Fuel Trip Permit Fees (T&R totals) - Surcharge Fee	5.00	0.87	757	657		4	0.00%	654			99	554	
Out-of-State 30-60-90 Day (Vehicle) Permits	Varies	0.87	247	214		1	0.00%	213			32	181	
Discover Pass Fee	30.00	0.61	267,929	162,728	2,521	876	0.39%	159,332	50,000		35,194	74,138	

**Department of Licensing
Driver and Vehicle Services Fee Study
Title Registration Program Total Direct and Indirect Costs**

* The costs for these fees have been allocated ratably from other fee types			2011-2013	Total T&R	11-13 Internet	Indirect		Total Direct	Directly	Title	Registration	T&R	Personalized
TYPE FEES	Current Fees	Per Unit	Transactions	Costs	Costs	Allocation	%	Costs	Assigned	Only	Only	General	& Special
Local Jurisdiction Fees													
Unpaid Violations Surcharge Fee	10.00	0.66	31,040	20,361	52	111	0.05%	20,198				20,198	
Unpaid Violations Surcharge Filing Fee	5.00	0.66	31,040	20,361	52	111	0.05%	20,198				20,198	
Transportation Benefit District Fee (TBD)	Varies	0.48	1,466,258	710,498	7,736	3,841	1.69%	698,921				698,921	
Congestion Reduction Charge	20.00	0.66	1,569,553	1,031,297	9,773	5,583	2.46%	1,015,941	340,000			675,941	
RTA Excise Tax	Varies	0.51	4,453,310	2,276,997	20,997	12,330	5.43%	2,243,670				2,243,670	
Sound Transit Private/Local Recovery	N/A	N/A	N/A	1,381,460		7,550	3.33%	1,373,909	1,373,909				
Vehicle Registration Donations													
Organ & Tissue Donation Awareness Donation	1.00 or more	0.45	155,445	70,341	1,478	376	0.17%	68,487				68,487	
State Parks Donation*	1.00 or more	0.03	9,479,588	319,079	11,059	1,683	0.74%	306,336				-	
Vehicle Title Fees													
Vehicle Title Fees													
Certificate of Ownership (Title) - Application Fee	15.00	0.35	3,947,696	1,380,562		7,545	3.32%	1,373,016		2,304,519		2,628,474	
Certificate of Ownership (Title) - Filing Fee	4.00	1.32	30,407	40,228		220	0.10%	40,008		17,750		22,257	
Vehicle Use Tax	Varies	1.32	1,074,454	1,421,479		7,769	3.42%	1,413,710		627,226		786,484	
Vehicle Use Tax Collection Fee*	2.00	1.32	101	134		1	0.00%	133		59		74	
Quick Title Service Fee	25.00	7.15	29,337	209,832		1,147	0.51%	208,685	170,085	17,126		21,474	
Quick Title Service Fee Co 40 portion	25.00	1.32	458	606		3	0.00%	603		267		335	
Department Temporary Permit - Filing Fee	0.50	1.32	18,829	24,910		136	0.06%	24,774		10,992		13,783	
Vehicle Previously Registered in Another Jurisdiction Fee*	15.00	0.99	564,702	557,148		3,045	1.34%	554,103		-		-	
Physical Examination of Vehicle Fee*	65.00	35.21	46,903	1,651,489		9,026	3.98%	1,642,462		-		-	
Emergency Medical Services Fee : \$6.50*	6.50	0.41	1,731,317	713,912		3,902	1.72%	710,010		-		-	
Emergency Medical Services Fee: \$4.00*	4.00	0.41	1,129,890	459,818		2,513	1.11%	457,305		-		-	
Vehicle Identification Number Reassignment Fee	5.00	1.32	2,257	2,986		16	0.01%	2,970		1,318		1,652	
Motor Change Application -- Corrected Ownership / Registration Certificate	15.00	N/A	0	282,003		1,541	0.68%	280,461		-		280,461	
Certificate of Ownership - Duplicate Fee	15.00	1.32	53,899	71,308		390	0.17%	70,918		31,464		39,454	
Arbitration Fee (Lemon Law)*	3.00	0.52	382,723	197,173		1,078	0.47%	196,095		-		-	
Transfer of Ownership - Late Penalty Fee	\$50 - \$125	1.32	86,900	114,967		628	0.28%	114,338		50,729		63,609	
Mobile Home Title Elimination Additional Fee*	25.00	0.89	2,117	1,894		10	0.00%	1,884		-		-	
Mobile Home Title Transfer & Elimination Fee	15.00	0.89	21,143	18,918		103	0.05%	18,814		12,342		15,476	
Mobile Home Title Transfer Fee - Mobile Home Park Relocation Fee (sales of \$5000+)*	100.00	0.89	8,002	7,160		39	0.02%	7,121		-		-	
Vehicle Plate, Emblem & Decal Fees													
Vehicle Plate & Decal Fees													
Original Issue Fee (per plate)	10.00	0.36	1,307,379	464,647		2,540	1.12%	462,108			171,732	290,375	-
Original Issue Fee - Motorcycle	4.00	0.36	15,063	5,353		29	0.01%	5,324			1,979	3,346	-
Original Issue Fee - Moped	1.50	0.36	2,178	774		4	0.00%	770			286	484	-
Standard & Special Plate Transfer Fee	10.00	0.36	13,203	4,692		26	0.01%	4,667			1,734	2,932	-
Reflectorized Plate Material (per plate)*	2.00	0.00	2,929,762	4,924	4,924	-	0.00%	-			-	-	-
Plate Reuse Fee	Up to \$5	N/A	0	-		-	0.00%	-			-	-	-
Vehicle Replacement Plate (per plate)	10.00	3.51	1,309,592	4,601,589	4,750	25,124	11.06%	4,571,715				221,116	4,350,599
Motorcycle Additional Fee - Vehicle Replacement Plate	4.00	2.27	42,684	96,721	173	528	0.23%	96,020				6,934	89,086
Plate (Number) Retention Fee	20.00	2.09	81,044	169,197	754	921	0.41%	167,522				6,923	160,599
Exempt Plates Fee	2.00	0.36	14,732	5,236		29	0.01%	5,207			1,935	3,272	-
Exempt Farm ID Decal Fee	5.00	0.36	4,027	1,431		8	0.00%	1,423			529	894	-
Snowmobile Original Decal Fee	0.50	0.27	4,375	1,201		7	0.00%	1,194				972	223
Off-Road Vehicle Original Decal Fee	1.00	0.31	23,999	7,334		40	0.02%	7,294				5,330	1,963
Personalized Plate Fees													
Initial Personalized License Plate Fee - Set	30.00	3.38	24,349	82,403		450	0.20%	81,953				5,408	163,961
Personalized Plates Additional Renewal Fee	20.00	0.34	161,976	54,935		300	0.13%	54,635				-	-
Personalized Plates Transfer Fee	10.00	0.22	11,715	2,616		14	0.01%	2,602				2,602	-
Personalized plates Additional Fee*	12.00	0.18	186,325	32,961		180	0.08%	32,781				-	-
Special Plate & Emblem Fees													
Disabled Parking Plates - Original	No Fee	6.40	10,498	67,236	345	366	0.16%	66,525				2,332	64,194
Disabled Parking Plates - Original (Motorcycle)	No Fee	6.37	231	1,472	0	8	0.00%	1,464				51	1,413
Disabled Parking Plates - Replacement	No Fee	1.93	6,435	12,405		68	0.03%	12,337				1,429	10,908

**Department of Licensing
Driver and Vehicle Services Fee Study
Title Registration Program Total Direct and Indirect Costs**

* The costs for these fees have been allocated ratably from other fee types			2011-2013	Total T&R	11-13 Internet	Indirect		Total Direct	Directly	Title	Registration	T&R	Personalized
TYPE FEES	Current Fees	Per Unit	Transactions	Costs	Costs	Allocation	%	Costs	Assigned	Only	Only	General	& Special
Disabled Parking Plates - Renewal	No Fee	1.86	77,020	143,370		784	0.35%	142,586				12,035	130,552
Disabled Parking Plates - Renewal (Motorcycle)	No Fee	1.92	809	1,557		9	0.00%	1,549				177	1,371
Veterans' Emblem [Military Emblem] Fee	10.00	1.93	2,011	3,877		21	0.01%	3,855				447	3,409
Disabled Veteran / Prisoner of War Transfer Fee	10.00	1.93	12,410	23,922		131	0.06%	23,792				2,756	21,035
Amateur Radio Operator Plate Fee	5.00	5.52	1,064	5,873		32	0.01%	5,841				236	5,604
Military Affiliate Radio System (MARS) Plate Fee	5.00	5.52	611	3,372		18	0.01%	3,354				136	3,218
Horseless Carriage (Antique Vehicle) Original Plate Fee	35.00	5.52	367	2,026		11	0.00%	2,015				82	1,933
Horseless Carriage (Antique Vehicle) - Motorcycle - Original Plate Fee	35.00	5.52	29	160		1	0.00%	159				6	153
Collector Vehicle Original Plate Fee	35.00	5.52	22,753	125,588		686	0.30%	124,901				5,054	119,848
Collector Vehicle - Motorcycle - Original Plate Fee	35.00	5.52	3,343	18,452		101	0.04%	18,351				742	17,609
Restored Original Plate Fee	35.00	5.52	4,776	26,362		144	0.06%	26,218				1,061	25,157
Ride Share - Original Plate	25.00	5.52	1,143	6,309		34	0.02%	6,274				254	6,021
Ride Share - Transfer Plate	10.00	1.93	4	8		0	0.00%	8				1	7
Sponsored Special Plate Fees													
Special Plate Design Services Fee	200.00		0	-		-	0.00%	-				-	-
Special Plate Design Services -- Additional Plate Renditions Fee	100.00		0	-		-	0.00%	-				-	-
DOL Collegiate Plate Orig Admin Fee	12.00	5.52	32,753	180,784		988	0.44%	179,796				7,275	172,521
DOL Collegiate Plate Renewal Admin Fee	2.00	1.24	177,046	220,055	959	1,197	0.53%	217,898				25,244	192,654
Central Washington University - Original Plate	28.00	5.52	142	784		4	0.00%	780				32	748
Central Washington University - Renewal	28.00	1.87	1,124	2,103	6	11	0.01%	2,085				180	1,905
Eastern Washington University - Original Plate	28.00	5.52	367	2,026		11	0.00%	2,015				82	1,933
Eastern Washington University - Renewal	28.00	1.89	1,606	3,039	9	17	0.01%	3,014				292	2,722
The Evergreen State College - Original Plate	28.00	5.52	32	177		1	0.00%	176				7	169
The Evergreen State College - Renewal	28.00	1.86	286	532	2	3	0.00%	528				43	485
University of Washington - Original Plate	28.00	5.52	2,351	12,977		71	0.03%	12,906				522	12,383
University of Washington - Renewal	28.00	1.87	13,302	24,899	86	136	0.06%	24,678				2,130	22,547
Western Washington University - Original Plate	28.00	5.52	163	900		5	0.00%	895				36	859
Western Washington University - Renewal	28.00	1.86	1,489	2,771	10	15	0.01%	2,746				222	2,524
Washington State University - Original Plate	28.00	5.52	7,112	39,255		215	0.09%	39,041				1,580	37,461
Washington State University - Renewal	28.00	1.89	28,566	54,054	167	295	0.13%	53,593				5,172	48,420
Baseball Stadium - Original Plate	28.00	6.37	167	1,064		6	0.00%	1,058				37	1,021
Baseball Stadium - Renewal	28.00	2.71	4,519	12,249	25	67	0.03%	12,158				668	11,490
Professional Firefighter & Paramedics - Original Plate	28.00	5.52	895	4,940		27	0.01%	4,913				199	4,714
Professional Firefighter & Paramedics - Renewal	28.00	1.95	7,949	15,487		85	0.04%	15,402				1,929	13,474
Helping Kids Speak - Original Plate	28.00	6.37	244	1,555		8	0.00%	1,546				54	1,492
Helping Kids Speak - Renewal	28.00	2.75	2,539	6,982	9	38	0.02%	6,935				480	6,456
Law Enforcement Memorial - Original Plate	28.00	6.37	3,258	20,759		113	0.05%	20,646				724	19,922
Law Enforcement Memorial - Renewal	28.00	2.74	17,564	48,108	93	262	0.12%	47,753				3,095	44,657
Washington's Wildlife Coalition - Original Plate	28.00	6.37	1,905	12,138		66	0.03%	12,072				423	11,649
Washington's Wildlife Coalition - Renewal	28.00	2.74	13,553	37,107	61	202	0.09%	36,844				2,385	34,459
Washington State Parks and Recreation Commission - Original Plate	28.00	6.37	1,250	7,965		44	0.02%	7,921				278	7,644
Washington State Parks and Recreation Commission - Renewal	28.00	2.72	5,807	15,791	38	86	0.04%	15,667				902	14,765
Washington Lighthouses - Original Plate	28.00	6.37	688	4,384		24	0.01%	4,360				153	4,207
Washington Lighthouses - Renewal	28.00	2.78	6,905	19,230	36	105	0.05%	19,090				1,534	17,556
Keep Kids Safe - Original Plate	33.00	6.37	331	2,109		12	0.01%	2,098				74	2,024
Keep Kids Safe - Renewal	28.00	2.73	2,714	7,408	14	40	0.02%	7,354				453	6,900
We Love Our Pets - Original Plate	28.00	5.52	513	2,832		15	0.01%	2,816				114	2,702
We Love Our Pets - Renewal	28.00	1.86	3,839	7,152	24	39	0.02%	7,088				581	6,507
Gonzaga University Alumni Association - Original Plate	28.00	5.52	254	1,402		8	0.00%	1,394				56	1,338
Gonzaga University Alumni Association - Renewal	28.00	1.85	2,549	4,709	17	26	0.01%	4,666				345	4,321
Washington's National Park Fund - Original Plate	28.00	5.52	1,702	9,394		51	0.02%	9,343				378	8,965
Washington's National Park Fund - Renewal	28.00	1.85	7,622	14,126	58	77	0.03%	13,991				1,071	12,920
Airforce - Original Plate	28.00	6.37	622	3,963		22	0.01%	3,942				138	3,803
Airforce - Renewal	28.00	2.73	4,313	11,758	23	64	0.03%	11,671				705	10,966
Army - Original Plate	28.00	6.37	1,655	10,545		58	0.03%	10,488				368	10,120
Army - Renewal	28.00	2.74	8,005	21,945	39	120	0.05%	21,786				1,433	20,353
Coast Guard - Original Plate	28.00	6.37	182	1,160		6	0.00%	1,153				40	1,113

**Department of Licensing
Driver and Vehicle Services Fee Study
Title Registration Program Total Direct and Indirect Costs**

* The costs for these fees have been allocated ratably from other fee types			2011-2013	Total T&R	11-13 Internet	Indirect		Total Direct	Directly	Title	Registration	T&R	Personalized
TYPE FEES	Current Fees	Per Unit	Transactions	Costs	Costs	Allocation	%	Costs	Assigned	Only	Only	General	& Special
Coast Guard - Renewal	28.00	2.72	1,283	3,491	7	19	0.01%	3,465				203	3,262
Marine Corp - Original Plate	28.00	6.37	1,052	6,703		37	0.02%	6,666				234	6,433
Marine Corp - Renewal	28.00	2.74	4,990	13,696	23	75	0.03%	13,598				911	12,687
National Guard - Original Plate	28.00	6.37	88	561		3	0.00%	558				20	538
National Guard - Renewal	28.00	2.73	796	2,172	4	12	0.01%	2,156				132	2,024
Navy - Original Plate	28.00	6.37	890	5,671		31	0.01%	5,640				198	5,442
Navy - Renewal	28.00	2.73	5,138	14,038	27	77	0.03%	13,934				871	13,064
Ski & Ride - Original Plate	28.00	5.52	389	2,147		12	0.01%	2,135				86	2,049
Ski & Ride - Renewal	28.00	1.86	2,675	4,963	18	27	0.01%	4,918				383	4,534
Wild on Washington - Original Plate	28.00	5.52	1,483	8,186		45	0.02%	8,141				329	7,811
Wild on Washington - Renewal	28.00	1.89	9,696	18,287	46	100	0.04%	18,141				1,706	16,435
Endangered Wildlife - Original Plate	28.00	5.52	1,261	6,960		38	0.02%	6,922				280	6,642
Endangered Wildlife - Renewal	28.00	1.86	7,523	13,967	51	76	0.03%	13,840				1,088	12,752
Share the Road - Original Plate	28.00	5.52	876	4,835		26	0.01%	4,809				195	4,614
Share the Road - Renewal	28.00	1.84	7,144	13,113	57	71	0.03%	12,985				876	12,109
Volunteer Firefighters - Original Plate	28.00	5.52	1,012	5,586		31	0.01%	5,555				225	5,331
Volunteer Firefighters - Renewal	28.00	2.18	685	1,496	3	8	0.00%	1,485				324	1,161
4-H - Original Plate	28.00	54.67	90	4,920		27	0.01%	4,893	4,399			20	474
4-H - Renewal	28.00	3.89	9	35	0	0	0.00%	35				20	15
Music Matters Awareness - Original Plate	28.00	5.52	1,188	6,557		36	0.02%	6,521				264	6,258
Music Matters Awareness- Renewal	28.00	2.21	650	1,436	4	8	0.00%	1,424				322	1,102
State Flower - Original Plate	28.00	5.52	150	828		5	0.00%	823				33	790
State Flower - Renewal	28.00	4.20	12	50	0	0	0.00%	50				30	20
Square Dancer Original Plate Fee	40.00	5.52	64	353		2	0.00%	351				14	337
Purple Heart - Original Plate	No Fee	5.52	876	4,835		26	0.01%	4,809				195	4,614
Purple Heart - Motorcycle - Original Plate	No Fee	5.52	1	6		0	0.00%	5				0	5
Gold Star - Original Plate	No Fee	5.52	59	326		2	0.00%	324				13	311
Pearl Harbor Survivor - Original	No Fee	N/A	0	-		-	0.00%	-				-	-
Prisoner of War - Original Plate	No Fee	5.52	14	77		0	0.00%	77				3	74
Medal of Honor - Original Plate	No Fee	5.52	1	6		0	0.00%	5				0	5
Disabled Veteran Original Plate	No Fee	5.52	780	4,305		24	0.01%	4,282				173	4,109
Vessel Fees													
Vessel Title Fees													
Certificate of Title - Application Fee	5.00	1.16	87,515	101,412		554	0.24%	100,857		36,798		64,060	
Certificate of Title - Filing Fee	4.00	1.16	196	227		1	0.00%	226		82		143	
Vessel Use Tax	Varies	1.16	57,116	66,186		362	0.16%	65,824		24,016		41,808	
Vessel Use Tax Collection Fee	2.00	1.16	4	5		0	0.00%	5		2		3	
Quick Title Service Fee	25.00	1.16	636	737		4	0.00%	733		267		466	
Quick Title Service Fee Co 40 portion	25.00	-	4	5		0	0.00%	5		2		3	
Duplicate Certificate of Title Fee	1.25	1.16	1,527	1,769		10	0.00%	1,760		642		1,118	
Vessel Registration Fees													
Vessel Registration - Annual Fee	10.50	0.59	474,174	279,389	2,109	1,515	0.67%	275,765			208,007	245,036	
Vessel Registration - License Plate Technology Account Fee*	0.25	0.01	477,619	6,602		36	0.02%	6,566			-	-	
Vessel Registration - License Service Fee*	0.50	0.03	477,619	13,204		72	0.03%	13,132			-	-	
Vessel Excise Tax	Varies: 5.00 minimum	0.82	318,629	260,163	1,519	1,414	0.62%	257,231			97,500	159,731	
Vessel Registration - Filing Fee	3.00	0.49	1,304	639	19	3	0.00%	617			572	45	
Vessel Registration - Derelict Vessel Fee*	2.00	0.11	474,141	52,815		289	0.13%	52,527			-	-	
Vessel Registration - Aquatic Invasive Species Prevention Fee*	1.50	0.08	474,141	39,612		216	0.10%	39,395			-	-	
Vessel Registration - Freshwater Aquatic Algae Control Fee*	1.00	0.06	474,141	26,408		144	0.06%	26,263			-	-	
Vessel Registration - Aquatic Invasive Species Enforcement Fee*	0.50	0.03	474,141	13,204		72	0.03%	13,132			-	-	
Vessel Registration - Derelict Vessel Removal Surcharge Fee*	1.00	0.06	474,141	26,408		144	0.06%	26,263			-	-	
Vessel Registration - Transfer Fee	1.00	1.04	18,936	19,763		108	0.05%	19,655			5,794	13,861	
Replacement Registration Number Fee	1.00	1.04	1,098	1,146		6	0.00%	1,140			336	804	
Duplicate Certificate of Registration Fee (Vessels)	1.25	1.04	951	993		5	0.00%	987			291	696	

Department of Licensing
 Driver and Vehicle Services Fee Study
 Title Registration Program Total Direct and Indirect Costs

* The costs for these fees have been allocated ratably from other fee types			2011-2013	Total T&R	11-13 Internet	Indirect		Total Direct	Directly	Title	Registration	T&R	Personalized
TYPE FEES	Current Fees	Per Unit	Transactions	Costs	Costs	Allocation	%	Costs	Assigned	Only	Only	General	& Special
Replacement Decal Fee	1.25	1.04	2,840	2,964		16	0.01%	2,948			869	2,079	
Temporary Vessel Permit Fees													
Vessel Dealer Temporary Permit Fee	5.00	1.04	6,011	6,274		34	0.02%	6,239			1,839	4,400	
Out-of-Country Vessel Permit - Change Owner Fee	3.00	-	0	-		-	0.00%	-			-	-	
Out-of-Country Vessel Permit - Original Fee	25.00	0.87	302	263		1	0.00%	261			92	221	
Out-of-Country Vessel Permit - Derelict Fee*	5.00	0.17	302	53		0	0.00%	52			-	-	
Out-of-State Vessel Permit - Original Fee	25.00	1.04	186	194		1	0.00%	193			57	136	
Vessel Registration Donations													
Maritime Historic Restoration & Preservation Donation (Vessel Reg.)	No minimum	0.34	5,657	1,928	83	10	0.00%	1,834			1,731	103	
Total				\$ 41,714,563	\$ 168,038	\$ 227,070	100.00%	\$41,319,455	\$2,163,392	\$ 3,135,601	\$ 7,172,254	\$22,751,474	\$ 6,096,734

* The costs for these fees have been allocated ratably to other fee types

**Washington State Department of Licensing
Driver and Vehicle Services Fee Study
Driver Records Program Total Direct and Indirect Costs**

	Total 2011- 2013 Costs
Total Driver Records Cost Centers	\$ 11,357,145
Costs to CDL program	(930,026)
Costs from DE for Processing fees	1,622,409
Less Costs Assigned to DE	(7,207,701)
Less Costs Assigned to Hearings	(116,253)
Division Indirect	646,697
Agency Overhead	11,386,730
 Total Cost to Distribute to Fees and Activities	 \$ 16,758,999

PRODUCT/SERVICE-FEE BASED	Current Fee	Per Unit	2011-13 Transactions	Total	Total All Functions	From DE
Temporary Restricted License (Ignition Interlock License Included)	\$100.00	\$ 196.12	22,138	\$ 4,341,647	\$ 4,060,596	\$ 281,051
License Extension Fee	5.00	31.31	7,425	232,506	232,506	
Probationary License (DUI/Non-Hearing)	50.00	113.04	26,141	2,955,019	2,557,571	397,448
CDL Requalification	150.00	1,856.74	505	937,652	930,026	7,626
Reissue Fee \$75 (Reinstatement)	75.00	34.44	185,063	6,372,698	5,912,289	460,409
Reissue Fee \$150 (Alcohol Reinstatement)	150.00	42.25	45,432	1,919,477	1,443,602	475,876
Total Fee-Related Costs				\$16,758,999	\$ 15,136,591	\$ 1,622,409

**Department of Licensing
Driver And Vehicle Services Fee Study
Components of Driver Records Costs for Each Fee**

**11-13 Indirect
Costs**

Agency Overhead	\$ 11,386,730
Division Indirect	646,697
Total Indirect Costs to Distribute	\$ 12,033,426

ACTIVITIES	Total All Costs	Indirect Distribution	Direct Effort %	Total All Functions	%	Driver Records 69DR1	%	Exam & Licensing Activities 69DRL	%	DUI Accountability (HB1789) 69200	%	2012 LEG Impl Essb 6284 Civil Traffic In 28235
Direct Costs of Activities						\$ 8,207,206		\$3,082,000		\$ 52,432		\$ 15,507
PRODUCT/SERVICE-FEE BASED												
Occupational Restricted License	\$ 1,860,052	\$ 956,915	7.95%	\$ 903,136	8.00%	656,576	8.00%	246,560				
Ignition Interlock License	2,200,544	1,132,084	9.41%	1,068,460	9.00%	738,649	9.00%	277,380	100%	52,432		
Subtotal Temporary Restricted License (Ignition Interlock License Included)	4,060,596	2,088,999	17.36%	1,971,597								
License Extension Fee	232,506	119,614	0.99%	112,892	1.00%	82,072	1.00%	30,820				
Probationary License (DUI/Non-Hearing)	2,557,571	1,315,759	10.93%	1,241,813	11.00%	902,793	11.00%	339,020				
CDL Requalification	930,026	478,458	3.98%	451,568	4.00%	328,288	4.00%	123,280				
Reinstatement	5,912,289	3,041,614	25.28%	2,870,675	25.29%	2,075,695	25.29%	779,473			100%	15,507
Alcohol Reinstatement	1,443,602	742,670	6.17%	700,932	6.21%	509,574	6.21%	191,357				
Total Fee-Related Costs	15,136,591	7,787,114	64.71%	7,349,476								
Support to Drivers Examining Activities:												
Licenses Reviewed	3,720,104	1,913,831	15.90%	1,806,273	16.00%	1,313,153	16.00%	493,120				
Medical Certificates	930,026	478,458	3.98%	451,568	4.00%	328,288	4.00%	123,280				
Record Maintenance	2,557,571	1,315,759	10.93%	1,241,813	11.00%	902,793	11.00%	339,020				
Subtotal DE	7,207,701	3,708,047	30.81%	3,499,654								
Support to CDL:												
CDL Program	930,026	478,458	3.98%	451,568	4.00%	328,288	4.00%	123,280				
Support to Hearings:												
Imaging Processing	116,253	59,807	0.50%	56,446	0.50%	41,036	0.50%	15,410				
Total Identified Cost Assignment	\$ 23,390,571	\$ 12,033,426	100.00%	\$ 11,357,145	100%	\$ 8,207,206	100%	\$3,082,000	100%	\$ 52,432	100%	\$ 15,507

**Washington State Department of Licensing
 Driver and Vehicle Services Fee Study
 Hearings and Interviews Program Total Direct and Indirect Costs**

	2011-2013 Unit Costs
Total Costs in Hearings Cost Centers	\$ 7,690,655
Total Costs from Driver Records	116,253
Total Costs from Division Indirect	1,757,804
Total Costs from Agency Overhead	4,678,199
	<u>\$ 14,242,912</u>

	Current Fee	2011-2013 Transactions	Costs Per-Unit	2011-2013 Unit Costs
DUI Hearings Conducted	\$375.00	19,024	\$ 458.75	\$ 8,727,322
Indigent DUI Hearings	0.00	6,364	458.75	2,919,506
Other Hearings Conducted	0.00	3,061	458.75	1,404,244
Total Interviews Conducted	0.00	<u>2,598</u>	458.75	<u>1,191,841</u>
		<u>31,047</u>		<u>\$ 14,242,912</u>

**Washington Department of Licensing
Driver Vehicle Services Fee Study
Prorate and Fuel Tax Program Total Direct and Indirect Costs**

Cost Center	Total 2011-2013 Direct Costs	Agency Overhead	BPD Indirect	Direct Allocations from PSD
Agency and Division Indirect Allocations		\$ 6,983,583	\$ 991,884	
79100 - Administrator Prorate & Fuel Tax	\$ 2,004,608			
791CP - Prorate & Fuel Tax On-Line System	143,052			
79200 - Interstate Trucking & Fuel Tax	2,892,177			
79300 - Audit & Investigations	3,892,248			
79400 - Policy & Communications	2,029,974			
79460 - Fuel Tax Enforcement 926a	95,557			
79470 - Fuel Tax Compliance Grant 2010-038	3,549			
79471 - Fuel Tax Travel 2011-047	497			
79480 - Fuel Tax Investigations 2010-039	23,049			
79490 - Fuel Tax Investigations 2011-046	3,119			
79500 - Finance & Compliance	2,238,272			
Direct Allocations from PSD related to holds on Prorate				
63160 - Vehicle Service Forms				\$ 6,178
63280 - Imaging Unit				745,009
63300 - Vehicle & Vessel Licensing Administratio				2,639
63320 - Refunds & Title Services (Rats)				9,012
Total Program	\$ 13,326,102	\$ 6,983,583	\$ 991,884	\$ 762,838

TYPE FEES	Current Fees	2011-2013 Transactions	Per Unit Cost	Total PR&FT All Costs	BPD+PSD Indirect Allocation	Agency Indirect Allocation	Total PR&FT Program	Program Indirect Allocation
Prorate Tran Fee	\$ 4.50	43,058	\$ 0.03	\$ 1,142	\$ 91	\$ 361	\$ 690	\$ 111
IFTA decals (set)	10.00	65,967	0.05	3,425	272	1,084	2,069	333
Temporary Authorization Permit	2.00	70	815.53	57,087	4,540	18,068	34,478	5,557
Two apportioned plates, cab card, decal replacement	12.00	1,393	40.98	57,087	4,540	18,068	34,478	5,557
Cab card replacement	2.00	(A)	N/A	57,087	4,540	18,068	34,478	5,557
Val. Yr tab(s) replacement	2.00	(A)	N/A	57,087	4,540	18,068	34,478	5,557
Subtotal Truck-Related Fees		110,488	2.11	232,914	18,523	73,719	140,672	22,671
Special Fuel Permit	24.00	3,336	0.14	457	36	145	276	44
Special Fuel Permit Filing Fee	1.00	3,336	0.01	19	2	6	11	2
Special Fuel Permit Surcharge	5.00	3,336	0.03	95	8	30	57	9
Trip Permit	17.00	18,866	0.06	1,165	93	369	703	113
Trip Permit Filing Fee	3.00	18,866	0.01	206	16	65	124	20
Trip Permit Surcharge	5.00	18,866	0.02	343	27	108	207	33
Background Investigation	50.00	100	7.11	711	57	225	429	69
Reissuance of revoked special fuel license	100.00	1,268	0.45	571	45	181	345	56

**Washington Department of Licensing
Driver Vehicle Services Fee Study
Prorate and Fuel Tax Program Total Direct and Indirect Costs**

TYPE FEES	Current Fees	2011-2013 Transactions	Per Unit Cost	Total PR&FT All Costs	BPD+PSD Indirect Allocation	Agency Indirect Allocation	Total PR&FT Program	Program Indirect Allocation
		\$ Collected						
IFTA		30,458,231	0.20	6,164,081	490,213	1,950,987	3,722,881	599,987
Prorate (Gross Weight)		98,852,532	0.08	7,591,026	603,694	2,402,628	4,584,705	738,880
Washington Fuel Tax:								
Motor		1,941,472,474	0.00	2,928,649	232,907	926,944	1,768,798	285,063
Special		427,948,829	0.01	4,172,858	331,856	1,320,747	2,520,255	406,169
Aircraft		6,056,232	0.16	971,313	77,246	307,429	586,638	94,544
Total All Costs				<u>\$ 22,064,407</u>	<u>\$ 1,754,722</u>	<u>\$ 6,983,583</u>	<u>\$ 13,326,102</u>	<u>\$ 2,147,660</u>

(A)-The number of transactions for this fee was not available for this fee study. As a result, a per-unit cost cannot be determined.

**Washington Department of Licensing
Driver Vehicle Services Fee Study
Prorate and Fuel Tax Program Total Direct and Indirect Costs**

Cost Center	Interstate Trucking & Fuel Tax		Audit Section		Compliance & FAS		Fuel Tax	
	\$	%	\$	%	\$	%	\$	%
Agency and Division Indirect Allocations								
79100 - Administrator Prorate & Fuel Tax								
791CP - Prorate & Fuel Tax On-Line System								
79200 - Interstate Trucking & Fuel Tax	\$ 2,892,177							
79300 - Audit & Investigations			\$3,892,248					
79400 - Policy & Communications							\$2,029,974	
79460 - Fuel Tax Enforcement 926a							95,557	
79470 - Fuel Tax Compliance Grant 2010-038							3,549	
79471 - Fuel Tax Travel 2011-047							497	
79480 - Fuel Tax Investigations 2010-039							23,049	
79490 - Fuel Tax Investigations 2011-046							3,119	
79500 - Finance & Compliance					\$2,238,272			
Direct Allocations from PSD related to holds								
63160 - Vehicle Service Forms								
63280 - Imaging Unit								
63300 - Vehicle & Vessel Licensing Administrati								
63320 - Refunds & Title Services (Rats)								
Total Program	<u>\$ 2,892,177</u>		<u>\$3,892,248</u>		<u>\$2,238,272</u>		<u>\$2,155,746</u>	

TYPE FEES	Percentage Effort	Total 2011-2013 Direct Costs	Interstate Trucking & Fuel Tax		Audit Section		Compliance & FAS		Fuel Tax	
			\$	%	\$	%	\$	%	\$	%
Prorate Tran Fee	0.01%	\$ 578	\$ 578	0.02%						
IFTA decals (set)	0.02%	1,735	1,735	0.06%						
Temporary Authorization Permit	0.26%	28,922	28,922	1.00%						
Two apportioned plates, cab card, decal replacement	0.26%	28,922	28,922	1.00%						
Cab card replacement	0.26%	28,922	28,922	1.00%						
Val. Yr tab(s) replacement	0.26%	28,922	28,922	1.00%						
Subtotal Truck-Related Fees	1.06%	118,001	118,001							
Special Fuel Permit	0.002%	231	289	0.01%						
Special Fuel Permit Filing Fee	0.0001%	10								
Special Fuel Permit Surcharge	0.000%	48								
Trip Permit	0.005%	590	868	0.03%						
Trip Permit Filing Fee	0.001%	104								
Trip Permit Surcharge	0.002%	174								
Background Investigation	0.003%	360					\$ 360	0.02%		
Reissuance of revoked special fuel license	0.003%	289	289	0.01%						

**Washington Department of Licensing
Driver Vehicle Services Fee Study
Prorate and Fuel Tax Program Total Direct and Indirect Costs**

TYPE FEES	Percentage Effort	Total 2011-2013 Direct Costs	Interstate Trucking & Fuel Tax		Audit Section		Compliance & FAS		Fuel Tax	
			\$	%	\$	%	\$	%	\$	%
IFTA	27.94%	3,122,895	609,382	21.07%	\$1,595,822	41.00%	\$ 917,691	41.00%		
Prorate (Gross Weight)	34.40%	3,845,825	2,163,348	74.80%	1,167,675	30.00%	514,802	23.00%		
Washington Fuel Tax:										
Motor	13.27%	1,483,735			311,380	8.00%	223,827	10.00%	\$ 948,528	44.00%
Special	18.91%	2,114,086			778,450	20.00%	559,568	25.00%	776,068	36.00%
Aircraft	4.40%	492,094			38,922	1.00%	22,383	1.00%	430,789	19.98%
Total All Costs	100.00%	\$ 11,178,442	\$ 2,892,177	100.00%	\$3,892,248	100.00%	\$2,238,272	100.00%	\$2,155,746	100.00%

**Washington Department of Licensing
Driver and Vehicle Services Fee Study
Dealers and Manufacturers Program Total Direct and Indirect Costs**

Cost Center	Total 2011-2013 Direct Costs	Agency Overhead	BPD Indirect
Agency and Division Indirect Allocations		\$ 3,955,540	\$ 342,145
72500 - Dealer Manufacturer Services	\$ 4,595,821		
Total Program Costs	\$ 4,595,821	\$ 3,955,540	\$ 342,145

TYPE FEES	Current Fees	2011-2013 Transactions	Per Unit Cost	Total Dealers All Costs	BPD Indirect Allocation	Agency Indirect Allocation	Percentage Effort	Total Program	Program Effort %	Weighted Workload	Percentage Effort
Vehicle Dealer								\$ 4,049,827	88.12%		
Original license	\$ 750.00	617	\$ 2,881.53	\$ 1,777,902	\$ 68,398	\$ 790,752	19.9910%	918,751		18,510	22.69%
Dealer plate	33.00	3,353	96.05	322,102	12,392	143,261	3.6218%	166,450		3,353	4.11%
Replacement plate	5.50	2,365	96.05	227,169	8,740	101,037	2.5543%	117,392		2,365	2.90%
License renewal	250.00	3,764	1,440.76	5,423,032	208,631	2,411,987	60.9774%	2,802,414		56,460	69.20%
Plate renewal	33.00		(A)	-	-	-	0.0000%	-		-	0.00%
Subagency	100.00		(A)	-	-	-	0.0000%	-		-	0.00%
Subagency renewal	25.00		(A)	-	-	-	0.0000%	-		-	0.00%
Temporary subagency	100.00	903	96.05	86,734	3,337	38,576	0.9753%	44,821		903	1.11%
										81,592	
Vehicle Manufacturer								\$ 134,979	2.94%		
Original license	500.00	62	711.59	44,119	1,697	19,623	0.4961%	22,799		1,860	16.89%
Replacement plate	7.00	2	23.72	47	2	21	0.0005%	25		2	0.02%
License renewal	250.00	610	355.80	217,036	8,350	96,531	2.4404%	112,156		9,150	83.09%
Plate renewal	33.00		(A)	-	-	-	0.0000%	-		-	0.00%
										11,012	
Registered Tow Truck Operator								\$ 267,709	5.83%		
Original license	100.00	148	515.99	76,366	2,938	33,965	0.8587%	39,463		148	14.74%
License renewal	100.00	856	515.99	441,685	16,992	196,447	4.9664%	228,246		856	85.26%
Truck, new and renewal	50.00	0	(A)	-	-	-	0.0000%	-		-	-
										1,004	
Wrecker								\$ 11,248	0.24%		
Original license	25.00	82	29.57	2,425	93	1,079	0.0273%	1,253		82	11.14%
First plate set	6.00	59	29.57	1,745	67	776	0.0196%	902		59	8.02%
Additional plate set	3.00	92	29.57	2,721	105	1,210	0.0306%	1,406		92	12.50%
License renewal	10.00	503	29.57	14,876	572	6,616	0.1673%	7,687		503	68.34%
First plate set renewal	5.00		(A)	-	-	-	0.0000%	-		-	0.00%
Additional plate set renewal	2.00		(A)	-	-	-	0.0000%	-		-	0.00%
										736	
Hulk Hauler								\$ 4,499	0.10%		
Original license	10.00	249	9.40	2,341	90	1,041	0.0263%	1,210		249	26.89%
First plate set	6.00	105	9.40	987	38	439	0.0111%	510		105	11.34%
Additional plate set	3.00	172	9.40	1,617	62	719	0.0182%	836		172	18.57%
License renewal	10.00	400	9.40	3,761	145	1,673	0.0423%	1,944		400	43.20%
First plate set renewal	5.00		(A)	-	-	-	0.0000%	-		-	0.00%
Additional plate set renewal	2.00		(A)	-	-	-	0.0000%	-		-	0.00%
										926	
Scrap Processor								\$ 450	0.01%		
Original license	25.00	55	4.21	231	9	103	0.0026%	120		55	26.57%
First plate set	6.00	20	4.21	84	3	37	0.0009%	43		20	9.66%

**Washington Department of Licensing
Driver and Vehicle Services Fee Study
Dealers and Manufacturers Program Total Direct and Indirect Costs**

TYPE FEES	Current Fees	2011-2013 Transactions	Per Unit Cost	Total Dealers All Costs	BPD Indirect Allocation	Agency Indirect Allocation	Percentage Effort	Total Program	Program Effort %	Weighted Workload	Percentage Effort
Additional plate set	3.00	31	4.21	130	5	58	0.0015%	67		31	14.98%
License renewal	10.00	101	4.21	425	16	189	0.0048%	220		101	48.79%
First plate set renewal	5.00		(A)	-	-	-	0.0000%	-		-	0.00%
Additional plate set renewal	2.00		(A)	-	-	-	0.0000%	-		-	0.00%
										207	
Transporter								\$ 24,746	0.54%		
Original license	25.00	691	15.91	10,997	423	4,891	0.1237%	5,683		691	22.96%
Plate set	3.00	1,348	15.91	21,453	825	9,542	0.2412%	11,086		1,348	44.80%
License renewal	15.00	970	15.91	15,437	594	6,866	0.1736%	7,977		970	32.24%
Plate set renewal	2.00		(A)	-	-	-	0.0000%	-		-	0.00%
										3,009	
Snowmobile Dealer								\$ 3,599	0.08%		
Original license	25.00	196	17.41	3,413	131	1,518	0.0384%	1,764		196	49.00%
Dealer plate	3.00	41	17.41	714	27	318	0.0080%	369		41	10.25%
License renewal	25.00	163	17.41	2,838	109	1,262	0.0319%	1,467		163	40.75%
										400	
ORV Dealer								\$ 2,250	0.05%		
Original license	25.00	48	17.84	856	33	381	0.0096%	443		48	19.67%
Dealer plate	3.00	48	17.84	856	33	381	0.0096%	443		48	19.67%
License renewal	25.00	148	17.84	2,641	102	1,174	0.0297%	1,365		148	60.66%
										244	
Vessel Dealer								\$ 96,512	2.10%		
Original license	120.00	124	698.18	86,575	3,331	38,506	0.9735%	44,738		496	46.36%
License renewal	60.00	287	349.09	100,189	3,854	44,561	1.1265%	51,774		574	53.64%
Decals-first	40.00		(A)	-	-	-	0.0000%	-		-	0.00%
Decals-second	20.00		(A)	-	-	-	0.0000%	-		-	0.00%
										1,070	
Total All Categories				\$ 8,893,506	\$ 342,145	\$ 3,955,540	100.0000%	\$ 4,595,821	100.00%		

(A)-The number of transactions for this fee was not available for this fee study or there were no transactions. As a result, a per-unit cost cannot be determined.

**Driver and Vehicle Services Fee Study
Driver Training Schools,
Limousine and For-Hire Programs Total Direct and Indirect Costs**

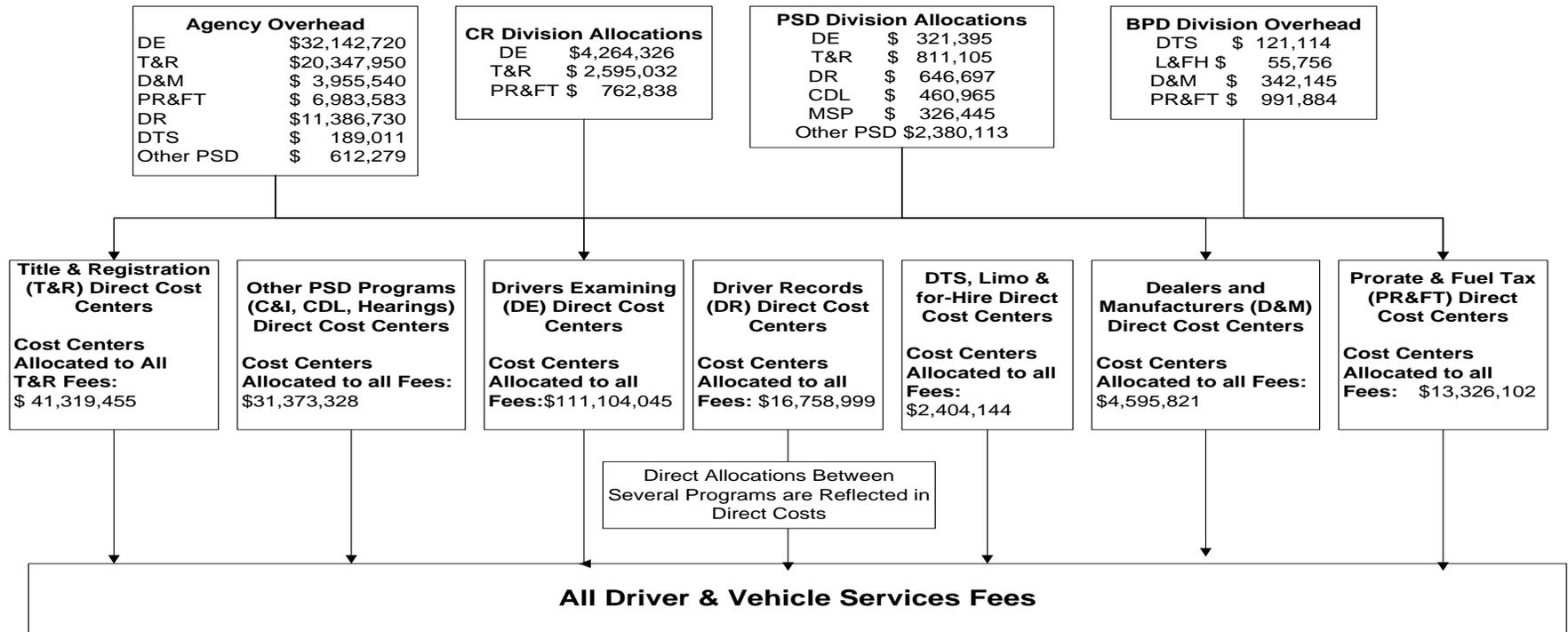
TYPE FEES	Current Fee	Transactions 2011 to 2013	Cost Per Unit	Total All Costs	Agency Indirect	Division Indirect	Total Direct %	Unit Direct
72200 - Driver Training Schools								\$ 1,627,183
60915 - Driver License Identicalcards (Hb 1635)								27,870
Program 200 Directly Allocated:								
28143 - 2011 LEG Impl ESHB 1635 Driver Lic Exam					\$ 98,999			
28144 - 2011 LEG Impl Shb 1257 Selective Srv SYS					42,999			
Remainder of Program 100/200 indirectly allocated					47,013			
Subtotals					<u>\$ 189,011</u>	<u>\$ 121,114</u>		<u>\$ 1,655,053</u>
Driver Training School								
Driver Training School (DTS) - Original and Transfer	\$ 500.00	44	\$ 5,100.78	\$ 224,434	\$ 21,586	\$ 13,832	11.42%	\$ 189,016
Branch Office - Original	250.00	70	3,206.20	224,434	21,586	13,832	11.42%	189,016
Driver Training School - Renewal	250.00	217	1,066.02	231,327	22,249	14,257	11.77%	194,821
Branch Office - Renewal	125.00	260	889.72	231,327	22,249	14,257	11.77%	194,821
Driver Training Instructor - Original	125.00	321	1,421.92	456,436	43,900	28,130	23.23%	384,406
Driver Training Instructor - Renewal	100.00	565	830.03	468,969	45,105	28,903	23.86%	394,961
Duplicate License	10.00	59	95.33	5,624	541	347	0.29%	4,737
Knowledge and/or Skill Exam	25.00	313	391.78	122,626	11,794	7,557	6.24%	103,275
Subtotal DTS		<u>1,849</u>		<u>\$ 1,965,178</u>	<u>\$ 189,011</u>	<u>\$ 121,114</u>	<u>100.00%</u>	<u>\$ 1,655,053</u>
Limousine								
73600 - Limousine						<u>\$ 38,237</u>		<u>\$ 513,723</u>
Carrier License	350.00	1,504	291.87	438,974		30,410	79.53%	408,564
Vehicle Certificates	75.00	2,024	52.91	107,080		7,418	19.40%	99,662
Training Provider Application	25.00	15	172.95	2,594		180	0.47%	2,414
Change of Vehicle Certificate	20.00		-	1,656		115	0.30%	1,541
Duplicate Vehicle Certificate	20.00		-	1,656		115	0.30%	1,541
Subtotal Limousine		<u>3,543</u>		<u>\$ 551,961</u>		<u>\$ 38,237</u>	<u>100.00%</u>	<u>\$ 513,723</u>
For Hire								
73700 - for Hire						<u>\$ 17,519</u>		<u>\$ 235,368</u>
Permit	110	633	318.53	\$ 201,627		13,968	79.73%	187,659
Vehicle Certificates	55	3,457	14.26	49,313		3,416	19.50%	45,897
Change of Vehicle Certificate	55		-	1,189		82	0.47%	1,106
Duplicate Vehicle Certificate	55		-	759		53	0.30%	706
		<u>4,090</u>		<u>\$ 252,887</u>		<u>\$ 17,519</u>	<u>100.00%</u>	<u>\$ 235,368</u>

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Appendix C: Methods, Data and Assumptions

The process of determining the total, and therefore, the per-unit cost of fees, administered by the Divisions involves using available data and estimates of information that is not readily available. This appendix provides a detailed description of the data obtained, methods used to allocate costs, methods used to estimate the relative effort among fees, and assumptions used in applying those methods. This report analyzes costs to administer driver and vehicle fees. In some cases, multiple services are associated with a single fee. To best align costs of services with fees charged for DOL services, costs for services are assigned to and presented by fee. The following diagram presents how costs are accumulated in various organizational units and cost centers and how they are applied to the fees:

Flow of Driver & Vehicle Services Costs to Fees



**Washington State Department of Licensing
Driver & Vehicle Services Fee Study**

Data Used in this Study:

- We obtained financial and cost data from two sources. DOL staff provided Fastrack reports from AFRS for all costs expended (expenditures) during the 2011-2013 biennium, for all cost centers assigned to the Divisions. We obtained the DOL agency overhead costs allocated to the Divisions by activity from the agency's Activity Cost Allocation used in reporting under the Priorities of Government Program. Agency overhead costs are based on allotments, as expenditure information was not available for this purpose, but adjusted the allotment data to accrual using pro-rata percentages.
- DOL staff provided a listing of the fees included in the study, along with the fee rate and authorizing RCW or WAC. For each fee, the volumes of transactions and the total revenue generated were provided, if/when available, or calculated.
- Division staff provided a wide variety of staff effort data from various tracking systems.
 - The Driver Examining (DE) program participated in time tracking studies, completed in connection with the 2013 and 2009 fee study that indicates the number of minutes necessary to process each fee. DOL also provided time tracking data from the "Q-Flow" system for some of the DE fees. The identified minutes were multiplied by the volumes of transactions for each fee to arrive at overall estimated effort percentages. These percentages were applied to the unit's cost to determine the cost for each fee.
 - The Customer Relations and Programs & Services (PSD) divisions provided an estimate of the supervision effort devoted to each of the programs it manages and the portion of its effort in managing the Division as a whole.
 - The Driver Records (DR) program provided estimates of its effort in various program activities. Some of these activities directly relate to fees, while other activities support other agency functions, and therefore, fees managed by those other units.
 - Dealer and Manufacturer Services (D&M) staff uses the DOL Dealers Regulatory System to track various types of effort such as travel and training time for each type of certification. From this information they provided us with their estimate of the total effort among the ten major dealer and manufacturer license fee types. They also provided us with an estimated time differential for vehicle dealer original and renewal licenses versus all other fees. The time estimates were 5 hours for original licenses, 2.5 hours for renewals and 10 minutes for all other fees. We used this estimate to calculate a weighting factor to apply to transaction volumes.
 - Staff from programs administering title and registration services provided cost of plates and tabs materials used in allocating those costs to plates, special plates and registration fees.
 - Prorate and Fuel Tax Services (PR&FT) staff provided estimates of the percentage effort for each of the fee and tax types it administers.
 - Driver Training Schools (DTS), Limousine and For-Hire staff provided an analysis of their staffing costs for each fee presented. Hearings and Interviews program staff costs are allocated solely on transaction volumes.

**Washington State Department of Licensing
Driver & Vehicle Services Fee Study**

Assumptions Used in this Study:

The fundamental, underlying assumption in this study is that all of the Divisions’ costs, including allocated agency overhead, should be included in the cost of administering fees. Producing a “fully-loaded” cost and per unit cost for each fee that includes the total costs assigned to the Division is a required deliverable in this study.

During prior fee studies, some of the Divisions’ staff members indicated that they perform functions not related to administering fees and expressed that these costs should not be allocated to fees. For example, several units provide documents and data to courts, law enforcement and other government agencies for no fee. Other units provide safety education programs that are not directly tied to any fee. However, as described in the body of this report, this fee study includes all costs and assigns them to fees, regardless of their direct or indirect relationship to fees.

Another significant assumption used in this study is that effort directly relates to transaction volumes. Transaction volumes are used to assign costs to individual fees in many cases. In several instances an effort was made to account for variances in effort between certain groups of fees. For example, the Dealer and Manufacturer Services staff estimates that the original vehicle dealer fees take 30 times longer to process than other fees, and a vehicle dealer license renewal takes 15 times longer. To the extent that these types of estimates are significantly different than the actual effort, the estimates of the total and per unit costs could be significantly different than actual costs.

Almost all cost allocations used in this study are driven by estimates of staff effort, and in many cases staff effort is estimated based on transaction volumes. Staffing costs are approximately 60 percent of the Divisions’ total costs, while goods and services represent approximately 33 percent of costs. In most cases, we found it was reasonable to assume that all costs of supporting staff were in the same relationship as the underlying staff costs. We made adjustments for certain costs when the staff costs to other costs relationship did not appear proper. For example, special plate costs were applied to only the specialized plate fees.

Internet costs were separately identified by use of a designated cost center. Based on effort estimation provided by the unit managing Internet applications, 90% of all costs are Internet processing system management costs. Of that amount, 75% is for driver fee transactions and 15% are for vehicle transactions. These costs were allocated to individual fees based on relative transaction volumes.

Methods Used to Allocate Cost Center Expenditures to Fees: The methods used to allocate expenditures from indirect and direct cost centers to individual fees are summarized in the following charts.

Unit Description	Cost Centers, Direct or Indirect	Allocation Base/Methodology
Agency Overhead	All Cost Centers for program 100/400/200	Selected cost centers are directly assigned to units and the remainder is allocated based on the agency’s activity recast allocation.
Customer Relations Division (CRD)	Indirect Cost Centers applied as direct: 31XXX (4 cost centers)	Based on % effort provided by CRD staff, applied to T&R, DE and PR&FT Costs

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Unit Description	Cost Centers, Direct or Indirect	Allocation Base/Methodology
Programs & Services Division (PSD)	60100, 30200, 65100; Indirect	Based on % of all Direct Fee \$ plus special allocation for Attorney General costs, applied to both DE and PSD units.
DE cost centers involved with Driver Licensing fees	<p>All Direct Cost Centers: 36XXX 60150 - L1 Basic Card Charges 60151 - L1 EDL Card Charges</p> <p>Motorcycle Safety (MSP) (60240, 60246, 60247), Training & Technical Services (60910, 60920) and License Integrity Unit (60270, 60600) are allocated to DE. A \$2.6 million direct allocation is made to Original Motorcycle fee. Substantial costs are allocated from DR and to other PSD Units.</p>	<p>The number of minutes necessary to process each fee is determined based on timing data. The identified minutes are multiplied by the volume of transactions for each fee to arrive at overall estimated effort percentages. These percentages are applied to the unit's cost to determine the cost for each fee. Cost centers that relate solely to the Enhanced Driver License or Identicards (60151) are applied to only the EDL/EID fees.</p> <p>The DR and PSD costs are assigned to fees using the same method as the direct DE cost centers.</p>
C&I cost centers involved with managing contracts	<p>All Direct Cost Centers: 60250 - Contracts & Initiatives Management (C&I) 60252 - Ignition Interlock Device (SHB 2443)</p>	Based on estimate of % effort.
PSD cost centers involved with all Commercial Driver License (CDL) fees	<p>All Direct Cost Centers: 60210 - CDL-Administration 60220 - CDL-Compliance 60230 - CDL-Skills Testing 60271 - Fy09 - CDL Program Improvement Goal 1/2 64927 - CDL Retest 2 (Cd08-351) (6039) 69225 - CDL-Medical Certificate (HB 1229)</p>	Assigned to individual fees based upon the relative volume of transactions for each fee. Third party testing costs (60230, 64927) are applied to only the CDL Classified Skill Exam fee. In addition to these cost centers, a portion of DR and DE costs are included in the total costs allocated based on effort.
Business and Professions Division (BPD) cost centers involved with all Driver Training School fees	<p>All Direct Cost Centers: 72200 - Driver Training Schools 60915 - Driver License Identicards (HB 1635)</p>	Assigned to individual fees based upon the estimate of effort and relative volume of transactions for each fee.

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Unit Description	Cost Centers, Direct or Indirect	Allocation Base/Methodology
DR cost centers involved with all DR fees and, support for other activities and other units' fees.	All Direct Cost Centers: 69DR1 - Driver Records 69DRL - Exam & Licensing Activities 69200 - DUI Accountability (HB 1789) 28235 - 2012 LEG Implementation ESSB 6284 Civil Traffic Infractions	Based on % of all DR estimated effort for each function. A significant portion of the estimated % effort by DR is deemed to be in support for other units. The % effort is applied to certain cost centers to determine the amount of costs allocated to other functions.
Hearings Administration, Processing	67100 - PSD Hearings Unit: Direct	Based on relative volume of transactions for each fee or non-fee activity.
Title & Registration (T&R) and directly allocated program 100/200 cost centers involved with all T&R fees	All Direct Cost Centers: 15300 - IVIPS 17500 - Vehicle Renewal/Title Printing & Postage 17600 - Vessel Renewal/Title Printing & Postage 23500 - Field Support 25200 - VS Field Offices 28023 - Field Office Equipment Replacement 33700 - Vehicle & Vessel Operations 33800 - Agent/Subagent Office Changes 33J00 - Allowable Cost Reimbursements 63100 - Administrator's Office / FLS 63150 - SLS Decentralized Admin Services 63160 - Vehicle Service Forms 63200 - Records & Program Management Admin 63290 - Research & Client Support (RCS) 63300 - Vehicle & Vessel Licensing Administration 63400 - Program & System Support Administration 63420 - Research & Analysis Unit 63430 - User System Support 63440 - Field Audit & Compliance 63450 - Organ Donor	Assigned to individual fees based upon the relative volume of transactions for each fee. 17500-17600 - Vehicle and Vessels printing and postage is only allocated to the related fees based upon the relative volume of transactions for each fee. Certain cost centers are applied to all fees, while others are only allocated to title and registration fees.

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Unit Description	Cost Centers, Direct or Indirect	Allocation Base/Methodology
T&R cost centers involved with only Title fees	All Direct Cost Centers: 33H00 - NMVTIS 63270 - Sellers, Wreckers, Abandoned & Totaled (SWAT) 63280 - Imaging Unit 63320 - Refunds & Title Services (RATS)	Assigned to individual fees based upon the relative volume of transactions for each fee. Cost Centers 62700 - Sellers, Wreckers, Abandoned & Total Loss, and 33H00 - National Motor Vehicle Title Info Service are only applied to vehicle fees.
T&R cost centers involved with only Registration fees	All Direct Cost Centers: 63460 - IPO Credit Card Costs 17900 - Plates/Tabs/Decals 17910 - Vessel Inventory	Assigned to individual fees based upon the relative volume of transactions for each fee. Cost centers 17900-17910 are split between plate fees and registration fees based on the costs of material. Credit Card costs are only allocated to fees that can be transacted online based on relative transaction volumes.
T&R cost centers involved with only Plate fees	All Direct Cost Centers: 17900 - Plates/Tabs/Decals 33300 - Special Plate Unit 33A00 - Plates, Tabs, Decals	Assigned to individual fees based upon the relative volume of transactions for each fee. Cost center 17900 is split between plate fees and registration fees based on the costs of material.
T&R cost centers involved with only Local Recovery Charges	All Direct Cost Centers: 22100 - Regional Transit Authority (RTA) 63240 - Regional Transit Authority (RTA)	Costs are separately captured in the AFRS financial reporting system.
D&M cost centers involved with all D&M fees	All Direct Cost Centers: 72500 - Dealer Manufacturer Services	Based on % of all D&M Estimated Effort

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Unit Description	Cost Centers, Direct or Indirect	Allocation Base/Methodology
PR&FT cost centers involved with all PR&FT fees	<p>All Direct Cost Centers:</p> <p>79100 - Administrator Prorate & Fuel Tax 791CP - Prorate & Fuel Tax On-Line System 79200 - Interstate Trucking & Fuel Tax 79300 - Audit & Investigations 79400 - Policy & Communications 79460 - Fuel Tax Enforcement 926a 79470 - Fuel Tax Compliance Grant 2010-038 79471 - Fuel Tax Travel 2011-047 79480 - Fuel Tax Investigations 2010-039 79490 - Fuel Tax Investigations 2011-046 79500 - Finance & Compliance</p> <p>Also direct allocation from certain PSD cost centers</p>	Based on % of all PR&FT Estimated Effort
BPD cost centers involved with all Limousine and For Hire fees	<p>All Direct Cost Centers:</p> <p>73600 - Limousine 73700 - for Hire</p>	Assigned to individual fees based upon the estimate of effort.